

Working for you and your child

Children, Schools and Families



Children, Schools and Families
01438 737500
www.hertsdirect.org/csf



For more help and advice about the information in this booklet, contact Hertfordshire County Council Customer Service Centre on 01438 737500. Callers from 01923 or 0208 dialling codes may wish to use 01923 471500 in order to be charged at local call rates.

Visit the Children, Schools and Families home page – www.hertsdirect.org/csf for more information about our services for children and families. You can also contact us by email at hertsdirect@hertscc.gov.uk.

For copies of any of the leaflets referred to in this leaflet, please ring the Customer Service Centre or ask the person from CSF who is working with you for a copy.

If you would like help with translation or need this information in large print, braille or on audio tape, or if you need other help with this information please contact the Customer Service Centre.

Bengali: বাংলা, ভাষায় তথ্যাবলীর জন্য অথবা আপনার একজন দোভাষী অর্থাৎ ইন্টারপ্রিটারের দরকার হলে, অনুগ্রহ করে উপরে যে সব টেলিফোন নম্বর দেওয়া হয়েছে সেগুলোতে ফোন করে যোগাযোগ করুন।

Chinese: 如果需要漢語、版本，或需要口譯人員，請用上述號碼聯繫。

Italian: Per informazioni in italiano, o se desidera l'aiuto di un'interprete, contatti i numeri elencati in precedenza.

Portuguese: Para informações em português ou se precisar de uma interprete é favor telefonar para um dos números acima.

Punjabi: ਪੰਜਾਬੀ, ਦੇ ਵਿਚ ਜਾਣਕਾਰੀ ਦੇ ਲਈ ਜਾਂ ਜੇ ਤੁਹਾਨੂੰ ਇੰਟਰਪ੍ਰੈਟਰ ਦੀ ਜ਼ਰੂਰਤ ਹੈ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਉੱਪਰ ਦਿੱਤੇ ਨੰਬਰਾਂ 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

Turkish: Sağlanan hizmetlerle ilgili bilgileri Türkçe, istiyorsanız ya da bu dillerden çevirmene gereksinim duyarsanız, lütfen yukarıdaki telefon numaralarını arayınız.

Urdu: اردو میں معلومات کے لئے، یا اگر آپ کو ایک انٹربریٹر کی ضرورت ہے، تو برائے مہربانی اوپر دیئے ہوئے نمبروں پر رابطہ کریں۔

We want to help Hertfordshire children attain the best possible levels of education and development. We do this by working closely with the children themselves, their schools and their families to offer quality advice, support and guidance.

We place the interests of children firmly at the centre of everything we do, working with children, parents, carers and staff in early years and schools to build children's confidence, self-esteem and to prepare them for their life ahead.

Professionals from different services work together using their experience and knowledge to help children in Hertfordshire get the most out of their school years.

Our staff work closely with national and local voluntary groups, the police, health service, district councils and the private sector.

We aim to help children with a variety of needs: those who may have learning difficulties, physical difficulties, social problems, are particularly gifted, need help in schooling or need someone to talk to.



What does CSF do?

Here are a few examples of the services we provide:

School admissions

We co-ordinate the offer of school places for nursery, primary and secondary schools across the county. You can find out everything that you need to know about the process on our website.

10 Year Childcare Strategy Services

We aim to improve the quality of life for children, families and communities through:

- **Childcare** – improving and increasing the levels of childcare provision across the county including childminders, pre-schools, day nurseries and out of school clubs
- **Early education** – all three and four year olds are entitled to free early education sessions. Research shows that children who receive a high quality education in their early years are more likely to make good progress at school, stay in education longer, gain qualifications and be successful in their working lives
- **Information and parenting support** – including access to information courses, advice and support in local communities to help parents with the challenges of raising children
- **Teenage pregnancy** – including cutting teenage pregnancy levels and supporting young parents back into education
- **Extended schools and children's centres** – offer community services delivered through children's centres for under fives and extended schools for five to 19 year olds including study support and out of school activities, family learning, adult education, childcare, health advice and parenting support.

To find out more about the services available in your community contact the Children's Information Service on 01438 737502 (callers from 01923 or 0208 dialling codes may wish to ring

01923 471502 in order to be charged at local call rates) or visit the website www.hertsdirect.org/younginherts

We also have a Children's Services Directory which you will find within community directory on the homepage of our website www.hertsdirect.org



Financial assistance

If your child is in full time education and your family has a low income CSF may be able to give you some financial help including:

- free school meals
- assisted places on school transport (limited availability)
- help with music fees
- school clothing vouchers
- 16-19 learner support fund (limited availability from school)
- free SaverCard
- free TrainCard
- help with cycle training costs

Support for the family

If you are experiencing difficulties in meeting your child's emotional, social or physical needs, contact CSF for help. We will assess your needs to see what support we can offer. If you have a disabled child, we may be able to provide care in the home, short breaks (respite care), or help your child to join in local activities.

The department now has a direct payments scheme for parents of disabled children, to give them more choice and control in getting the support they need for their family. If you have a disabled child we employ occupational therapists who can suggest equipment and adaptations to meet your child's particular needs. They will also be able to provide information and advice on financial support to help with the cost of adaptations.

Children with special needs

Children develop differently and if you have any concerns about your child's progress, there are people in CSF who can help. A child has special needs if he or she has greater difficulty learning than most other children of about the same age.

Family support services

We offer a range of supportive services to families with children in need, aged 0 – 10. There are two family support teams focussing on different parts of the work, a preventative team and a focused intervention team.

Emotional health and wellbeing

If you have a child with behavioural or emotional issues, talk to your health visitor, school or GP in the first instance. These people will aim to work with you and can contact other agencies for more specialist support e.g educational psychologists or child and adolescent mental health services. Schools are able to access counselling services for children and young people through the CSF Counselling in Schools



services. Some schools may employ independent counsellors.

Fostering and adoption

Every month around 40 Hertfordshire children come into our care because they cannot stay with their own families. There may be a number of reasons why – a crisis in the family, ill health, relationship difficulties or bereavement. When this happens, we make arrangements for the child to be fostered, sometimes with relatives or family friends, or adopted.

If you are interested in fostering or adopting a child, please contact us on freephone 0800 917 0925.

Residential care for children and young people

CSF has nine residential homes, five for adolescents and one for younger children aged 5-11 years. In addition there are three homes for disabled children, one long term and two respite. The young people in our care have a range of complex needs, and many need help in making sense of traumatic events which have happened to them in the past. We seek to provide them with good adult role models and help them have happy and secure relationships, which will help guide them into a happier adulthood.

Some children who are severely disabled may be placed in residential care because their families cannot provide the specialist care or support they need.

Child protection

CSF has a lead role in the Hertfordshire Safeguarding Children Board (HSCB). The HSCB is responsible for co-ordinating local work to safeguard and promote the welfare of children and ensure the effectiveness of that work. If you are at all concerned that a child is being abused, please contact Children, Schools and Families Customer Service Centre on 01438 737500, the police or the NSPCC and tell them about your concerns. Please act promptly if you are worried.

Services for young people

When a disabled young person needs continued care and support, we work closely with our colleagues in Adult Care Services and Connexions to ensure a smooth transition. Connexions is the government's support service for all 13-19 year olds in England. It aims to provide advice, support and guidance across a range of issues and smooth the path into adulthood and working life.



Our Youth Programme Units and Education Support Centres provide alternative education for young people who are not in school.

Youth service

The youth service supports young people aged 13-19. It provides a wide range of opportunities ranging from music, drama and sport to advice and information.



Young people engage with the service on a voluntary basis in a variety of settings such as youth centres, mobile provision, detached work and through Connexions.

Schools in Hertfordshire

We have more than 8,000 teachers working with approximately 176,000 pupils in over 500 Hertfordshire schools.

Schools are supported by a team of educational experts who provide training and support linked to national initiatives. We also carry out a programme of school monitoring, challenge, support and where necessary, intervention.

How we work

In addition to school staff, we have nearly 3,000 staff based around the county. This includes specialist staff such as educational psychologists, education welfare officers, social workers, occupational therapists, community development officers and school advisors.

Records

We take great care to keep accurate records of all our work involving advice and support to children and their families. By keeping a record of each person's details and needs, we have the important information we need to plan, provide and review that person's needs.

In some cases, we may need to share information relating to your child. This may be shared within Children, Schools and Families, within the council or with organisations that we work with in relation to children and young people. We will usually only do this if we have the necessary consent. However, in certain instances, we can share information without consent – for example, if there is a risk of serious harm to anyone, to prevent a crime or to assist in the detection of a crime.

You can ask to see your records if you wish. If you would like more details about how and why we keep records, please see the leaflet "Your access to your records".

Your comments, compliments and complaints

If you are unhappy about some aspect of our service, or want to make a comment about it – either good or bad – we want to hear from you. It helps us check that we are providing the best service we can. There are also times when compliments are received and we make sure these are shared with the staff concerned. Our leaflet, "Have Your Say – a guide to making comments, compliments and complaints about children, Schools and Families" will guide you further.

For copies of this leaflet please call
the **Customer Service Centre** on **01438 737500**

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Children, Schools and Families

Special educational needs
Counselling Extended schools

Children at risk of offending

Behaviour and achievement support in schools

Local partnership working

Hospital and home education

Educational psychology **Young carers**

School attendance and pupil welfare

Help with school costs for families on low incomes

Youth work School transport

School admissions Homelessness

Parenting and family support Fostering and adoption

Parenting skills Children in need
Child protection

Looked after children e.g residential care

Specialist adolescent teams **Student services**

Opportunity classes Pre-school advisory teams

Children, Schools and Families works closely with a wide range of organisations in Hertfordshire to provide services for children and young people. All the statutory and voluntary partners work together to safeguard and promote the welfare of children and young people through the Hertfordshire Children's Trust Partnership (HCTP), which you will see represented by this logo.

To find out more information about the HCTP, visit
www.hertsdirect.org/childrenstrust



Related leaflets or books

- Your access to your records
- Have Your Say – a guide to making comments, compliments and complaints about CSF
- Safeguarding children: information for parents, families and the wider community about child protection
- Disabled children and their families – when we can help?
- Financial help for parents – starting school

Hertfordshire County Council

**making Hertfordshire a better place to live
by providing:**

Care for older people
Support for schools, pupils and parents
Support for carers
Fire and rescue
Fostering and adoption
Support for people with disabilities
Libraries
Admission to schools
Road maintenance and safety
Protection for adults and children at risk
Trading standards and consumer protection
Household waste recycling centres

These are only some of our services.
Find out more at www.hertsdirect.org
or email us at hertsdirect@hertscc.gov.uk

**Every Hertfordshire library has free internet access
for the public**

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