

Islington's Children's Services Contact Team: A new way to request services for vulnerable children and young people

A new single point of contact

The new Children's Services Contact Team (CSCT) is the single point of contact for all services for children, young people and families in Islington who may need extra help and support.

The services we offer include:

- Family support in the community through our Children's Centres (0-5 years) and Families First (school-aged children)
- Support for children and young people who are at risk of getting involved in gangs, anti-social behaviour or crime
- Health and mental health services
- Children's Social Care - services to protect and safeguard vulnerable children.

Why would you need to contact us?

If you are a parent or carer and you would like extra support to manage family life, or you are worried about a child, you can contact us. It's best to make contact as early as possible, to deal with problems at an early stage.

The Children's Services Contact Team is for all types of service for children and families. Contacting us does not mean that you will be referred to Children's Social Care, unless there is a clear need to do so. Your families' needs will be assessed and the most appropriate service or services will be offered.

If you are worried that a child is at risk of significant harm, you must contact us as soon as possible.

The benefits of a single point of contact

- You get early support to nip problems in the bud
- Services work together to make sure families get the services they need, when they need them and where they can best access them.

How do I request a service?

You can contact us directly and ask for an assessment, or you may wish to ask your child's school or children's centre to complete an assessment. It may be that your child's school or children's centre can arrange any support that's needed.

The best way to get your child's needs assessed is through the Common Assessment Framework (CAF). The CAF looks at all of the needs of the child and family. With your consent, the information is shared with professionals who may become involved with your family, so you don't need to keep telling your story over and over again to different people. You can ask your child's school or children's centre to complete a CAF, or contact the CSCT.

What happens when I contact the CSCT?

The first person you speak to might be one of our screening workers, who will take some basic details from you so we can decide which member of our team can best help you. Then you will be able to talk to a family support advisor, a youth worker or a social worker. They will tell you what will happen next.

It might be that you only need advice on services in your area, or we can make a referral to another service for you. You may prefer for a family support worker or social worker to visit you to assess what support you and your family need.

What happens next?

The Children's Services Contact Team includes representatives from Children's Social Care, Families First, Children's Centres and Targeted Youth Support. The team will check which service or services your child/family has received in the past or is currently receiving, and the professionals involved. This helps to make sure everyone involved with your family is working together in the best possible way.

How long will this take?

The Children's Services Contact Team will make a decision about which service or services are the most suitable for your needs within 24 hours if a child may be in need of protection, otherwise within 72 hours. The professional who made your referral will be told of the decision once it is made, or you will be notified if you made your referral directly.

Confidentiality

Apart from basic information, e.g. date of birth or services provided, information is not shared within the Children's Services Contact Team without consent. Information will be stored securely and is held according to the Council's Data Protection Policy.

For more information see www.islington.gov.uk/about/council-documents/access_to_information/dataprotection/Pages/default.aspx

Contact the Children's Services Contact Team:

Monday – Friday, 9am-5pm- 020 7527 7400

For urgent enquiries out of hours contact the Emergency Duty Team on 020 7527 0992