

City & Hackney



Alliance

DIRECTORY

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CAMHS ALLIANCE TRANSFORMATION PROJECT

Who we are:

City and Hackney is committed to whole-system seamless working throughout our local service offer in order to meet the wellbeing needs of every child, young person and family. This is why the multi-agency CAMHS Alliance was created in April 2015.

The CAMHS Alliance facilitates better partnership working between different organisations and services, and ensures we deliver integrated pathways that can effectively reach more children, young people, families, schools and the wider community.

The Alliance is formed by different services and partners that work across City & Hackney and deal with a range of issues, of levels of need and with specific groups of population.

In this directory you can find a description of each of the services that are part of the Alliance, what they do and who is eligible to access them, as well as how to refer a young person who might need their services.

The CAMHS Alliance delivers change through the CAMHS Transformation Plan. This represents a local long-term transformation programme aligned with the Government's objectives, and which is delivered in phases.

During Phase one of the plan (2015-2017) an improvement programme was set around ten themes identified as key priorities during consultation with local children and young people, families, local voluntary sector organisations and local statutory sector services.

Phase two (2017-2019) and three (2019-2021) represent an overarching whole-system strategy to improve mental health and wellbeing outcomes for children and young people, focusing in key areas such as schools, transitions, crisis, families, communities and digital improvements. The implementation of this programme represents an additional investment of £1.2M into children's mental health.

In Phase four (2021-current) there has been an even bigger focus in bringing real integration between services and developing a Single Point of Access to CAMHS. At the same time, work is developing to ensure that appropriate services are extended up to the age of 25.



SINGLE POINT OF ACCESS (SPA)

What we do:

The Single Point of Access (SPA) is a one-stop central point for triaging all new CAMHS referrals. The service receives referrals for children and young people (under 18) with a range of mental health or emotional wellbeing concerns, within City of London and Hackney boroughs, identifies which form of support is best suited to meet the individual needs, and which service might be able to offer such support. These might be NHS services, community organisations, online support or advice.

The service has three main functions:

- **One point of contact:** A streamlined entry point to mental health services for CYP. The SPA will ensure referrals are received, triaged and allocated to the most appropriate service in a timely manner that ensures joined-up care for the community.
- **One triage service:** An efficient and compassionate space for families, CYP and professionals seeking support, which aims to facilitate engagement and signposts when necessary to the best service for consultation and advice.
- **Risk screening:** Assessment of acute risk and urgency. Priority triage decision-making according to risk and level of needs of the CYP, coordinating with relevant services including crisis response. The SPA does not adopt functions of the Crisis service in City and Hackney.

The Single Point of Access also offers a centralised point of contact and communications with regards to referrals. The service can provide advice about a possible referral and provide more information about the status of an existing referral.

All referrals are sent to one service (SPA) using one referral form, one email address and one phone number, instead of having to choose from multiple options.

Contact information:

 020 7014 7079

 9am - 4:30pm Monday to Friday

 www.cityandhackneycamhs.org.uk/professionals

 huh-tr.camhs-spa@nhs.net

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FIRST STEPS

What we do:

First steps is a Community Psychology and Early Intervention service for children, young people and their families who have mild to moderate mental health problems. The service includes:

- early access to a mental health service for mild to moderate psychological problems
- a range of individual and group interventions
- evidence based interventions, parent group interventions and IAPT
- mental health promotion and teaching, training and consultation to frontline professionals working with children and young people
- development of projects which support and empower parents and community groups
- Quick Steps pathway for emerging self-harm, depression and anxiety
- WAMHS

Who is eligible?

We work with children and adolescents:

- Aged 0-18 years
- With mild to moderate mental health difficulties
- With a GP in City & Hackney
- Where the legally responsible parent/guardian has given consent for referral
- Who have psychological difficulties which are likely to be helped by a short-term psychological intervention not requiring MDT involvement *

** First Steps are unable to accept referrals for families who are currently open to Children's Social Care*

Contact information:



Daily duty number: 020 7014 7135



9am - 5pm Monday to Friday



Hackney Ark, Downs Park Road, London E8 2FP



huh-tr.FirstSteps@nhs.net

How to refer to our service:

Professionals supporting families such as GP, school staff or Family Support Practitioners can refer using the [SPA Referral Form](https://cityandhackneycamhs.org.uk/professionals) available via the website: <https://cityandhackneycamhs.org.uk/professionals>

Once completed, email the referral form to huh-tr.camhs-spa@nhs.net

You can also call 020 7014 7079 to contact SPA team by phone (9am-5pm)

CAMHS DISABILITY

What we do:

Specialist Child and Adolescent Mental Health Service (CAMHS) for children with disabilities and emotional/behavioural and mental health concerns. We work with children and young people with permanent Intellectual Disabilities, neurodevelopment and/or ASD.

We also accept referrals where there are other types of permanent disability and life limiting conditions. Our work includes assessment, diagnosis, psycho-pharmacological intervention, therapeutic/behavioural support and intervention, group work (parenting groups, siblings groups, ASD support and treatments), and family interventions.

Who is eligible?

Children 0-18 years old with a GP in Hackney or the City of London

For tier 3 service, dual difficulties: mental health/emotional needs and permanent Intellectual Disability (ID)

- disability assessed as moderate to profound defined by attendance at Special School or functional assessment and paediatric assessment, and where the disability requires specialist support
- disability is permanent and enduring, requiring a multi disciplinary/multi agency approach to treatment, under the medical/therapy teams at Hackney Ark for MDT care planning.
- Joint neurodevelopmental assessments for under 5's with Community Paediatrics; Autistic Spectrum Disorder (ASD), ADHD and ID assessment and treatment pathways; High Intensity Pathway; Disability pathways for other genetic and neurodevelopmental presentations

For ASD Assessment pathway (SCAC) age 5-18:

- All CYP can be referred without an ID

For tier 2 ASD interventions:

- ASD tier 2 short term interventions available for all CYP with ASD with or without co-morbid ID.

Contact information:



020 7014 7071- Daily Duty
number



9am - 5pm Monday to Friday



Hackney Ark, Downs Park Road, London E8 2FP

How to refer to our service:

Parents already known to the Ark can self refer. Consent from parents/carers must always be given.

Professionals supporting families such as GP, school staff or Family Support Practitioners can refer using the SPA Referral Form available via the website: <https://cityandhackneycamhs.org.uk/professionals>

Once completed, email the referral form to huh-tr.camhs-spa@nhs.net

You can also call 020 7014 7079 to contact SPA team by phone (9am-5pm)

SPECIALIST CAMHS

What we do:

Specialist CAMHS offers assessment and treatment for children, young people (0-18 years) and their families who have moderate to severe emotional, behavioural and/or mental health difficulties. We work with children and young people who:

- are experiencing symptoms of a moderate to severe mental health disorder or difficulty
- are unable to engage fully in everyday activities and /or relate well with other people because of the way they are thinking and feeling about themselves or other people
- are experiencing serious risks to their emotional and psychological wellbeing development
- their difficulties are affected by complex factors and require multi-disciplinary support such as a combination of individual/group/family psychological therapy and medical treatment.

Specialist CAMHS will work with the child, young person, parent/carer and family, as well as other services that may be supporting them.

Who is eligible?

To be able to access this service:

- the mental health difficulties must be urgent, persistent, complex or moderate to severe
- the child or young person must be registered with a Hackney or City of London GP
- the legally responsible parent/guardian has given consent for referral and/or the young person is over 16 years old and has consented.

Contact information:



020 3222 5600



9am - 5pm Monday to Friday



Children and Young People Centre, 15 Homerton Row, E9 6ED , London



elt-tr.cityandhackneycamhs@nhs.net

How to refer to our service:

Professionals supporting the young person or family can refer using the SPA Referral Form available via the website: <https://cityandhackneycamhs.org.uk/professionals>

Once completed, email the referral form to huh-tr.camhs-spa@nhs.net

You can also call 020 7014 7079 to contact SPA team by phone (9am-5pm)

Parents/Carers or young people who are 16 years or over and have already accessed our service within the last 6 months can self-refer to our service for a review on 020 3222 5600.

CHILDREN & FAMILIES CLINICAL SERVICE

What we do:

The Children and Families Clinical Service works with children and young people and their parents and carers who are receiving support from Children's Social Care, the Family Support Service and the Youth Offending Team.

The team of health professionals offer a full range of CAMHS services including specialist clinical assessments and individual, family and group therapy and are part of the CAMHS Alliance. They support children and young people and their families who: have mental health needs, are experiencing issues and stressors, are struggling with emotional and behavioural issues, and/or where they have the involvement of social care in their lives.

Who is eligible?

The Clinical Service is unique in its accessibility and integration with other services for children and young people provided by the Local Authority. The clinical team works with children and families who are receiving support from the local authority services and have a statutory plan.

We can also offer Family Therapy to children & families who are receiving a service from Young Hackney or Early Help services as well as a therapeutic offer to families in receipt of Early Help where there is parental conflict.

Contact information:

 020 8356 5000 (Mon-Fri 9am-5pm) / 020 8356 2710 (Emergency Out of Hours)

 Hackney Service Centre, 1 Hillman Street, London, E8 1DY

 ClinicalTeam@hackney.gov.uk

How to refer to our service:

Referral can be made via clinical consultations offered to the CFS social worker by the Clinical Service. Professionals from Young Hackney and Early Help can also refer directly for Family Therapy.

Health colleagues can flag up concerns/recommendations for a referral by emailing:
ClinicalTeam@hackney.gov.uk

OFF CENTRE

What we do:

Off Centre is a Hackney based counselling, therapy, advice and psychosocial service for young people aged between 11 and 25 years old. Our services are free, confidential and aimed at supporting Hackney's young people to have greater control over their lives. We support people with all kinds of emotional and practical issues including:

- sexuality
- bereavement
- violence
- neglect
- stress
- abuse
- family breakdown
- self-harm
- depression
- accommodation
- education
- anger
- identity
- and more...

Who is eligible?

Young people need to be registered with a City and Hackney GP and be the following ages for the different elements of the service:

Therapeutic Service (For young people aged 16 – 25):

- One to one counselling, psychotherapy and art therapy
- Therapeutic art making group

Psychosocial Service (For young people aged 11 – 25):

- Advice and information (11-25)
- Therapeutic Drop in (11-25)
- Project Indigo (LGBTQ+ group for 13-25)
- Growing Minds Counselling for African, Caribbean and mixed heritage (11-25)

Contact information:



020 8986 4016



Mon, Tues, Fri; 10am - 6pm / Wed; 12pm - 6pm / Thur: 10am-8pm



Unit 7, The Textile Building, 2a Belsham Street, London, E9 6NG



www.offcentre.org.uk

How to refer to our service:

If you are a young person then contact us directly (phone, email or enquiry form on our website) or drop-in and speak with one of the team.

If you are a professional you can make a referral for a young person with their consent following the process detailed in www.offcentre.org.uk/referrals

FAMILY ACTION

What we do:

Family Action is a national charity that transforms lives by providing **practical, emotional and financial support** to those who are experiencing poverty, disadvantage and social isolation across the country. Our work supports families when they face complex needs and challenges -including domestic abuse, substance misuse and mental health issues – and it ranges from intensive family support, specialist therapeutic work, conflict management and relationship support, and advice and wellbeing services.

Who is eligible?

Hackney Wellfamily Plus Service is funded by City and Hackney CCG and covers all GP practices across six consortia groups. This service offers holistic assessments, advice, information, emotional and practical support for people aged **16+**. The service is here to enable individuals, couples and families to manage their mental health by preventing deterioration. To access the service you have to:

- Be more than 16 years old (that includes parents of younger children who can be referred)
- Have a Hackney GP

We also offer free **Parent Support courses** (Parents as Partners) for parents with at least one child under the age of 11 who want to resolve issues that might be affecting their children's wellbeing.

Contact information:



020 3846 6777



www.family-action.org.uk



Unit 7, The Textile Building, 2a Belsham Street, London, E9 6NG



hackneywellfamilyplus@family-action.org.uk

How to refer to our service:

Young people and their families can refer themselves booking an appointment at their GP practice. Professionals can also refer children and families filling the referral form or signposting them to their GP.

For more information about the Parents as Partners Programme, including information on up-coming groups, and how to refer or self-refer to the service please contact us at:

parentsaspartners@family-action.org.uk - 020 7254 6251

Please visit our website for more information about how to access each of our services in your local area.

YOUNG HACKNEY

What we do:

Young Hackney offers early help and prevention services for children and young people aged **6–19**, or up to **25** years if a young person has a special education need and/or disability.

We provide a broad range of individual support that always considers family and peers, within home, school, and community settings including at our youth hubs. Young Hackney positively and pro-actively engage young people, and establish helpful relationships with trusted adults to support the achievement of positive outcomes.

We run universal services such as youth, sports, play and citizenship activities, combined with offering individual help for those children and young people who need additional support, such as:

- Those at risk of exclusion from school or young people not in education, training or employment
- Young people who offend, are at risk of offending or who are victims or perpetrators of violence
- Young people who are at risk of sexual or other types of exploitation
- Young people expressing concerning sexual attitudes or displaying harmful sexual behavior
- Those young people who are experiencing physical or emotional health and wellbeing difficulties
- Young people who need support to develop healthy friendships or peer relationships
- Young people with additional needs or have caring responsibilities
- Young people who have experienced or been impacted by inequality and/ or discrimination

Young Hackney also offers specialist **substance misuse services** for young people aged 6-25 years and has a dedicated Health and Well-being team offering high quality PSHE and health interventions.

Contact information:



020 8356 7404



9am - 9pm Monday to Friday



www.younghackney.org / www.hackney.gov.uk/young-hackney



info@hackney.gov.uk

How to refer to our service:

There is no wrong way to access support. Young people can visit their local Young Hackney youth hubs to get involved in activities, or access support. There are four hubs in the Borough (The Edge, Forest Road, Concorde and Stoke Newington) you can find information about each Youth Hub on our website.

If you have a question about the service, contact us by phone, email or visit us in one of our hubs. You can also send us your question through the 'Ask us anything' contact form on our website.

Professionals can make a referral for a young person by emailing: cyppp@hackney.gov.uk



East London CAMHS EXTENDED CRISIS SERVICE

What we do:

The East London CAMHS Crisis Service is a service for children and young people in mental health crisis and their families across City & Hackney, Tower Hamlets and Newham.

Our team provides 24/7 cover to Royal London, Homerton University and Newham University Hospital. The All Age Crisis Line for City & Hackney is also available 24/7 and can be reached on 0800 073 0006. A member of the Crisis team is available for call backs for young people or their loved ones 9am-midnight, 7 days a week.

We provide:

- Therapeutic assessment and develop collaborative safety safety & coping plans with children, young people and their loved ones
- Work with community CAMHS and other partners to provide 7 day follow up appointments
- Provide crisis resolution and evidence based intervention in the community for brief problems and young people aged 17 years and 6 months

A mental health crisis requiring intervention from the East London CAMHS Crisis service may include the following:

- Self-poisoning, disclosed or suspected
- Self-harm injury

Contact information:

 Monday to Sunday 9am – 9pm

 A & E department at Royal London, Homerton University or Newham University Hospital.

 City of London & Hackney freephone 24hr mental health crisis line : **0800 073 0006**

How to refer to our service:

We accept referrals for young people up to, but not including, the age of 18 who present to Emergency Departments at the Royal London, Newham University or Homerton University Hospital. Self-refer by attending the Emergency department department of Royal London, Homerton University and Newham University Hospital within 9am - 9pm to be seen by a member of the CAMHS Extended Crisis Service.

KOOTH

What we do:

Kooth is an online platform which provides free, safe and anonymous online counselling and support to children and young people age 11-18. The service aims are to:

- Provide an early response to, and identification of emotional wellbeing and mental health problems, leading to improved well-being, prevention of symptom escalation and provision of the right care at the right time
- Improve CYP participation in service development
- Encourage the use of self-care tools and resources intended to build resilience and self-help
- Remove barriers for more vulnerable/disadvantaged/harder-to-reach individuals
- Promote and improve integrated partnership and collaborative care across agencies, to reduce the demand on specialist children's services, particularly CAMHS and social care
- Improve the knowledge and capacity of schools to identify and address emotional wellbeing and mental health problems through good engagement and promoting a whole-school approach

The target groups for the service are CYP with emotional wellbeing and/or emerging mental health problems, many of whom require a low level/targeted/short-term intervention, and CYP who are hard to reach and do not engage with services through traditional routes.

The digital platform, which is available on any web-enabled, internet connected device (including laptop, smart phone, tablet) is available 24/7, 365 days a year. This includes features such as messaging the team, static forums and magazine articles.

Scheduled and 'drop-in' counselling sessions take place between midday-10pm, Monday-Friday and 6pm-10pm Saturday and Sunday.

Contact information:

 24/7 for messaging forums and articles, 12pm-10pm Monday - Friday and 6pm-10pm Saturday - Sunday for counselling.

 www.kooth.com

How to refer to our service:

Any young person living in the boroughs of City of London & Hackney, who are aged 11-18, can self-refer to the web platform by visiting www.kooth.com

Professionals such as GPs and school staff can also direct young people here.



ST JOSEPHS BEREAVEMENT SERVICE

What we do:

St Joseph's Hospice offers support to children, young people and families who have lost a family member, care giver or other significant person due to a bereavement of any kind.

This is available free of charge to children and young people up to the age of 18 who either live in City & Hackney or are registered with a City & Hackney GP. Self-referrals and professional referrals are accepted.

An initial consultation will be offered, after which support may include:

- Individual counselling, including art therapy
- Family sessions
- Parenting support
- Bereavement groups
- Memorial events.

This can all be delivered virtually or face-to-face at the hospice. Interpreters are available.

Contact information:

 Monday to Friday 9am – 5pm

 St Josephs Hospice, Mare Street, Hackney, London E8 4SA

 020 8525 3229  STJ-PFC@STJH.org.uk

How to refer to our service:

If you would like to find out more or discuss a referral, please contact the Patient & Family Counselling Team on 020 8525 3229 or STJ-PFC@STJH.org.uk
Self-referrals and professional referrals are accepted.

GROWING MINDS

What we do:

Growing Minds aims to improve children and young people's emotional health and wellbeing in City & Hackney during the important transition years from primary to secondary school and secondary school to adulthood. The project, which supports children and young people aged 9 to 25 of African, Caribbean and mixed heritage (ACH), is funded by the Department of Health, Hackney Council and City & Hackney CCG. The project offers a wide range of support including:

- 1:1 Counselling for mild-moderate mental health needs (up to 16 sessions)
- 1:1 Emotional & Practical Support
- NVR Groups for Parents of Teenagers (12 week programme)
- Tree of Life groups for CYP 11-25 (in schools and community settings)

Partnership working

Growing Minds is a partnership of the following organisations:

- Off Centre at Family Action
- Hackney CVS
- African Community School
- Father2Father

Contact information:

 9am - 5pm Monday to Friday

 <https://www.family-action.org.uk/what-we-do/children-families/growing-minds/>

 info@growingminds.org.uk

How to refer to our service:

Children, young people, young adults and parents/carers can self-refer or be referred by Children's and Adult Social Care, CAMHS, a GP, education providers, or the Voluntary and Community Sector.

To access NVR Parenting groups please contact wyankey@hotmail.com and kome@acschool.org.uk

To access Tree of Life in schools please contact deji@hcv.org.uk

To access counselling and practical/emotional support complete referral form in this [link](#) or access the website listed above.



WAMHS & MHST

WAMHS:

The Wellbeing and Mental Health in Schools (WAMHS) service aims to improve mental health and wellbeing support for children and young people in schools, colleges, specialist and alternative provision education settings in City & Hackney.

WAMHS focuses on building academic, social and emotional resilience and coping skills in students and helping them to identify and access additional support if needed. The service is also based on further developing knowledge and skills in education staff so that they are more confident and feel more able to support students, and their families, who may be experiencing mental health difficulties. Working with a senior member of school staff a skilled education professional from Hackney Education supports each school and education setting to review their current wellbeing and mental health provision and develop an action plan across a number of areas to improve the support systems for mental health and wellbeing in school. A mental health professional (CAMHS worker) is deployed to work in the school setting supporting the action plan for a number of days a month.

MHST:

Also in September 2019, City & Hackney became a Trailblazer site for a new initiative from the Government Green Paper on children & young people's mental health. The MHSTs started working with some of the first wave of WAMHS Schools and are currently expanding the number of schools where they are set up. The Mental Health Support Teams (MHST) support whole-school approaches to mental health by providing workshops about mental health related issues for children, young people and parents/carers, to help to reduce stigma and increase mental health awareness.

They offer focused evidence-based support to young people and their parents/carers when young people are experiencing mild-moderate difficulties with their emotional wellbeing that might best be managed within a school setting. They deliver the interventions to groups of young people and to their parents/carers alone or with their children.

How to refer to our service:

If you are a parent or carer and your child attends a state-maintained school in City & Hackney it is likely that they are already or will be part of WAMHS from September 2020. You can find out more by asking your school directly and getting in touch with the school's Designated Mental Health Lead.

If you are a professional you can contact our WAMHS Programme Manager with your query and we will aim to respond within 5 working days: sophie.mcelroy@learningtrust.co.uk

MHST referrals and queries can be directed to elft.mhst.referrals@nhs.net

CAMHS Alliance Directory

First Steps

Early Intervention and
Community Psychology Service
Hackney ARK
Downs Park Road,
London, E8 2FP
Tel: 020 7014 7135
Fax: 020 7014 7251

CAMHS Disability

Hackney ARK
Downs Park Road,
London, E8 2FP
Tel: 0207 014 7071
Fax: 0207 014 7239

Specialist CAMHS

Homerton Row Team
Children & Young People's Centre
15 Homerton Row
London, E9 6ED
Tel: 020 3222 5600
Fax: 020 3222 5792