Requesting Targeted Family Support from a Children’s Centre using eCAF Guidance for Referrers, February 2012

What is Targeted Family Support?
There are Family Support Workers (FSWs) based in all of Islington’s 16 Sure Start Children’s Centres. FSWs provide targeted practical and emotional support to vulnerable families with children under 5 with additional unmet needs living in Islington. FSWs carry out focused work with families on specific issues.

Priority groups for Targeted Family Support in Islington:
- Families experiencing domestic violence
- Families suffering poor outcomes as a result of drug/alcohol misuse
- Children of parents who are suffering mental ill-health
- Young parents
- Lone parents
- Children in workless households
- Children in black and minority and ethnic groups
- Disabled children and children of disabled parents
- Fathers
- All families in most need of intervention and support

Common areas of support offered:
- Parenting and behaviour support
- Support to reduce social isolation and increase confidence
- Support for the home learning environment (often through specific home learning programmes)
- Support to access other services and professionals, for example, services for children with additional/specialist needs, information, advice and advocacy, training and employment advice, specialist health services

Linking families in to children’s centre activities
If a family you are working with does not have additional unmet needs requiring an eCAF referral but would benefit from attending children’s centre activities, the following options are recommended:
- Take the family to visit the centre and support them to register and find out what is on offer
- With consent, share the family’s details with the centre by phone, email or in person, or by sending a completed registration form, and a family support worker will make contact directly with the family (see Children’s Centre contact details at the end of this document)
- Encourage the family to approach the centre directly to find out what is available to them

If you work regularly with children under 5 and their families your local children’s centre will be pleased to provide you with printed information to pass on, and with a form to complete with families who would like to register with their local centre.

If you are concerned that a child may be suffering significant harm you should refer immediately to Children’s Social Care by contacting the Referral and Advice team on 020 7527 7400
Before you start an eCAF referral for targeted family support

1. **Check** there is no CAF already in place for the child you are referring. If you do not have access to eCAF, go straight to point 4 (below)

2. **Seek consent**: Please ensure that you have discussed the referral and eCAF process with the family you are referring, and that the family are happy to proceed

3. Establish **which children’s centre** you should refer to. You can contact the Family Information Service on 020 7527 5959 or enter the family’s postcode on this web page to find their local centre: [http://www.islington.gov.uk/Education/childrenscentres/postcode_search/postcode.asp](http://www.islington.gov.uk/Education/childrenscentres/postcode_search/postcode.asp)

4. **Contact** the designated Family Support and Outreach Area Manager (FSOAM) for the centre you are referring to (see the end of this document for a full list of FSOAMs by area and their contact details). The relevant FSOAM will decide with you whether this is an appropriate referral for targeted family support and if not, what other support is available for the family

**Completing the eCAF referral**
You are completing this eCAF as a referral; it does not need to be a full assessment and you do not need to fill in every section or find out more information than you already have. Please complete the sections listed below with as much information as you can. This will enable the FSOAM to make an informed decision about the level of support needed.

**Section 1: Assessment/referral information**
Please complete in full

**Section 2: What has led to this unborn baby, infant, child or young person being assessed/referred?**
Please include:
- Current family circumstances
- Background and context
- What is the unmet need?
- How can family support be involved?

**Section 3: Details of family and support network**
Please include the details for both parents if possible

**Section 4: Current family and home situation**
Please list:
- Adults and children living in the home
- Other significant adults who regularly visit the home

**Section 5: Services working with this infant, child or young person**
Please include all the information you have about other services working with the family. This will support good communication between services and a joined-up approach to supporting the family

**Section 9: Analysis**
Please summarise your conclusions about the current situation:
- What strengths have you identified?
- What are the vulnerabilities/risks? Please include any potential risks for workers
Section 12: Consent for information storage and information sharing
Please ensure you have clicked the ‘yes’ button to indicate parental consent to information sharing. This should be printed and signed by the parent/s and the hard copy stored securely.

Section 13: Request for service from targeted or specialist services
When completing this section please take the following steps:

- ‘Request for service details’: tick the ‘Children’s Centre Targeted Family Support’ box
- ‘Outcome of conversation’: Record the date and outcome of your conversation with the FSOAM or other member of the CC family support team (this outcome will normally be ‘send eCAF to support request’). You do not need to record details of the conversation unless you wish to do so.
- Record the date you are sending the eCAF, and whether or not parents have been informed of the decision to refer to Targeted Family Support.
- ‘Outcome of request’ section: Leave blank - the FSOAM will complete this section at a later date.
- Click ‘next’ and ‘next’ again.
- Choose ‘Request for service from Children’s Centre Targeted Family Support’ as your outcome from the drop-down menu.
- Use the ‘find’ function and select ‘XXXX Children’s Centre’ as your worker (e.g. ‘Ambler Children’s Centre’).
- The ‘Send email to pass to recipient’ box does not need ticking as this function does not currently work (you need to send an email notification – see below).
- Click ‘finish’ at the bottom of the page. You have now passed the eCAF to the Children’s Centre family support team.
- Email the FSOAM as soon as possible to notify them that the eCAF has been sent.

If you are having technical problems or need any assistance with completing and sending the eCAF, please contact the Children’s Service Desk on 020 7527 8886

What happens next?
If the FSOAM allocates the case for Targeted Family Support, the allocated FSW will contact you to discuss the referral in more detail and undertake a risk assessment. The family support team will then contact the family directly. You may be asked to provide additional information at any later stage, and if a Team Around the Child (TAC) meeting is necessary you are likely to be invited to attend.

If the FSOAM does not allocate the case for Targeted Family Support, they will contact you to explain their decision and discuss next steps for the family.

Thank you for your referral.

What if I do not use eCAF?
If you are a social worker and would like to step-down a case you are closing, please contact the FSOAM for your area (see list below).

If you work for any other service and have not been trained in eCAF or do not have access to the eCAF system, please contact your FSOAM for advice on how to make your referral. eCAF training is provided free of charge by Islington Council’s Integrated Working team (020 7527 5595).
When making an eCAF referral: contact the relevant Family Support and Outreach Area Manager (FSOAM)

<table>
<thead>
<tr>
<th>Children’s Centre cluster</th>
<th>Name of FSOAM</th>
<th>FSOAM contact details</th>
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| **Hornsey:** Archway Children’s Centre Margaret McMillan Children’s Centre North Islington Children’s Centre | Lauren Law | 07584 269 214  
Lauren.law@islington.gov.uk |
| **Holloway:** Paradise Park Children’s Centre Willow Children’s Centre Hungerford Children’s Centre | Suzanne Williams | 07931 470 627  
Suzanne.williams@islington.gov.uk |
| **Highbury:** Conewood Children’s Centre Ambler Children’s Centre Hornsey Road Children’s Centre | Karen Clark | 07826 904 461  
Karen.clark@islington.gov.uk |
| **Canonbury:** New River Green Children’s Centre New North Children’s Centre The Factory Children’s Centre | Janet Tisson | 07557 319 534  
Janet.tisson@islington.gov.uk |
| **Barnsbury:** Kate Greenaway Children’s Centre Bemerton Children’s Centre | David Norman | 07595 765 577  
David.norman@islington.gov.uk |
| **Finsbury:** Moreland Children’s Centre Golden Lane Children’s Centre | Helen Lester | 07826904174  
helen.lester@islington.gov.uk |
To link a family into children’s centre activities: contact their local centre

<table>
<thead>
<tr>
<th>Children’s Centre</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Ambler Children’s Centre</td>
<td>020 7359 7628</td>
</tr>
<tr>
<td>Ambler Primary School Blackstock Road London N4 2DR</td>
<td></td>
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<tr>
<td>Archway Children’s Centre</td>
<td>020 7527 4827</td>
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<tr>
<td>Vorley Road London N19 5HE</td>
<td></td>
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<tr>
<td>Bemerton Children’s Centre</td>
<td>020 7527 4806</td>
</tr>
<tr>
<td>1A Coatbridge House Carnoustie Drive London N1 0DX</td>
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<tr>
<td>Conewood Children’s Centre</td>
<td>020 7527 4440</td>
</tr>
<tr>
<td>14 Conewood Street London N5 1DL</td>
<td></td>
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<tr>
<td>Golden Lane Children’s Centre</td>
<td>020 7786 4800</td>
</tr>
<tr>
<td>Golden Lane Campus Whitecross Street London EC1Y 8JA</td>
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<tr>
<td>Hornsey Road Children’s Centre</td>
<td>020 7527 2005</td>
</tr>
<tr>
<td>8 Tiltman Place Hornsey Road London N7 7EN</td>
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</tr>
<tr>
<td>Hungerford Primary School and Children’s Centre</td>
<td>020 7619 9149</td>
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<tr>
<td>249 Hungerford Road London N7 9LF</td>
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<tr>
<td>Kate Greenaway Nursery School and Children’s Centre</td>
<td>020 7527 4850</td>
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<tr>
<td>York Way Court Copenhagen Street London N1 0UH</td>
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<tr>
<td>Margaret McMillan Nursery School and Children’s Centre</td>
<td>020 7281 2745</td>
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<tr>
<td>Hornsey Rise London N19 3SF</td>
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<tr>
<td>Moreland Children’s Centre</td>
<td>020 7336 8453</td>
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<tr>
<td>Moreland Street London EC1V 8BB</td>
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<tr>
<td>New River Green Children’s Centre</td>
<td>020 7527 4813</td>
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<tr>
<td>23 Ramsey Walk London N1 2SX</td>
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<tr>
<td>North Islington Nursery School and Children’s Centre</td>
<td>020 7527 4844</td>
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<tr>
<td>110 - 112 Tollington Park London N4 3RB</td>
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<tr>
<td>Packington Children’s Centre</td>
<td>020 7359 3302</td>
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<tr>
<td>190 Packington Square N1 7UG</td>
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<tr>
<td>Paradise Park Children’s Centre</td>
<td>020 7697 7330</td>
</tr>
<tr>
<td>164 Mackenzie Road London N7 8SE</td>
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<tr>
<td>The Factory Children’s Centre</td>
<td>020 7923 9879</td>
</tr>
<tr>
<td>107-109 Matthias Road London N16 8NP</td>
<td></td>
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<tr>
<td>Willow Children’s Centre</td>
<td>020 7527 1990</td>
</tr>
<tr>
<td>1a Holbrooke Court, off Tufnell Park Road London N7 0BF</td>
<td></td>
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