

**MERTON EARLY HELP GUIDE**  
**FOR PRACTITIONERS** (Updated Version)  
**June 2017**

# MERTON EARLY HELP GUIDE FOR PRACTITIONERS

## WHAT DO WE MEAN BY EARLY HELP?

Early help is an essential element within Merton's comprehensive framework of children's services, whereby additional needs of children are identified and met at the earliest point possible, promoting children's welfare and reducing the need for more intrusive and expensive interventions at a later stage. In Merton we use the C4EO definition of Early Help:

*Intervening early and as soon as possible to tackle emerging problems for children, young people and families....early help can take place early in a child's life or early in the development of a problem....effective early help prevents escalation of need and reduces severity of problems...early help can be provided to individual families, particular vulnerable groups or whole populations (C4EO 2012).*

Within the context of Merton's long standing Children and Young People Well-Being Model (MCYPWBM) developed with our safeguarding and Child Trust Partners, early help is provided at all levels (Universal, Enhanced, Specialist). This approach aims to enable and empower families, reducing an escalation of need. Our Children's Trust Partnership delivers, commissions and brokers early help services through the voluntary sector, schools, Public Health, Merton CCG, Safer Merton, the council and other key partners.

## WHY DO WE NEED TO FOCUS ON EARLY HELP?

One of the key themes in the national Munro<sup>1</sup> review of child protection (2010 - 2011) was the need for robust early help to be provided to families which address emerging problems and unmet needs for individual children and families. Effective early help can promote children's welfare and reduce or mitigate risks children may face. Alongside this there is an increasing body of evidence (Graham Allen<sup>2</sup>, Frank Field<sup>3</sup>, and Dame Clare Tickell<sup>4</sup>), that demonstrates:

- That if a child is well supported in their early years, the outcomes for education and life chances will be significantly improved.
- Providing early help (as soon as a problem emerges) is more effective in promoting the welfare of children than reacting later.

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<sup>1</sup> Munro, E (2011) *The final report of the Munro review of child protection: a child-centred system*;

<sup>2</sup> Allen, G (2011) *Early intervention :the next steps*;

<sup>3</sup> Field, F (2010) *The foundation years: preventing poor children becoming poor adults*;

<sup>4</sup> Tickell, C (2011) *The early years: foundations for life, health and learning*

## WHAT IS THE MERTON EARLY HELP OFFER?

Our Well-Being Model has been periodically refreshed to ensure that it remains fit for purpose, with a significant update in 2013, in which we implemented the Common and Shared Assessment (CASA) model, building a team around the child working below the safeguarding threshold. A task and finish group is currently (Spring 2017) in the process of reviewing the Model again in the context of population growth and significant changes across agencies. We are taking this opportunity to make the best of our collective resources, enable our workforce to work more collaboratively and empower our families to access suitable services.

Our Family Services Directory and information service provide information to parents and professionals with a range of commissioned and non-commissioned services available directly without the need for referral. This is a comprehensive guide to services, clubs and opportunities, advice and support for children, young people and families. The guide can be accessed by category (activities and leisure, childcare and education, community groups and places, family support and parenting, health and wellbeing and information, advice and support) can also be searched by type of activity/support (Leisure Centre, Nursery, , faith group, advice and support group, health provider ) and can be used to search for a particular service alphabetically or by geographical location <https://fsd.merton.gov.uk/kb5/merton/directory/home.page>. Service are also currently labelled/ indexed for SEN Local Offer and CAHMS Local Offer

Merton families with older children and young people, including those in neighbouring boroughs should be directed to the South West London Young People's Health Website: [www.gettingiton.org.uk](http://www.gettingiton.org.uk). Families and young people should be encouraged to access 'self help' support where ever possible through signposting.

**Specialist Services:** Merton's Specialist Social Work Teams work with our most vulnerable families, including those with Children on Child Protection Plans, with Children in Need and with Children Looked After. They undertake single assessments and progress plans for children either via referrals from MASH or following initial single assessment via the First Response Team. Their intensive early help work aims to resolve identified needs of the child and their family/carers to prevent them crossing thresholds thereby avoiding the need for child protection plans and/or to retain the child within their family when this is in the best interests of the child. Jigsaw 4U provides Independent Advocacy and Independent Visiting Services for this client group as part of the commissioned services portfolio.

**Early Years, Early Help:** Merton's Early Years early help offer includes strong local partnerships between community health and early year's services. Our early year's sector includes 100% good and outstanding Children's Centres and 97% good and outstanding Private, Voluntary and Independent Schools (PVIs). Our community health services were re-commissioned in 2016 strengthening the universal service offer and services for more vulnerable children and young people. Our transformative approach delivered changes in Early Years including reconfiguring

the Children's Centres offer and the co-location of Community Health services staff into children's centres to enable better collaborative working. We have targeted the take-up of Children's Centre services to families from deprived areas in the borough and have reviewed our under 5s work between health and children's centres to secure improved outcomes for under-fives, including redesigning pathways and Children's Centre provision and specialist health provision and to fund perinatal adult mental health direct work. 100% of all children who are in receipt of free 2 year old funding are placed in good or outstanding provision. CASA work undertaken in our Early Years Supporting Families Service and Children Centres is overseen by a qualified Social Work Team Manager, bringing additional value and risk management to pre safeguarding threshold casework. Both early year's settings and Schools have been supported with a Safeguarding guidance and audit tool which is in good use across all primary and secondary schools.

The 0-5 Supporting Families Team, alongside Children's Centre based Family Support Workers, undertake direct work with children and families assessed as requiring an enhanced level of service, either via CASA or 'step down' from MASH following specialist intervention. Family Support Workers within Early Years carry caseloads and act as lead professional. They work closely with families to undertake assessment work and to identify tailored packages of care in partnership with other agencies.

Although the Vulnerable Children Team works primarily with individual children and families at CIN level, they provide advice, guidance and support to schools to enable them to provide and/or obtain effective support for their children without the need for referral to statutory services, for example, they will attend Team around the Child meetings and provide support to the CASA process and child protection advice and support. Schools have a named Social Worker for this link work which is undertaken in relation to individual families but also through regular network meetings.

**Early Help for targeted Children and Young People:** In 2015/16 the Council evaluated our existing CSF commissioned early help services in the context of required savings and to inform commissioning decisions for 2016/17/1. We retained services for young runaways and those vulnerable to sexual exploitation; advocacy for looked after children; risk and resilience (teenage pregnancy and substance misuse) service; Young Carers Service and continue to spot purchase other interventions, such as Multi Systemic Therapy, as required.

Alongside our voluntary sector commissioned services and those not commissioned but accessed locally we have enhanced our partnership offer through, for example, the Transforming (Troubled) Families service, 'Turning around' 100% (370) of high need 'troubled families' between 2011 and 2015, achieving some of the highest levels of success in London and as an early adopter/pilot for phase two already achieving 26% of our target which demonstrates excellent progress compared to other London Boroughs. The Transforming Families Team (Merton's 'Troubled Families' initiative) provide multi- agency casework targeted at improving school attendance, reducing criminal and anti-social behaviour and increasing levels of parental employment in the most vulnerable families in the borough.

We have continued to ensure only a very small number of young people enter the Criminal Justice system. Merton's First Time Entrant numbers have reduced our YOT early help/triage function works well to de-escalate need. School funded Police officers in all Secondary Schools contribute to positive outcomes for young people at risk of youth offending.

Violence against Women and Girls related services are commissioned through our VAWG Partnership including our Domestic Violence One Stop Shop, Independent Domestic Violence Advisor (IDVA) and our Domestic Violence Refuge. We also utilise MOPAC funding to support gangs work including girls and gangs and the Redthread service amongst others. Our performance to reduce under 18's conception is also strong; success has been achieved through effective partnership working and developing sustained well publicised young people friendly sexual health services. Specific services for boys and young men are offered alongside this. The Council has transformed and retained a good youth offer now delivered in partnership with the local voluntary sector and housing associations.

**Early Help Services for Children with Disability:** Children with SEND are supported across our integrated department. We have a discrete SEND Interventions Team for children and young people with complex needs aged 0-25a developed following implementation of the Children and Families Act 2014. Our Local Offer for children with SEND was developed with parents and considered effective in follow up evaluations and peer review. Commissioned support and advocacy provides early help through the voluntary sector. We also continue to fund short breaks provision as early help for children with disabilities and for those under Section 17 and 20 arrangements. The Brightwell Shortbreaks Service, run by the Council, provides respite and shortbreaks for children and young people aged 6 – 18. These services aim to provide families with disabled children in Merton the respite support they need to live 'ordinary lives' as a matter of course.

**Early Help for Emotional Well Being:** The council has worked with a wide range of partners to refresh our CAMHs strategy based on the local CAMHs review. The current Merton Mental Health and Emotional Well Being Strategy (CAMHS) 2015-18, highlights our ambition for children and young people in Merton to enjoy good mental health and emotional well being and be able to achieve their ambitions and goals through being resilient and confident. The Strategy outlines our intentions to have a stronger focus on promoting resilience and providing early help as well as providing care for the most vulnerable. A Single Point of Access to CAMHs (SPoA) was set up in October 2015 as the 'front door' to the spectrum of CAMH services available. The SPoA team will offer a screening appointment to the family via telephone or face-to-face in order to identify their needs and match them to a suitable service provision. This could be signposting to Community and Voluntary Sector Organisations such as Wimbledon Guild, The Wish Centre, Off the Record, Kids First or Jigsaw for individual or family support. The team also support referrals to local parenting programmes/services, such as Strengthening Families or Transforming Families. If appropriate the SPoA team will make referrals for specialist CAMH assessment and intervention. You can seek consultation with the SPoA Team prior to making a formal referral for an opinion regarding a particular child, young person or family with whom they are working. There is a dedicated consultation line for professionals available 9-5pm on week days.

The local authority collaborates strongly with schools, helping them to commission and facilitate access to effective early help including emotional wellbeing services, such as an effective Targeted Mental Health in Schools (TAMs service).

**Early Help Support for parents:** Professionals are able to refer parents to parenting courses contributing to our Think Family approach to all interventions. Parenting programmes are generally evidence based and offered through Children's centres, schools and Council services for a variety of presenting issues. An impact evaluation conducted on the 2014 cohort of parents who completed a Merton parenting programme found that 80% had no further contact with Children's Social Care in the six months after attending a programme. We see the Family Nurse Partnership initiative as a key component of our early help strategy and parenting offer and are looking to extend the age range to ensure access for older care leavers and vulnerable young people. We also continue to provide targeting intervention through Multi Systemic Therapy (MST) and are leading on the Pan London development of a Social Impact Bond for children at the Edge of Care offering MST and FFT (Functional Family Therapy). The Risk and Resilience service provides support for parents to understand and tackle their child or young person's substance use.

#### HOW ARE ENHANCED AND SPECIALIST LEVEL EARLY HELP SERVICES ACCESSED?

The Common and Shared Assessment (CASA), is a recommended assessment tool that is used in Merton and can be used to inform referrals. The CASA provides a standardised approach to assessing a child or young person's needs for support and how this could be met. CASA provides a common framework for initial needs assessment that can be used by the whole children's workforce for any child or young person in need of additional support. The CASA aims to enable a picture of a child or young person's needs and strengths to be built up over time and, with appropriate consent (unless there are exceptional circumstances), shared among professionals. To aid completion there is a range of guidance available on the Merton website <http://www.merton.gov.uk/health-social-care/children-family-health-social-care/safeguardingchildren/lscb/lscbprof/isa/casa/casa-forms.htm>. Emerging concerns will often be identified by professionals working in universal services and the completion of a CASA I enables:

- The identification of the need or needs
- Understanding of whether these can be met within universal services (with targeted support)
- Understanding of any Child Protection concern (immediate referral to MASH)
- Understanding of the possible need for a multi-disciplinary response (enhanced or specialist level)

If it is clear from completion of the CASA, or in consultation with appropriate services, that the needs can be met within universal services, a 'Team Around the Child/Family' (TAC/TAF) meeting may be called to agree the approach and to appoint a Lead Practitioner to coordinate the response, where this may involve more than one agency. In some instances (for example in schools) a TAC meeting may be called first and follow up actions developed at the meeting, which may include the completion the CASA.

If the CASA has identified needs that are likely to be met through enhanced services a referral can be made via the MASH or via the enhanced services own specified referral pathways

If the CASA has identified needs that are likely to be only met through specialist level services the referral must be made to the Multi-Agency Safeguarding Hub (MASH). The MASH is the single point of contact for all safeguarding concerns regarding children and young people in Merton. It brings together expert professionals, called "navigators", from services that have contact with children, young people and families, making the best possible use of their combined knowledge to keep children safe from harm. Further information on the MCYPWBM including MASH referral can be found on: <http://www.merton.gov.uk/health-social-care/children-family-health-social-care/safeguardingchildren/multi-agency-safeguarding-hub/mash-referral.htm>

Referral to the MASH will not automatically result in the offer of services. The referral will first be screened and the MASH Manager will provide a BRAG (Blue, Red\*, Amber, and Green) rating according to the level of risk identified. Amber (significant concerns but immediate action is not required e.g. ongoing domestic violence issues in the household) or Green ( concerns regarding a child's wellbeing but these do not meet statutory requirements e.g. poor school attendance) ratings will be passed to the MASH Navigators to research information about the child. The information provided on the CASA alongside this research will inform threshold decisions and the onward referral for:

- Additional (single) assessment completed within the First Response Team if the child is identified as a potential Child in Need (CIN). This may lead to further work with the child and family through either the Core Social Work Teams or the Vulnerable Children Team.
- Enhanced level early help provided via a casework model for example in the Supporting Families Team
- Referral to the Transforming Families Team
- Further work at universal level

***\*At all times potential child protection issues will take priority and if suspected, further investigation work will be initiated alongside MASH processes. When a Child Protection concern is identified the referrer should contact the MASH by telephone and complete a dedicated Child Protection Referral Form within 24hours.***

## Evidence-based Interventions

Merton is committed to increasing access for families to early help services which are evidence based and proven to be effective through formalised research using random-controlled trials and outcome evaluation. We have sought specific pilot funding for some services and invested existing resources into others. The following evidence-based interventions working across the levels of the Merton Well Being Model, are currently available in Merton:

- a) **Family Nurse Partnership** – this is a voluntary, intensive home visiting service for first-time young parents under the age of 19 years and their babies, from early pregnancy until the child is two years old. Evidence shows that this approach can improve health, social and educational outcomes in the short, medium and long term. The provider of these services has changed since April 1<sup>st</sup> 2016 and is now Central London Community Health (CLCH); delivery remains unchanged and referrals can be made directly to the FNP Team, preferably by 16 weeks gestation.
- b) **Multi-Systemic Therapy** - an intensive family and community based intervention for young people aged 11-17yrs, where they are at risk of out of home placement in either care or custody due to offending or severe behaviour problems. Referral is through a panel via the Service Manager for Social Work Interventions. This service is currently not directly commissioned locally, but can still be accessed via spot purchase if agreed through internal panel processes
- c) **.Incredible Years Parenting Programmes** – a range of programmes for parents of babies and young children (under 6 years) that focus on strengthening the parent-child interactions and nurturing relationship, reduce harsh discipline, help parents to promote social, emotional and early language development and school readiness. The programme is delivered over a number of weekly sessions each lasting 2-3 hours. Referrals can be made via the Supporting Families Team.
- d) **TripleP Stepping Stones** – Stepping Stones is based on Triple P's positive parenting strategies. It helps parents/carers manage problem behaviour and developmental issues common in children with a disability. It also helps encourage behaviour that supports parents to cope with stress, develop a close relationship between child and parents and teaches children new skills
- e) **Strengthening Families Strengthening Communities** – an inclusive parenting programme designed to promote protective factors which are associated with good parenting and better outcomes for children. This is a weekly programme delivered over 12 weeks. Referrals can be made via the Turnaround Team for parents of children aged 8-17 years.
- f) **The Helping Families Programme** – which focuses on reducing conduct behaviours in children and reducing family harm whilst increasing parent and family resilience. The Programme draws on a range of evidence-based strategies and techniques, derived from cognitive, behavioural, social learning, relational, attachment and systems theories. This is a 6-week programme. Referrals via the Transforming Families Parenting Officer.



## COMMISSIONED SERVICES (LBM and Merton CCG)

### LIST OF SERVICES – April 2017\*

A full range of services for families, children and young people across Merton can be found on the Family Services Directory:

<https://fsd.merton.gov.uk/kb5/merton/directory/home.page>

Professionals can also signpost young people to South West London Young People’s Health Website for services found in Merton and neighbouring boroughs: [www.gettingiton.org.uk](http://www.gettingiton.org.uk)

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>ADVOCACY</b>				
<p>Jigsaw4U 40 Mill Green Road Mitcham CR4 4HY</p> <p>020 8687 1384 <a href="mailto:info@jigsaw4u.org.uk">info@jigsaw4u.org.uk</a> Fax: 020 8687 9730</p>	<p>Advocacy and Independent Visitor</p>	<p>This service aims to give children and young people a voice through Advocacy and Independent Visiting. Advocacy is available for Looked After Children, children subject to Child Protection or those wishing to raise a complaint.</p> <p>The service will be introduced by social workers to all children/families and referrals made directly to Jigsaw4U.</p> <p>The Independent visiting service is for those children with limited or no access to family, where additional support is thought to be beneficial.</p>	<p>YP predominantly aged 10 to 18.</p> <p>LAC Advocacy Referrals via social worker.</p> <p>Child Protection Conference Advocacy Referrals from the Safeguarding and Careplanning Team.</p> <p>Request for independent visitor via social worker following LAC review.</p>	<p>Advocacy for up to 45 LAC or Care Leavers. Advocacy for up to 45 families at review/initial Child Protection Conferences. Advocacy for up to 12 referrals where young people wish to raise a complaint. Independent Visiting Service for up to 8 clients.</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>CHILDREN WITH DISABILITIES</b>				
<p>Merton Mencap Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389 <a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	<p>Holiday Playscheme CwD – complex needs</p>	<p>Ofsted Registered (childcare register) Holiday Play Scheme Service providing access for children and young people with disabilities to social and leisure activities and to enable their parents and carers to have a break from their caring responsibilities.</p> <p>The service is offered to young people who have a learning disability, including those with severe learning disabilities, complex needs, autism, and social communication disorders, and who may also have additional needs, such as:</p> <ul style="list-style-type: none"> <li>• Hearing Impairment</li> <li>• Learning Disability</li> <li>• Medical Needs</li> <li>• Mobility</li> <li>• Speech / Language Disorder</li> <li>• Visual Impairment</li> </ul>	<p>Referral will only be via the Short Breaks Team as part of the Special Educational Needs and Disabilities Integrated Service (SENDIS).</p>	<p>50 Holiday Playscheme days per year spread over the Summer Holiday, Half Terms, Easter and Christmas.</p> <p>Each session must be for 7 hours, preferably open from 9am – 4pm each day.</p> <p>12-15 places per day for 5year olds – 14 year olds</p>
<p>Merton Mencap Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389 <a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	<p>Holiday Scheme (based at Cricket Green School)</p>	<p>Ofsted registered (childcare register) holiday clubs for children with moderate and diverse learning needs and/or autistic spectrum disorder (ASD).</p> <ul style="list-style-type: none"> <li>• Age-specific groups</li> <li>• Based at Cricket Green School</li> <li>• Includes a range of inclusive outings and activities</li> </ul> <p>The service is offered to young people who have a learning disability, including those with moderate learning disabilities, diverse needs, autism, and social communication disorders, and who may also have additional needs, such as:</p> <ul style="list-style-type: none"> <li>• Hearing Impairment</li> <li>• Learning Disability</li> <li>• Medical Needs</li> </ul>	<p>Referral will only be via the Short Breaks Team as part of the Special Educational Needs and Disabilities Integrated Service (SENDIS).</p>	<p>Provision will be for <b>36 sessions across the year on 27 days</b> (9 sessions for young people with learning disabilities aged 12-17 years and 27 club sessions across the ages 5-17 yrs). Groups must be split according to</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<ul style="list-style-type: none"> <li>• Mobility Needs</li> <li>• Speech / Language Disorder</li> <li>• Visual Impairment</li> </ul> <p>Sessions will include a range of activities at the base and excursions from the base and will enable participants to participate in activities at community settings with their non-disabled peers.</p>		age, ability, friendships, etc.
<p>Merton Mencap Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389</p> <p><a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	Independent Travel Training	<p>Supports young people with Special Educational Needs and/or Disabilities (SEND) to start and sustain travelling independently, especially to their place of education which may be within Merton or 'out of borough'. The service:</p> <ul style="list-style-type: none"> <li>• Increases choice for young people with SEND regarding transport options</li> <li>• Contributes to greater confidence and independence for the young person trained and reassurance to parents/carers.</li> </ul>	Referral will only be via the Short Breaks Team as part of the Special Educational Needs and Disabilities Integrated Service (SENDIS).	A tailored independent travel programme for referred young people, leading to 18 new young people travelling independently per annum.
<p>Merton Mencap Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389</p> <p><a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	Club for Young People with Learning Disabilities	<p>Supporting young people aged between 12 to 17 to access mainstream activities, reducing their isolation and promoting their inclusion in their community. The project encourages the promotion of independence and life skills, while also providing a meaningful short break for family carers.</p> <p>The project is delivered in two parts to meet the broad range of needs within the cohort of children and young people that will be referred:</p> <ul style="list-style-type: none"> <li>• Group 1 for young people with moderate to high needs</li> <li>• Group 2 for young people with complex needs</li> </ul>	Referral will only be via the Short Breaks Team as part of the Special Educational Needs and Disabilities Integrated Service (SENDIS).	Each group runs weekends for 4 hours per session, for up to 48 weeks per year. Sessions operate from 10 to 4pm. Up to 10 service users for each group.
Merton Mencap Wilson Hospital,	Saturday Club for	Saturday Club for Children with Disabilities running at Perseid School, is an Ofsted registered (childcare	Referral will only be via the Short Breaks	36 weeks per year (12 weeks

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<p>Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389</p> <p><a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	<p>Children with Disabilities</p>	<p>register) club, offering activities to children and young people with high support needs aged between 5-14 years. The club also run term time, for 36 weeks per year, or 12 weeks per term.</p> <p>The service is provided to young people who have a learning disability, including those with severe learning disabilities, complex needs, autism, and social communication disorders, and who may also have additional needs, such as:</p> <ul style="list-style-type: none"> <li>• Hearing Impairment</li> <li>• Learning Disability</li> <li>• Medical Needs</li> <li>• Mobility Needs</li> <li>• Speech / Language Disorder</li> <li>• Visual Impairment</li> </ul>	<p>Team as part of the Special Educational Needs and Disabilities Integrated Service (SENDIS).</p>	<p>per term) for 6 hours per session.</p> <p>12 young people (5-14years) attending per group, per week.</p>
<p>Merton Mencap Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>020 8254 8389</p> <p><a href="mailto:info.merton@swlondonmencap.nhs.uk">info.merton@swlondonmencap.nhs.uk</a></p>	<p>Parents Forum (Kids First)</p>	<p>A membership Parents Forum for parents/carers of children with disabilities and special needs. The Forum supports parents/carers in influencing the development of service provision and planning in the borough, giving them a voice on local issues.</p> <p>The Forum provides support to parents to help them achieve improved outcomes for their children, and provide a means to them to meet other parents in the same or similar situation, and support each other.</p>	<p>The Forum is open to all parents/carers of children and young people with disabilities and special needs aged 0 – 25 years.</p>	<p>Parent lead, no maximum capacity.</p>
<p>Merton SENDIS Team Merton Civic Centre</p>	<p>Domiciliary Care Services</p>	<p>This offers Personal Care Services for families with children with disabilities. The service provides:</p> <ul style="list-style-type: none"> <li>• Activities in / out of the Home</li> <li>• Personal Assistants</li> <li>• Waking Night Care</li> <li>• Nursing Care</li> </ul>	<p>An assessed service via the SENDIS Team</p>	<p>Available throughout the year</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>COMMUNITY HEALTH CARE SERVICES</b>				
Central London Community Health Care  0333 004 7555  <a href="mailto:clcht.mertonspa@nhs.net">clcht.mertonspa@nhs.net</a>	Community Health Services	<ul style="list-style-type: none"> <li>• Health Visiting (including Family Nurse Partnership for young parents)</li> <li>• School Nursing</li> <li>• Nurses in special Schools</li> <li>• LAC Nurses</li> <li>• Children's Therapies (OT, PHysio, Dietetic Support, SLT for under 5's and swallowing)</li> <li>• Checkitout YP sexual Health Services</li> <li>• CASH Services</li> </ul>	Single Point of Access referral route: 0333 004 7555	Universal and Targeted Services available throughout the year
<b>CSE AND MISSING</b>				
DiSC (Risk and Resilience Service) 21 Leyton Road Merton SW19 1DJ  020 3701 8641 020 8540 8625  <b><i>Moving to the Chaucer Centre from November 2017</i></b>	CSE and Missing Service	<p>The service aims to prevent or reduce missing episodes and reduce vulnerability to CSE. It will be achieved through the provision of independent Return Home Interviews (RHIs) and packages of support for targeted young people aged under 19 years who are missing from home or care and /or young people at high risk of or experiencing child sexual exploitation.</p> <p>The project will work with young people, their families and multiagency professionals to deliver the following elements:</p> <ul style="list-style-type: none"> <li>• Independent Return Home Interviews following Police Safe and Well Checks in line with Statutory Guidance (January 2014).</li> <li>• Emotional and practical packages of support for young people identified as at high risk of further missing episodes and/or are vulnerable or experiencing CSE.</li> <li>• Provision of limited number of CSE/missing awareness raising sessions for the Children's Trust Partnership.</li> </ul>	Catch22 will be notified of young people missing from home via the Missing Person Unit on a Police Merlin PAC (Pre Assessment Checklist). Referrals will be prioritised, and RHIs conducted within 72 hours if child is from a vulnerable group.  CSE referrals will come from Social Workers and /or may be identified	The service will have the capacity to conduct a minimum of 225 Return Home Interviews and offer support to a minimum of 80 young people. It is anticipated that each worker will support a caseload of up to 16 young people at high risk of repeated missing episodes and/or experiencing CSE at any one

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<ul style="list-style-type: none"> <li>Work with parents of those identified as high risk individuals to enable further understanding of risk, safety strategies (including online) and developing healthy familial / peer relationships.</li> </ul>	through Return Home Interviews but will be agreed via the Children Services named lead for CSE.	time.
<b>MENTAL AND EMOTIONAL HEALTH AND WELLBEING</b>				
CAMHS South West London and St Georges Mental Health Trust  0800 292 2505  <a href="mailto:ssg-tr.spamertoncamhs@nhs.net">ssg-tr.spamertoncamhs@nhs.net</a>  Fax: 0203 784 4475	Child and Adolescent Mental Health Services	<p>The service is for young people up to the age of 18 who are experiencing emotional, behavioural or mental health problems and are registered with a GP in Merton.</p> <p>The SPA works closely with community CAMHS, social care teams, schools, the voluntary sector and other local organization's working with children and young people. This close working relationship facilitates children and young people to be seen by the most appropriate service to meet their needs.</p> <p>The screening/Triage process within the Single Point of Access will ensure that all referrals are directed to the most appropriate services.</p>	Single Point of Access to CAMHS (SPoA)  0800 292 2505  To make a referral enquiry: 020 8254 8061	
Off the Record  020 8680 8899  <a href="http://www.talkofftherecord.org">www.talkofftherecord.org</a>	Off the Record	<p>Young people aged 11-18 will be able to access free individual counselling with a professional youth counsellor either face-to-face or through their dedicated online site.</p> <p>Merton young people can also access regular online workshops covering a range of key issues facing young people, such as coping with exam stress, dealing with depression or managing anger.</p> <p>On-line counselling to young people aged 14 to 25 (register on-line <a href="http://www.skylinesupport.org">www.skylinesupport.org</a> )</p>	Aged 11 to 17 – referred by professional via CAMHS (SPoA)  14 to 25 self referral through the phone line	No waiting list at present

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<p>The WISH Centre Merton 2-14/2-15 Peel House 32-44 London Road Morden SM4 5BT</p> <p>020 3740 9175</p> <p>07534 991931</p> <p><a href="mailto:merton@thewishcentre.org.uk">merton@thewishcentre.org.uk</a></p>	<p>WISH Centre</p>	<p>WISH Merton supports young people ages 12-18 years who self harm or who have experienced sexual violence, exploitation and abuse.</p> <p>WISH provide medium to longer term open ended therapy for young people through a Safe 2 Speak counselling service, and can see them in schools in Merton or at the Centre.</p> <p>Young women and female to male transgender young people can also join the award winning Girls Xpress! Weekly self harm peer support group. An Outreach programme of one to one and text based support also runs in Merton.</p>	<p>Tel: 020 3740 9175 07534 991931</p> <p>Email: merton@thewishcentre.org.uk</p>	
<b>METRO BOYS AND YOUNG MEN</b>				
<p>METRO Boys &amp; Young Men's Project</p> <p>020 8305 5004</p> <p><a href="mailto:youth@metrocentreonline.org">youth@metrocentreonline.org</a></p>	<p>METRO</p>	<p>Support and advice on relationships for boys and young men aged 11-19 in Merton.</p> <p>The project aims to progress behaviour, attitudes, skills and knowledge about relationships, identity and masculinity. This is achieved through one-to-one support covering a range of topics: healthy relationships, condoms and contraception, sexual health testing, domestic violence, fatherhood and attitudes about gender and sexuality.</p> <p>The service also delivers limited, targeted sessions with small groups of young men.</p> <p><b>Please note:</b> This service does not provide long-term therapeutic interventions.</p>	<p>This service targets vulnerable young men aged 11 to 19.</p> <p>The work is targeted towards boys and young men who need support in this area and who may have additional needs</p>	<p>18 hours / week.</p> <p>Intensive 1 to 1 interventions with up to 24 young men.</p> <p>4 x series of 6workshops engaging targeted groups of young men.</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>RISK AND RESILIENCE (INC SUBSTANCE MISUSE)</b>				
DiSC (Risk and Resilience Service) 21 Leyton Road Merton SW19 1DJ  020 3701 8641  <b><i>Moving to the Chaucer Centre from November 2017</i></b>  Fax: 020 8540 8625	Catch 22 DiSC	A specialist service, that aims to increase young people's engagement in diversionary activities that support the reduction in the use of substances, promote sexual health and positive health choices through early intervention, prevention and substance misuse treatment for young people aged 24 and under. Services include: <ul style="list-style-type: none"> <li>• Diversionary youth activities in the community.</li> <li>• Access to basic sexual health promotion and/or referral for specialist sexual health support &amp; condoms</li> <li>• Information &amp; advice stalls via the 'Urbie' Bus at Community/Agency events</li> <li>• Risk/resilience education via targeted workshops in schools and youth provision</li> <li>• Alcohol/Drugs/SRE workshops for young people</li> <li>• Early identification and referral to specialist services</li> <li>• Brief Interventions around sexual health and substance use, including alcohol.</li> <li>• Tailored care planned 1:1 support/treatment interventions with a specialist substance misuse practitioner</li> <li>• Parenting interventions on a 1:1 basis or via groups and/or workshops</li> <li>• Consultancy and/or specialist training packages for professionals in-house or on a multi delegate basis working with young people using and/or at risk of using substances or poor sexual health and training for professionals to become Condom Distributors</li> </ul>	Young people and their families aged 24 and under.  Open referrals, including self referral.	500 young people engaged in detached youth activities.  100 young people aged 24 and under receiving substance misuse treatment interventions,  Training, consultancy for professionals,
<b>YOUNG CARERS</b>				
Carers Support Merton The Vestry Hall	Young Carers	A programme of assessment and support to meet the specific needs of young carers and their families in	Open referral system, but sources	120 young people per year receive

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336-338 London Rd Mitcham CR4 3UD  020 8646 7515  <a href="mailto:info@csmerton.org">info@csmerton.org</a>		Merton.  All young carers referred will be assessed to determine their needs and to agree an action plan, which may include limited key working, referral to club nights, linking them with other local services, connecting parents to other local services, (including parenting) and advocacy and support for the individual. This would also include attendance at CIN meetings, and case conferences with families.  The focus will be to support young people to understand and manage their caring role, ensure they do not take on inappropriate levels of care and help them move towards greater independence and access to mainstream services.	of referral are likely to be Vulnerable Children's Team, Social Workers within the Integrated Service for Children with Disability, Core Social Work Teams, MASH), Schools, Health.	targeted support including 1:1 and attending CIN meetings as required.

### PREVIOUSLY COMMISSIONED SERVICES\*

The youth services highlighted below are no longer commissioned directly by LBM but can still be accessed as delivery has been sustained:

<b>YOUNG PEOPLE'S POSITIVE ACTIVITIES</b>				
Volunteer Centre Merton The Vestry Hall London Road Mitcham, CR4 3UD 020 8640 7355 <a href="mailto:info@volunteercentremerton.org.uk">info@volunteercentremerton.org.uk</a> Fax: 020 8646 7549	Volunteering Activities for Young People	Providing young people in Merton the opportunity to volunteer within their local community and be supported to use that experience to find employment through personal development and employability focused workshops.  Each young person will be supported to choose a voluntary placement that matches a personal interest or career aspiration.	VCM will work with Merton organisations and projects to develop opportunities for volunteering and recruit young people[16-25] in Merton and CR4	70 young people Visits to 8 youth organisations Support in good practice in volunteering to 12 groups/organisations
Youth Empowerment Services	Behaviour Change – Young	10 week group work programmes specifically designed for young people aged 10-17 years serving community orders	Young People on referral orders, via the	Maximum of 12 per group.

	Offenders	with a view to reducing the risk of re-offending.	YJS	
The Squad John Innes Youth Centre 61 Kingston Rd, SW19 1JN 07411 231 482 <a href="mailto:enquiries@thesquad.org.uk">enquiries@thesquad.org.uk</a>	Youth Club for Young People with Learning Disabilities	Weekly term-time youth club and residential weekend for young people aged 13-25 with learning disabilities that develops their skills, knowledge and understanding through informal education.	Young people aged 13-25 years. Resident in Borough of Merton	Up to 20 young people per club session
SLRA (Asylum Welcome) The Vestry Hall 336-338 London Rd Mitcham CR4 3UD 020 8646 7515	Support for unaccompanied young people or who are asylum seekers	<ul style="list-style-type: none"> <li>Weekly session at St. Teresa's Church</li> <li>Outings and Special Activities</li> <li>Football sessions</li> </ul>	Open to all Young people aged 13-25 years. Resident in Borough of Merton via self or social care	38 weeks of youth work provision for a minimum of 2 hours per week 20 young people per session
St Teresa's RC Church 250 Bishopsford Rd, Morden SM4 6BZ 020 8648 4113	Generic Youth activities	<ul style="list-style-type: none"> <li>Special Programmes such as Residentials, Music Tech, Drama, Dance and outward bound courses</li> <li>Senior Youth Club for young people aged 11-16</li> <li>Summer Scheme</li> <li>Sports Session</li> </ul>	Open to all young people	38 weeks per year
Endeavour Youth Club Kenneth Black House Martin WaY Morden, SM4 4AJ 0208 540 3129 07956 995 007 <a href="http://www.endeavouryouthclub.co.uk">www.endeavouryouthclub.co.uk</a>	Generic Youth activities	<ul style="list-style-type: none"> <li>Generic youth work (incl. counselling), performing arts, arts and crafts, traditional youth club sports,</li> <li>Residentials &amp; Day Trips</li> </ul>	Open to all young people	Available throughout the year
Hercules Wimbledon Athletics Club Wimbledon Park Athletic Stadium, Wimbledon Park Rd, L SW19 7HX 020 8946 9989	Generic Youth activities	<ul style="list-style-type: none"> <li>Track and field, cross-country and road running, for absolute beginners, returners to sport, or school referrals</li> </ul>	Open to all young people	Available throughout the year
UPTOWN UK Joan Simms <a href="mailto:simmsjm@aol.com">simmsjm@aol.com</a> High Path Community Centre South Wimbledon SW19 2JY 07957 112260	Generic Youth activities	<ul style="list-style-type: none"> <li>Life Skills Training, Specialist workshops, Music studio, internet cafe, indoor and outdoor sports, football, gym, cooking and life skills workshop, chill out lounge,</li> <li>summer holidays 4 weeks school holidays - Wed, Friday and Sat 2 consecutive weeks - 3hrs session 6pm - 9pm July / Aug</li> </ul>	Open to all young people	38 weeks per year
Association for Polish Family	Generic activities for families	<ul style="list-style-type: none"> <li>Photography club for young people</li> <li>Generic support for families and young people</li> </ul>	Open to all	Available throughout the year

<a href="mailto:slawek.szczepanski@polisfamily.co.uk">slawek.szczepanski@polisfamily.co.uk</a> 66-72 High Street Colliers Wood SW19 07917 401064	predominately in the Polish and Eastern European community			
Woodcraft Folk Tom Searle 9, 83 Crampton St, SE17 3BF 020 7703 4173	Generic Youth activities	<ul style="list-style-type: none"> <li>• 14 day summer camping programme in West Sussex</li> <li>• Music Room - studio sessions</li> <li>• Youth Gig Nights</li> <li>• Drop in Youth Club at John Innes</li> <li>• Music Room (Open Youth Club with a Music focus)</li> <li>• Sports Room (Open Youth club with a sports focus)</li> </ul>	Open to all young people	38 weeks per year
Fulham Football Foundation  0843 208 1222 (option 4)	Football club for young people	<ul style="list-style-type: none"> <li>• Kickz football club</li> <li>• Various football sessions at other locations in Merton</li> </ul>	Open to all young people	38 weeks per year
Pollards Hill Youth Centre  South Lodge Avenue Mitcham Surrey CR4 1LT  020 8274 5195 <a href="mailto:pollards.hill@merton.gov.uk">pollards.hill@merton.gov.uk</a>	Generic Youth activities	<ul style="list-style-type: none"> <li>• Career workshop</li> <li>• IT suite with internet access</li> <li>• Sports</li> <li>• General club sessions</li> <li>• Healthy eating</li> <li>• Cooking workshop</li> <li>• Nail Art</li> <li>• Half-term and Summer scheme's</li> <li>• Music production</li> <li>• Hair and beauty</li> <li>• Outdoor trips</li> <li>• Arts &amp; Crafts</li> <li>• Residential stays</li> <li>• Circuit Training</li> </ul>	Open to all young people	Available throughout the year  Junior sessions are for young people between the ages of 10 - 13 yrs old  Senior sessions are for young people between 13 - 19 yrs old
Phipps Bridge Youth Centre Cobham Court Haslemere Avenue Mitcham CR4 3PR  020 8274 5194	Generic Youth activities	<ul style="list-style-type: none"> <li>• Fully equipped supervised gym</li> <li>• IT suite with internet access</li> <li>• Sports</li> <li>• Arts</li> <li>• General club sessions</li> <li>• Healthy eating / cooking</li> <li>• Half-term and summer schemes</li> <li>• Music production</li> <li>• Outdoor trips</li> <li>• Dance</li> <li>• Homework club</li> </ul>	Open to all young people	Available throughout the year

***\*Please note:*** This lists of services is **not an exhaustive list** of services offered in the London Borough of Merton. Professionals should also refer to the Family Service Directory. <https://fsd.merton.gov.uk/kb5/merton/directory/home.page> It may be helpful for professionals to search “Family Support and Parenting” when using this directory for Early Help Interventions.

### Commissioned Services - Outcome Focus/Service Monitoring

Commissioned services work closely with the referrer and families to set realistic and achievable outcomes/goals that form part of an overall plan. All commissioned services use an outcome framework (such as but not exclusively Outcome Star) to measure the impact of their interventions with families.

Commissioned services are monitored quarterly through:

- Quarterly data returns.
- Quarterly meetings including quality assurance
- Case Studies

### LEARNING AND DEVELOPMENT

Multi agency training in the MCYPWBM and CASA is available both through ‘induction’ level training for staff newly employed in children’s services, settings, schools and commissioned services and on going skills based training in CASA which can be accessed via the Merton Safeguarding Training Manual: <http://www.merton.gov.uk/health-social-care/children-family-health-social-care/safeguardingchildren/lscb/lscbtraining.htm>