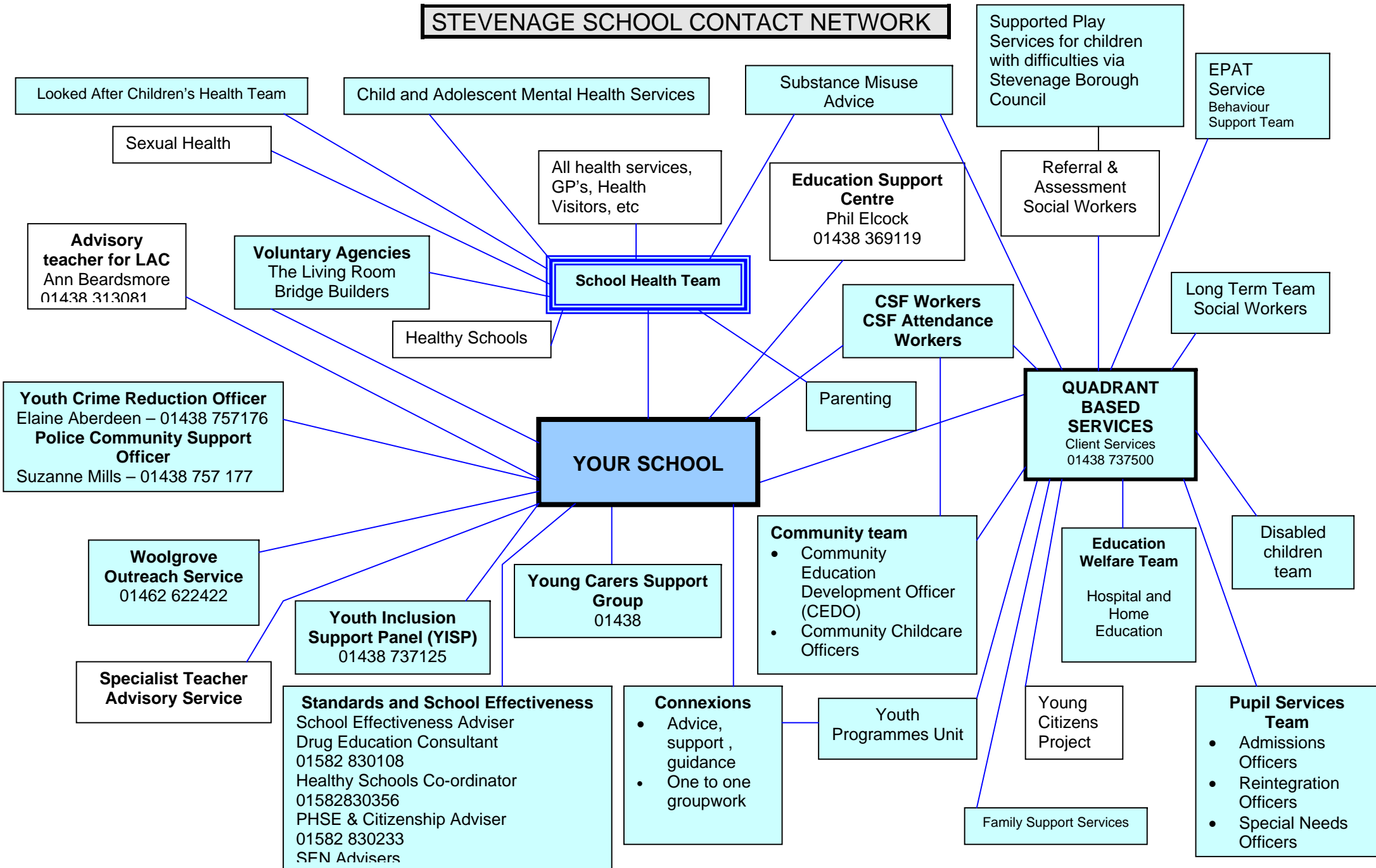


STEVENAGE SCHOOL CONTACT NETWORK



**For more information on the Standards & School Effectiveness Division, see organisational chart. For more information on Behaviour/Mental Health Issues see Behaviour Support Pack

STEVENAGE SCHOOL CONTACT NETWORK

Direct Referrals via School Contact

(Ideally one nominated contact. Please avoid multiple referrals for one child. If a child has complex needs, it may be that an assessment needs to be undertaken.)

Advisory Teacher for looked after children

Name: Ann Beardsmore

Service Offered: Working with all looked after children on education and related matters. Liaison with carer and school.

Contact Details: 01438 313081

Referral by: Form/Consultation

Referral from: School

Bridge Builders – M.A.P.S. Project

Name: John Forster

Service Offered: Mentoring and pastoral support services to *primary* schools within Stevenage, through different funding schemes.

- Listening and talking to children, encouraging isolated and excluded children.
- Individual and groupwork.
- Encouragement and opportunities for children and their parents to be involved in wider school activities.
- Themed assemblies and R.E. support.

Contact Details: 01438 314314

Web: www.bridgebuilderstrust.org.uk/maps

Referral by: Signed permission slip from parents before work can begin with children.

Referral from: Headteacher

Connexions

Name:

Service Offered: Provides advice, guidance, support and personal development services for all 13-19 year olds. All young people in this age group should have access to a Personal Adviser.

- ❖ Advice and guidance on training, further education and careers including GCSE subject options and vocational courses.
- ❖ Personal support and help with any barriers or difficulties that may be affecting school performance.

Contact Details:

Referral by: Referral form from School or College

Referral from: School, College, Parents, Self Referral from Connexions Centres.

CSF Attendance Workers

Name:

Service Offered: One year project 2004/5. Eight targeted secondary schools across the county.

Contact Details: School based

Manager: John Armstrong, Project Manager, 01992 588581.

Referral by: Project Schools Referral Form

Referral from: Senior Management Team/EWO

CSF Workers

Name:

Service Offered: *CSF workers are not present in every school in Stevenage.*

- Early intervention work with young people identified by their schools and rapid response.
- Short focused work in schools and families.
- Prevention of escalation into areas of specialist services

Contact Details:

Manager: John Armstrong, Project Manager, 01992 588581.

Referral by: Referral Form

Referral from: Headteacher or member of the Senior Management Team

CSF Trust Link

Name:

Service Offered: Instrumental part of the Information Sharing Meetings in *Children's Trust schools*. Accessing information from social work database. CSF Trust Workers could be Social Workers, Professional Assistants, CSF Workers. Supporting referrals for Children in Need/Child Protection.

Contact Details:

Referral by: List/Letter 3 weeks before meeting is due.

Referral from: School Trust Link

Education Support Centre

Name: Phil Elcock

Service Offered:

- ❖ Provides outreach support to pupils at risk of exclusion with the primary and secondary phases
- ❖ Provides on site education for permanently excluded pupils at Key Stages 3 and 4 (Secondary) for up to 25 hours per week.
- ❖ Supports the re-integration of excluded pupils back into school – this service is also available to children in special schools and EBD schools.

Contact Details: 01438 369119 for discussion.

Referral by: Referral to CSF - Respite Request Form(Green Form)

Referral from: Liaison Teacher

Education Welfare Team

Service Offered:

- ❖ Improve attendance for all pupils, for individual schools and for Hertfordshire as a whole.
- ❖ To build the capacity and capability of schools to improve pupil attendance through the rigorous use of data analysis and dissemination of effective practice.

Education Welfare Officer

Name:

- ❖ School pastoral staff and the EWO will discuss pupils of concern in the first instance. If these strategies are not effective, then the EWO will open the case.

Contact Details: EWO North are based at the Old Grammar School in Letchworth.

Referral by: CSF referral form – should be agreed with EWO before submitting.

Referral from: School

Home and Hospital Education

Name: Sheila Leavy

Service Offered: The service is for school age children who are sick and temporarily unable to attend school for health related reasons. (Including young girls whom are pregnant).

- To minimise the interruption and disruption of schooling.
- To ensure continuity of education.
- To contribute to pupils' physical/mental recovery.
- To work in partnership.
- To support re-integration

Contact Details: 01462 704 369

Referral by: CSF Form, plus a letter from a doctor to state that the child is unable to attend school. Or direct referrals from Child and Adolescent Mental Health.

Referral from: School or internally within CSF.

EPAT Service (Including the Behaviour Support Team)

Educational Psychologist

Service Offered: Generic consultation/advice regarding individual pupil, group or whole school issues. Each school has an attached named EP, and an allocated number of visits available to them each academic year. Work is prioritised through regular planning meetings between the EP and the school's SENCO.

Contact Details: All EPs are based at the Old Grammar School in Letchworth.

Referral by: CSF referral form – must have parental signature for EP consultation about a named pupil at School Action Plus. Not required for consultation about an issue.

Referral from: Schools only (although with co-operation from schools, internal referrals from professionals within CSF are sometimes made and acted upon).

Specialist Pre-School Advisory Teachers

Service Offered: Advice and consultation to pre-school and early years settings regarding supporting individual young children and their families who are identified as having special educational needs at an early stage of their development, with the exception of those who present with autism, social and emotional or sensory difficulties.

Contact Details: All Pre-school AT's are based at the Old Grammar School in Letchworth and are part of the EPAT Team.

Referral by: CSF referral form (referral criteria exist so not all referrals are accepted following intake meetings).

Referral from: Directly from pre-school settings, and medical professionals e.g. Speech and Language Therapist, Paediatrician, Health Visitors.

Behaviour Support Team

Service Offered:

- ❖ To support inclusion in schools of children and young people with a range of social, emotional and behavioural difficulties;
- ❖ To work at the interface between families and schools as well as with individual pupils and whole school systems.
- ❖ Working with all in the statutory school age.
- ❖ All schools are eligible for support
- ❖ Include Specialist Educational Psychologist, Specialist teachers (including Advisory Teacher), Family Workers and a Primary mental Health Care Worker.

Contact Details: The BST are part of the EPAT team and are based at the Old Grammar School in Letchworth.

Referral by: Schools can refer using a BST referral form, which can be made available through their attached EP or via ESC outreach workers.

Referral from: Second Tier referral from schools via attached EP's and/or ESC's, although internal referrals from professionals within CSF are sometimes made.

School Health Team

Name:

Service Offered:

- ◆ Healthy Lifestyle promotion for school aged children and their families.
- ◆ Work with children and young people, their parents, carers, teachers and other professionals to support families and young people in issues relating to physical and mental health and facilitate their access to other services.
- ◆ Support to schools with PSHE programmes.

Contact Details: Via the clinic where they are based (as indicated in the School Health Leaflet).

Referral by: Telephone call/meeting/referral form

Referral from: Nominated School Contact, parents, other professionals, self referrals by pupils.

Standards and School Effectiveness

Head of School Effectiveness – Clive Mitchell(Primary)
Andy Cunningham(Secondary)

School Effectiveness Advisers (Primary)

Name(s): Alister Fraser/ Marita Hopkinson/Liz Neville

Service Offered: One Link Adviser for each school. Management support and advice including pre and post Ofsted Action. Joint Annual Review visit for all schools.

Contact Details: Mostly based at Wheathampsted Centre.

School Effectiveness Advisers (Secondary)

Names(s): Peter Matthews, Keith Gould, Stephen Lavender, Graham Yapp, Andy Cunningham, Gilliam Cawley, Jim Harrison.

Service Offered: One Link Adviser for each school. Management support and advice including pre and post Ofsted Action. Joint Annual Review visit for all schools.

Contact Details: Mostly based at Wheathampsted Centre.

Specialist Advisory Service (Disabilities)

Name: Head of Service – Honor Andersen

Service Offered: Specialist advice and support for pupils with;

- ❖ Autism
- ❖ Deafblindness
- ❖ Physical and Neurological impairment
- ❖ Hearing Impairment
- ❖ Visual Impairment

❖ Speech and Language Difficulties

Contact Details: 01707 320697 - Woodside Centre, WGC

Referral by: Common Referral Form

Referral from: Directly from pre-school setting, medical professionals, schools and families.

Drug Education Consultant

Name: Richard Boxer

Service Offered: Countywide service to Nurseries, All Schools and Education **Support Centres**. The Consultants' role is to:

- ◆ Offer support, advice and information to schools regarding all aspects of drug misuse;
- ◆ Assist schools with the formulation of school Drug Education Policies (or develop existing ones), in line with new DfES guidance;
- ◆ Offer training to all staff, including teachers, NQTs and midday supervisors;
- ◆ Assist schools in the development of drug education within their curriculum;
- ◆ Develop whole school approaches through offering parents and governors basic drug awareness;
- ◆ Running Courses for teachers and School Nurses at Wheathampstead;
- ◆ Providing information for pupils who have been identified as being vulnerable or at risk of exclusion;
- ◆ Developing drug education resources for schools to use;
- ◆ Networking with other agencies.

Contact Details: 01582 830108/ richard.boxer@hertscc.gov.uk

Referral by: Telephone call or e-mail.

Referral from: Nominated person within school or establishment.

Substance Misuse (Tier 2)

Name: Claire Brown

Service Offered: Tier Two one to one work with young people.

Referral by: Notification from CSF, CSF Referral Form

Referral from: Children Schools and Families/ School Health Advisors

Voluntary Agencies

- ◆ Round Table
- ◆ Lions
- ◆ CVS

Woolgrove Outreach Service

Service Offered: Woolgrove provide an outreach service to all primary schools within North Quadrant for pupils experiencing significant learning difficulties at the School Action Plus (or beyond) stage of the SEN Code of Practice. This can include advice, guidance and training for staff as well as direct pupil support.

Contact Details: 01462 622422

Referral by: Special Referral Form

Referral from: Headteacher or SENCO

Young Carers Support Group

Name: Wyn Harris

Service Offered:

- A voluntary scheme that offers support, friendship and fun to young carers between the ages of 8-18.
- A young carer is a child or young person who looks after a disabled or ill parent or sibling at home.
- **Contact Details:** 01438 231175 for discussion and form.

Referral by: Stevenage Young Carers Referral Form

Referral from: School Nurse/CSF

Youth Crime Reduction Officer

Name: Elaine Aberdeen

Service Offered: Liaison with Secondary Schools on issues of violence aggression and crime. Available to undertake assemblies and work with individuals and groups on these issues. Liaison with YISP.

Contact Details: 01438 757176

Referral by: Telephone Call

Referral from: School Link

Police Community Support Officer – School Liaison

Name: Suzanne Mills

Service Offered: Visual support for Secondary Schools. Patrol. Crime Prevention. Low level incidents.

Contact Details: 01438 757177

Referral by: Telephone Call

Referral from: School Link

Youth Inclusion Support Panel

Name: Louise Clark and Clare Woroniecka

Service Offered: Target 8-13 year old who are at risk of offending. E.g. Substances, anti-social behaviour. YISP works with voluntary engagement from the child and family.

Contact Details: 01438 219427

Referral by: Telephone to discuss referral if required.

Referral from: For administrative purpose, please refer via the Educational Psychologist.

Services Indirectly Available via the School Health Team

- ◆ Audiology
- ◆ Child and Adolescent Mental Health Services
- ◆ Child Development
- ◆ Family Support
- ◆ Health Policies – Bullying, Medication, Substance Misuse, etc.
- ◆ Looked After Children Health Team
- ◆ Sexual Health
- ◆ Speech Therapy
- ◆ Substance Misuse (Tier 1 / 2, referral to Tier 2)
- ◆ The Living Room (Counselling for 13-17 year olds on addiction, eating disorders, relationships etc.)

Services Available via the Quadrant

Pupil Services Team

Admissions and Transport Officer

Name: Ann Kelly and Philip Rhodes

Service Offered:

- To deliver a quality co-ordinated school admission process, exclusion and home to school transport services to a nominated group of schools, parents and carers within the Quadrant.
- To advise and guide parents on their right of appeal for school places and liaise with Conciliation and Appeals Unit.
- To advise on Education Otherwise and liaise with Education Welfare Service.
- To arrange hardship/home and hospital taxi transport as well as the usual home to school transport in accordance with the Transport Policy.

Contact Details: For Ann 01462 704387 for Philip 01462 704388

Re-integration Officer

Name: Jane Hardy

Service Offered:

- ◆ To support schools in preventing Permanent Exclusions.

- ◆ To work with schools, parents and other agencies to achieve the successful re-integration of a pupil into a new school, following a permanent exclusion, and managed moves.

Contact Details: 01462 704312

Special Needs Officers

Name:

- ◆ Jane Rodbard (Pupil Surnames A-F);
- ◆ Jackie Harniman (Pupil Surnames G-Z).

Service Offered: Support and advice for schools, and parents whose child is the subject of a statutory assessment, has a statement of special educational needs, or at Annual Review of statement.

Contact Details:

- ◆ 01462 704355 (JR)
- ◆ 01462 704353 (JH)

Community Team

Community Team (Childcare, Adult Education, etc)

Service Offered: Support with development of out of schools clubs, Adult and Community Learning Projects and Family Learning Programmes.

Contact Details: 01462 704246

Referral by: Telephone Call

Referral from: School

Community Childcare Officers

Name: Helen Longstaff and Hansa Nariapara

Service Offered:

- To support the schools to develop breakfast, after school and holiday childcare clubs
- To support existing out of school provision
- **Contact Details:** 01462 704246

Referral by: Telephone

Referral from: School

Community Education Development Officers (Adults)

Name: Leroy Williamson

Service Offered:

- To support schools to develop and deliver adult and community learning programmes and initiatives.,

- To work with schools and partners to develop a range of family learning programmes and initiative's and also to offer further support to schools delivering programmes.
- To offer support, information and guidance to schools to maintain and develop out of schools learning activities and programmes.
- To work with schools to develop and broker partnerships with stakeholder groups, statutory organisations and the community and voluntary sector in pursuit of the above.

Contact Details: 01462 704344/ 07771974492/ leroy.williamson@hertscc.gov.uk

Referral by: Telephone or email

Referral from: School, Learning Forum or internally within CSF.

Disabled Children's Team

Name: Val Routledge (Team Manager)

Service Offered: Can commission a range of supportive services such as;

- ◆ Home Care
- ◆ Respite and Shared Care in the Community
- ◆ Aids and Adaptations for daily living and residential care.

They work closely with colleagues in health and with CSF colleagues in the Pupil Services Group and in Special Schools.

Contact Details: Client Services

Referral by: Telephone, letter or other agencies from Client Services.

Referral from: Headteacher/Senco

Links with Lonsdale, Greenside and Woolgrove via liaison workers for children with a disability.

Family Support Service Under 10's

Service Offered:

- ◆ Works with families and children under 10 years.
- ◆ Promotes the welfare and wellbeing of children at the centre, in homes or in local community facilities.
- ◆ Help families identify and manage parenting difficulties.

The Family Support Centres are re-organising their structures. Services from April next year will be delivered a Preventative Team and a Focused Intervention Team.

Referral by: Telephone, referral form, letter from Health Professional or Social Worker via Client Services.

Referral from: Client Services after an assessment

Family Support Service Over 10's

Service Offered:

- ◆ Works with families and young people over 10 years.
- ◆ Works with families and young people in crisis.
- ◆ Works with young people not in school.
- ◆ Group work with young people to build self esteem.

Referral by: Telephone, referral form, letter from Health Professional or Social Worker via Client Services.

Referral from: Client Services after an assessment

Integrated Referral & Initial Assessment Team (Social Workers)

Name: Manager – Lesley Carr

Service Offered: Deals with child protection issues, supporting children in need (homelessness, asylum seeking, teenage mothers).

Contact Details: Client Services

Referral by: Telephone, referral form, letter.

Referral from: Client Services

Long Term Team (Social Workers)

Name: Manager - Sue Goff

Service Offered: Provides a longer and more in depth service to clients who are referred through the referral and assessment process.

Undertakes work of a complex nature and includes children in need who may also be on the Child Protection Register, Looked After by the local authority and the subject of Court proceedings.

Contact Details: Client Services

Referral by: IR & IATeam

Referral from: Work is transferred from the Initial Assessment Team if issues are long term.

Stevenage Borough Council Play Services

Department of Community Services, Caneshill House, Danestrete, Stevenage, Herts SG1 1HN.

Contact Details: 01438 242247

Referral from: Open access, but specialised support for children with greater need is sometimes sponsored by CSF.

Website: www.stevenage.gov.uk/council/dept-comm-services/comm-dev/play/index.htm

Young Citizen's Project

Name: Jason Beaumont

Service Offered: Preventative service that develops short term focussed work with young people 10-16 years old, who would benefit from intervention because of their presenting 'risky behaviours or social exclusion.' Work is offered in the following ways:

- Individual work with young people to address difficulties or issues
- Group work (focus on issues or themes – anger management, self esteem, drama, single sex work).
- School/holiday projects.
- Parent support and advocacy (Parenting programmes for parents of adolescents)

Contact Details: 01438 737125

Referral by: Referral form, or contact above

Referral from: School, agency or CSF.

Youth Programmes Unit

Name: Sue Stevens

Service Offered: Alternative education programmes for students in Yr. 11, who cannot complete their education in mainstream setting (usually permanently excluded pupils) and who are referred via the 'Out of School Provision Panel.' The students are encouraged to undertake an individual programme of personal development through a range of social and life skills programmes and vocation opportunities to help them move on successfully into further education, training or employment post 16.

Contact Details: 01438 219073

Referral from: Out of School Provision Panel. (For young people at risk of exclusion, contact Student Services Manager, Stephen Hozier – 01438 737500.

Help! I've Got a Problem

Alcohol or Drugs

- ◆ **Information** – National Drugs Helpline: FRANK – 0800 77 66 00 Website; www.talktofrank.com/gettinghelp
- ◆ Drug Education Forum website: www.hertsdef.org
- ◆ **Emergency** - Ambulance
- ◆ **First Aid** – Recovery Position
- ◆ **Child/Young Person/Parents Support** – School Health Advisor/Substance Misuse Tier 2 Worker
- ◆ **Parental Support** – Parental Drug Awareness Service, Hertfordshire.

Helpline Number: 01992 534636, email: pdas@btinternet.com

For parents/carers or others who want support in coping with a drug, alcohol or solvent related problem.

- ◆ **Training** – access Drug Education Forum website; or Richard Boxer/Amber Carroll/School Health Adviser

Aggression and Violence

- ◆ **Child Protection** – Call Centre **01438 737500**
- ◆ **Family Work** – **Family Support Services** for Over 10's
- ◆ **Management of Aggression/Anger** – Behaviour/Bullying Policies
- ◆ **Parental Support/Advice** – Parentline Plus 0808 800 2222 www.parentlineplus.org.uk
- ◆ **Safety of All** – School Procedure
- ◆ **Police 999 if emergency**
- ◆ **Referral** – EPAT/CAMHS
- ◆ **Training/Advice** – Youth Crime Reduction Officer

Child Protection

- ◆ **Referral** – Policy/Procedures

- ◆ **What if?- 01438 737500**
- ◆ **Training/Advice/Support** - Frazer Smith (Child Protection Liaison Officer) – County Hall

Mental Health

- ◆ **Whole School Policy/Ethos** – Behaviour/Bullying/Mental Health Promotion Policies
- ◆ **Pastoral Service** – Policy, Individual Plans
- ◆ **Mentoring** - Connexions
- ◆ **Learning Support Units**
- ◆ **Counselling** – Face to Face 01338 749147, Bowes Lyon Centre, St. George's Way, Stevenage, Herts SG1 1XY
- ◆ **CSF Worker**
- ◆ **School Health Advisor**
- ◆ **Outside agencies-** Bridge Builders/The Living Room
- ◆ **CAMHS** via School Health Advisor
- ◆ **Training** – Educational Psychologist/BS Team
- ◆ **Young Minds** – A free confidential telephone service providing information and advice for any adult with concerns about the mental health of a child or young person – 0800 018 2138
Website: www.youngminds.org.uk

Parenting

- ◆ School Nurses are the key link into a range of parenting courses. Leaflets should be available at the school for distribution.
- ◆ **Parental Support/Advice** – Parentline Plus 0808 800 2222 www.parentlineplus.org.uk

Sexual, Sexualised Issues

- ◆ **Normal Behaviour** – School Health Advisor
- ◆ **Repetitive/Worrying/Odd Behaviour** – Learning Difficulties? Educational Psychologist/School Health Advisor
- ◆ **Offensive Behaviour** – School Health Adviser/EPAT/CAMHS/Child Protection
- ◆ **Training** – School Health Adviser/Amber Carroll