Our services and how to access them
Protection and Early Help Services

This booklet details services provided to schools by Achieving for Children’s Protection and Early Help Services.

For information about which services are covered by service level agreements and how to buy into them, please contact your school’s Partnerships and Business Lead:

Natalie Allen (South Cluster)
natalie.allen@achievingforchildren.org.uk
Phone: 020 8891 7849
Mobile: 07468 709435

Jason Raymond (North East and West Clusters)
jason.raymond@achievingforchildren.org.uk
Phone: 020 8831 6420
Mobile: 07468 709434
Our services and how to access them

Single Point of Access (SPA)

Contact SPA if you have a safeguarding concern about a child, need to know which services are working with a child or family, or want to discuss how you can bring together support around a child or family.

The Education Worker is a new post within SPA. The role supports the Multi-Agency Safeguarding Hub (MASH) process in Kingston and Richmond and provides a link with schools to share information around missing persons (Misper), child sexual exploitation (CSE), Police Merlin reports (consent based) and consultation on other issues such as attendance, behaviour and engaging with parents.

Referral pathway
There is no referral pathway into SPA.
To get in touch direct call:
Kingston: 020 8547 5008
Email: spa-rbk@achievingforchildren.org.uk
Richmond 020 8891 7969
Email: spa.referrals.richmond@achievingforchildren.org.uk

Lead contact
Kingston Team Manager: Aliya Nota
Email: aliya.nota@achievingforchildren.org.uk
Richmond Team Manager: Saul Lovell
Email: saul lovell@achievingforchildren.org.uk
Education Worker: Diane Fenton
Email: diane.fenton@achievingforchildren.org.uk

Adolescent Resource Team (ART)

ART is a specialised social work team which works with young people between 11 and 18, their families and carers. The team supports young people when a number of issues have escalated to the point of crisis and the family’s stability has been jeopardised, risking breakdown.

Referral pathway
Via SPA

Lead contact
ART Team Manager: Mandy Burrows
Email: mandy.burrows@achievingforchildren.org.uk
### CSE project

The AfC Youth Service Phoenix project provides a structured support package of up to 20 sessions to address identified CSE risk factors, strengthen young people’s resilience, educate and support young people to keep safe whilst facilitating recovery and engagement in positive activities.

**Referral pathway**
Via referral form into SPA for children or young people aged 10 to 17 years; from Early Help Services, Social Care, Education and SPA. Referees must meet the MASE threshold as per protocol and have an allocated, named, lead professional.

**Lead contact**
CSE Specialist Lead, Youth Service: Nikki King
Email: nikki.king@achievingforchildren.org.uk

### Educational Psychology Service

The EPS has a statutory role in relation to Special Educational Needs and Disability (SEND). All schools in Kingston and Richmond have an allocated EP and the opportunity to purchase additional time to provide consultation, assessment and intervention advice as well as targeted therapeutic intervention and specialist services.

**Referral pathway**
Via school, a lead professional or as a result of direct consultation

**Lead contact**
Acting Principal Educational Psychologist: Sarah Lambe
Email: sarah.lambe@achievingforchildren.org.uk

### Education Welfare Service (EWS)

The EWS has a statutory role in relation to school attendance. Schools can access different type of support packages from EWS, depending on their key priorities in reducing persistent absence as well as relating to current overall performance indicators.

**Referral pathway**
Via SPA

**Lead contact**
Education Welfare Team Manager: Diana Percival
Email: diana.percival@achievingforchildren.org.uk
### Emotional Health Service (EHS)

The service works with children and young people up to the age of 19 who attend a school, have a home address or GP in Kingston or Richmond. The focus is early intervention and prevention of mental health difficulties, including consultation, training and short term direct therapeutic interventions.

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<tr>
<th>Referral pathway</th>
<th>Lead contact</th>
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</thead>
<tbody>
<tr>
<td>Via SPA, from a number of sources – most commonly GPs, schools and other teams in Achieving for Children</td>
<td>Head of Emotional Health Service: Jo Steer Email: <a href="mailto:jo.steer@achievingforchildren.org.uk">jo.steer@achievingforchildren.org.uk</a></td>
</tr>
</tbody>
</table>

### Family Coaches

Family Coaches provide intensive support to parents and carers of children with autistic spectrum disorder, attention deficit hyperactivity disorder and other complex and challenging behaviour. As part of the ‘team around the child/family’ they work closely with the family, attend TAC/TAF meetings and are part of the support plan.

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<tbody>
<tr>
<td>Via SPA</td>
<td>Strengthening Families Team Manager: Keval Shah Email: <a href="mailto:keval.shah@achievingforchildren.org.uk">keval.shah@achievingforchildren.org.uk</a></td>
</tr>
</tbody>
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### Family Group Conference (FGC)

Working in partnership with key agencies, FGC can assist families in developing their capacity to move forward by tapping into their existing network of resources. The process takes an average of six weeks.

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<tbody>
<tr>
<td>Via FGC referral form</td>
<td>Family Support Service Manager and Deputy Head of Service: Julie Martin Email: <a href="mailto:julie.martin@achievingforchildren.org.uk">julie.martin@achievingforchildren.org.uk</a></td>
</tr>
</tbody>
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Family Support Service

The Family Support Workers (FSWs) use a child and family centred approach to empower children and their parents on their journey to make positive changes. By working in partnership with the family and other agencies such as schools, health, and voluntary and community sector, the FSWs can offer parenting support to tackle emotional and behavioural issues, advice on raising children’s confidence and self-esteem; housing, benefits, and financial advice; support transitions to nursery, primary school and secondary school; and signpost to services and activities for children, young people and families.

Referral pathway
Via SPA

Lead contact
Family Support Service Manager and Deputy Head of Service: Julie Martin
Email: julie.martin@achievingforchildren.org.uk

Integrated Service for Children with Disabilities

The Integrated Service for Disabled Children and Young People provides services to local special schools, children with significant additional needs in mainstream schools and across the community. The service delivers a broad range of clinical, therapeutic, social care and support services for those aged 0 to 18 years who present with disabilities or additional needs.

Referral pathway
Via SPA

Lead contact
Head of Integrated Services for Children with Disabilities: Caroline Baxter
Email: caroline.baxter@achievingforchildren.org.uk

Missing children posts

The missing children posts sit within the First Contact Team in the Family Support Service. They carry out all missing children return interviews across Kingston and Richmond, including new and known cases across preventative and statutory functions.

Referral pathway
This is an internal process initiated by SPA

Lead contact
Team Manager: Angela Mitchell
Email: angela.mitchell@achievingforchildren.org.uk
# Parenting groups

AfC Parenting programmes offer a consistent approach to supporting positive and responsible parenting at all levels of need – universal, targeted and specialist. The programmes enable parents to strengthen their parenting capacity, promoting positive behaviour and effective child-parent interaction whilst enhancing family well-being. Parents are able to access parenting classes at various community settings, including children’s centres, youth and community centres and schools in Kingston and Richmond.

A brief description of courses is available here: [www.achievingforchildren.org.uk/strategies](http://www.achievingforchildren.org.uk/strategies)

## Referral

Via SPA or the lead contact or self-referral pathway

## Lead contact:

Parenting Officer Karen Williams

Email: karen.williams@achievingforchildren.org.uk

# Strengthening Families Team (SFT)

The multi-disciplinary team provides additional support and interventions to families that meet the national and local criteria for ‘Troubled Families’ programme in Richmond and Kingston. The service provision is practical, intensive and personalised, addressing issues such as parenting, worklessness, adult mental health, substance misuse and domestic violence, supporting both victims and perpetrators.

For further information on the eligibility criteria visit [www.achievingforchildren.org.uk/Strengthening-Families](http://www.achievingforchildren.org.uk/Strengthening-Families)

## Referral pathway

Dual referral pathway either via SPA or identified by a data analyst

## Lead contact

Strengthening Families Team Manager: Keval Shah

Email: keval.shah@achievingforchildren.org.uk

# Substance misuse prevention

The service operates across Kingston and Richmond for young people age 13-18 and up to 24 years old subject to learning disabilities and difficulties. It provides treatment (Tier 3 and above) and early intervention through provision of Information, Advice and Guidance and Tier 2 targeted support through outreach to secondary schools and local community.

## Referral pathway

Via SPA

## Lead contact

Young People’s Substance Misuse Service Manager: Lynn Lock

Email: lynn.lock@achievingforchildren.org.uk
Youth Service (YS)

The YS provides opportunities for young people aged 11-19 to increase their potential and improve their personal, social and emotional development. This is achieved through engaging young people in a diverse range of positive activities based on the curriculum model, particularly for those who are ‘hard to reach’, vulnerable or at risk.

Referral pathway
Universal provision spread across Kingston and Richmond. Operational delivery is predominately during the evenings, however school-based and daytime work is increasing with the changing demands of local needs.

Lead contact
Youth Service Manager: Peter Moorcock
Email: peter.moorcock@achievingforchildren.org.uk