

Welcome to the London Borough of Barking & Dagenham



Directory of local services Part B

Contents

Description	Page
Introduction	4
Workforce Development	5
E-Learning	6
The Local Safeguarding Children Board	7
Complex Needs and Social Care	9
• Assessment and MASH Team	9
• Care Management	10
• Disabled Children’s Team	11
• Preventative Services	11
Looked After Children	11
Private Fostering	13
Strategic Commissioning and Safeguarding	14
• Child Protection Reviewing Service	14
• Principal Social Worker	16
• Safeguarding Lead for Education	16
• Local Authority Designated Officer (LADO) ...	16
Core Group Standards Guidance	18
Child in Need Strategy	19
Barking & Dagenham Integrated Youth Services	21
Barking & Dagenham Health Services	23
Family Nurse Partnership	23
Community Health Centres	25

School Nurses and Health Advisors	25
Barking and Dagenham Mental Health Services	29
MALTs and MAPs – A revised Structure	34
Family Information Service	36
Step Down Processes	37
Youth Offending Service	43
Child Sexual Exploitation	44
Arc Theatre	44
The Probation Services	45
Adult Services	45
Adult Safeguarding Board (SAB)	46
Domestic Violence and Hate Crime, Community Safety and Public Protection	46
Definitions of Hate Crime	48
Housing Services	51

Appendices:

Children’s Centre Information	53
Food Bank Information	56
Children’s Centre Contact Information	60
Multi Agency Panel (MAP) Contact Information	61
Useful Numbers	62
Useful Links	63

Introduction

This booklet has been written by the members of the Practitioner Forum. The Practitioner Forums were established to explore lessons from Serious Case Reviews. The group is made of operational staff across the children's workforce partnership organisations and strives to have representation from local authority, health and the private and voluntary sectors.

The idea of the booklet came about while exploring the sharing of information and working together characteristics that are forever prevalent from SCR key findings. The group have worked collectively to collate the information which the forum anticipates will support practitioners to work more effectively to support children and their families.

The aim of the booklet is to support practitioners to work with council processes and access local services across the partnership. There are also links to websites to support further information and policies that will be relevant to your every day work.

This document is accurate on the date of compilation, however there may occasions where information is changed at short notice and therefore cannot be guaranteed to be accurate at all times. If you find that significant information is missing or needs updating please contact the Safeguarding Children Board Team on lscb@lbbd.gov.uk

To ensure the handbook you are using is the most up to date copy, we would direct you to use the on-line copy which is held on the Local Safeguarding Children Board Website <http://www.bardag-lscb.co.uk/pages/home.aspx> While you are there please visit the Practitioner Forum page to learn more about our forum. Please feel free to contact us for more information.

Workforce Development

We have 2 main training programmes for the children's workforce, one of which is aimed at the multi-agency workforce via the development priorities coming from the Local Safeguarding Children Board (LSCB); and the other specifically aimed at children's social work professional practice development. Combined, the programmes provide an essential learning for managers and frontline staff working directly with our children, young people and their families.

To access the courses you can find them within the Oracle R12 Learning or for external agencies via our website where you will find the booklets containing the course content and an online application form.

Social Care Training team website:

<http://www.lbbd.gov.uk/Training/Pages/Home.aspx>

Training Team Contact Details:

Contact: Social Care Training Team
Strategic Commissioning and Safeguarding
Children's Services
London Borough of Barking and Dagenham
1st Floor Annexe
Civic Centre
Rainham Road North
Dagenham
RM10 7BN

Phone: 020 8227 5544 **Email:** socialcaretrainingteam@lbbd.gov.uk

Website: www.lbbd.gov.uk/Training



E-learning

Council staff can access courses via i-Learn which can be located on the left hand side of the intranet page: <http://lbbdstaff/Pages/Home.aspx>

- **Username:** your LBBB email address
- **Password:** welcome

Please seek your line manager's approval to agree a time to complete the module(s)

Agency / Locum Staff will need to email the Social Care Training Team to request a login: socialcaretrainingteam@lbbd.gov.uk

Need support?

Please contact the Social Care Training Team if you are having difficulties with the i-Learn system on 020 8227 5544 or email socialcaretrainingteam@lbbd.gov.uk

E-Learning Modules Available

- Safeguarding Children
- Safeguarding Adults at Risk
- Changes to Social Work Registration

The Local Safeguarding Children Board (LSCB)

Local Safeguarding Children Boards (LSCBs) are the key statutory mechanism for agreeing how the relevant organisations in each local area will cooperate to safeguard and promote the welfare of children, and for ensuring the effectiveness of what they do.

The scope of the LSCB role falls into three categories:

1. They engage in activities that safeguard all children and aim to identify and prevent maltreatment, or impairment of health or development, and to ensure that children are growing up in circumstances consistent with safe and effective care
2. They lead and coordinate proactive work that aims to target particular groups; and
3. They lead and coordinate arrangements for responsive work to protect children who are suffering, or likely to suffer, significant harm.

LSCBs should have a clear and distinct identity within local Children's Trust governance arrangements. It is the responsibility of the LA to appoint the LSCB Chair who reports directly to the Chief Executive. Membership of the LSCB is made up of senior managers across the Multi Agency Partnership.

The LSCB has developed its own website, which is split into several areas:

Children and Young People – advice to keep you safe

Information about youth groups, jobs and health advice. Other information and links to groups that work with topics such as cyber bullying, sexual exploitation and forced marriage, can be found here.

Parents and Carers – advice and guidance

Information and advice on how to keep Children, and Young People, safe. Information about private fostering, Sexual exploitation and e-safety, can be found here, along with signposting to external sites for additional safeguarding advice and guidance

Professionals – who work with children and families:

Master copies of policy documents can be found here, along with Governance, Business planning and Annual Report documents are also available to view here.

Events

Information and slides from briefing sessions are available using this page, along with details of forthcoming events in relation to safeguarding.

Publications

Links for the most up to date publications such as the Pan London Child Protection Procedures and Working Together 2013. It is policy for a link to the London Child Protection Procedures to be held on your desktop in Barking and Dagenham.

Training and Development

The training programme, cancellation policy and an online application form is available for you to enrol.

Committees and working groups

There are now individual pages for the safeguarding Committees:

[Child Sexual Exploitation](#),
[Faith and Culture](#),
[Child Death Overview Panel](#),
[Early Help](#) and
[Practitioner Forum](#).

If anyone wishes for information, policies and documents to be added to the LSCB website, please use the email contact below.

Contact:

Barking and Dagenham Safeguarding Children Board
Room 119
Town Hall
Barking
IG11 7LU
Phone: 020 8227 3578
Email: lscb@lbbd.gov.uk
Website: <http://www.bardag-lscb.co.uk/pages/home.aspx>

Complex Needs and Social Care

The Division has operational responsibility for all child protection and looked after children's services and including Special Educational Needs (SEN) services.

The division is split into following four functional areas, each of them managed by a group manager.

- Assessments and MASH Service
- Care Management Service.
- Disabled Children
- Preventative Services

Additionally Principal Social Worker is appointed to champion best practice and support reflective social work in the division.

Assessment and MASH Service

The MASH (Multi Agency Safeguarding Hub) brings together a team of multi disciplinary professionals from partner agencies co located to work with all safeguarding concerns. The MASH will reinforce the need for a single point of entry building on the work to allow agencies to work together at the earliest point of identified needs for children with complex vulnerabilities.

In effect referred concerns will be jointly risk assessed by the core MASH members who will review all the information available about the child/young person and make an informed decision about which service is best placed to respond. If more than one agency is involved the MASH process will make a decision as to who will be the lead agent and this will be recorded and shared as appropriate.

The MASH is managed by the Group Manager for MASH and ASSESSMENT Services, supported by:

- Team Manager
- Practice Manager
- 5 Senior Social Workers
- And 15 other core officers across the safeguarding disciplines including the police, health, education, Domestic Violence officers, Probation, YOS, Targeted Support Officers from the MAPS, Housing, Substance Misuse Officer, NRPF Officers, Hospital Social workers and Adults Safeguarding.

The Assessment team consists of 30 Social Workers and 5 Practice Managers. The principle role of this division is described in the Children Act 1989 and subsequent legislation incorporating children in need and children in care.

Contact: MASH Telephone Number: 020 8277 3811 (8.45am – 4.45pm).
Email: childrenss@lbbd.gov.uk

Care Management Service

Care management service consists of:

- Care Management Teams A, B and C
- Contact Service
- Court Case Manager

Each Care Management team is led by a Team Manager who is supported by the Deputy Team Manager. There are 11 Social Workers and 3 Family Support Workers in each team, supported by a Business Support Officer. The Care Management Service is comprised of 3 Care Management teams covering the whole Borough. Care Management Teams undertake long term statutory social work with children in need and their families, children in need of protection including children subject to care proceedings, and children who are in the care of the Local Authority. The Care Management Service takes over case responsibility from the Assessment Team following completion of assessment and/or investigation.

The service also includes a Contact Service managed by two Contact Managers. The contact service provides supervised contact to children in care and their birth families.

In addition the service is supported by a Court Case Progression Manager who has responsibility to oversee care proceedings and ensure that these progress in a timely manner within the required timescales.

Contact Numbers for Care Management Teams:

- Team A 0208 227 5785
- Team B 0208 227 5978
- Team C 0208 227 5787

Disabled Children Service

This service includes

- Disabled Children
- Special Educational Needs Service.

The Disabled Children's Team consists of a Group Manager, a Team Manager, 2 Senior Practitioners, 5 Social workers, an administrator and a Business Support Officer.

Contact: CWD Team, Child & Family Centre, 79 Axe Street, Barking, Essex IG11 7LZ. Telephone: 0208 522 9691

Preventative Services

- Family Group Conference (FGC)
- Restorative Justice (RJ)
- Crisis Intervention
- Access to Resources Team – ART

FGC is a family meeting, facilitated by the FGC co-ordinator, to develop a family plan. This can include: how families will support parents to prevent a child/ren coming into care, who in the family can be identified as alternative carers if a child/ren cannot remain with their parents. FGC can also be referred to by other agencies to consider plans for supporting children in a variety of ways. RJ is mediation work undertaken between parents and teenagers where there are issues of conflict and family breakdown, with a possible admission into care. FGC and RJ can also be used to prevent foster placements, special guardianship and adoptive placements breaking down.

Family Group Conference (FGC), Restorative Justice (RJ) and Crisis Intervention Service (CIS) are managed by a team manager. CIS is made up of four (4) Family Support Workers who undertake intensive work with families where there are significant child protection concerns. Once a case is accepted, a plan of work and timescales are identified, with agreed review points to monitor the progress of the case. The reviews are chaired by the manager. It is anticipated that work should usually last approximately three(3) months.

ART is a new intervention, co-ordinated by a social work qualified manager, to develop bespoke packages of support from external providers under the following criteria:

- Prevention of Care
- Rehabilitation home from care
- Supporting fragile placements in care to prevent breakdown and a move for the child

The team are based at Child & Family Centre, 79 Axe Street, Barking, Essex IG11 7LZ.

Contact Telephone: 0208 522 9691

Looked After Children Placements

- **Fostering and Adoption services** - The team undertakes all recruitment, assessment and supervision of foster carers, including Short Breaks for disabled children. The Placement Finding Service is a sub-team within the Fostering Service, who source all placements for children who come into local authority care. The Fostering Team is comprised of 1 manager, 1 deputy manager and 11 social workers.

The Adoption Team undertakes tasks such finding families for children on placement orders, recruitment and assessment of prospective adopters, support to special guardians and therapy work with children and their adoptive parents. The team comprises of 1 manager, 1 Deputy Team Manager, 8 social workers and one play therapist

The Pitstop Project is a short-term fostering service for young people, aged between 7 and 11, who have complex difficulties in terms of challenging and difficult behaviour, and need to be cared for away from their own families. Pitstop project provides support to these young people who are in need of special intensive care and support on a 'one to one' basis.

- **Children in Care Team** works with children up until age 16 whose care plan is long term fostering. They ensure that all statutory requirements are met for children in care. They will also undertake work to rehabilitate children back to their families and promote Special Guardianship Orders (SGO) to foster carers/family members, where appropriate. The team is comprised of 1 manager and 6 social workers.
- **Learn2Live Team (Leaving Care)** the team works with young people in care aged 16 and 17 and care leavers aged 18+. If a young person remains in full time further or higher education, the Learn2Live team will remain involved until age 24/25. If the young person is not in education, they will receive a service until age 21. The Learn2Live team is comprised of 1 manager, 1 deputy manager, 2 senior practitioners, 6 social workers and 8 Young Persons' Advisors.

Private Fostering Team

A private fostering (PF) arrangement is when a child is not residing with a parent or a direct family member (such as grandparents, blood uncle/ aunt, etc) for more than 28 days. This arrangement should be notified to the Local Authority.

The fostering team will receive the notification and undertake a visit to the family to establish if the child is living under a private foster care arrangement. The Social Worker will then complete the assessment, support and monitor the PF arrangement.

Anyone working with children should complete a PF notification if, they suspect that a child is living under a PF arrangement.

Please contact Nilza Saide (PF Social Worker) and/ or Pranitha Rampersad (Fostering Team Manager) for any queries.

Contact: Private Fostering Social Worker: 0208 227 5853 or 07977018964

Strategic Commissioning and Safeguarding

Child Protection Reviewing Service

- Independent Reviewing Officers (IRO)
- Quality Assurance Strategy
- Principal Social Worker

In Barking and Dagenham the IROs have a central role in support of the local authority's corporate parenting responsibilities. They monitor the activities of the local authority and ensure that appropriate action is taken to meet the needs of each child, enabling them to reach their potential. As part of the monitoring function the IRO also has a duty to monitor the performance of the local authority's function as a corporate parent and to identify any areas of poor practice.

All children who meet the legal definition of being looked after require care plans that are regularly monitored and reviewed by an IRO. In Barking and Dagenham every Looked After Child has a named IRO who has independent oversight of the case including:

- Determining and representing the child's wishes and feelings.
- Ensuring the child's rights and interests are protected.
- Assessing whether the Local Authorities Care Plan for the child meets the assessed needs of the child within the timescales of the child.
- Negotiation with the social worker and manager on any identified issues arising from the Care Plan or implementation of the Care Plan and where necessary escalating unresolved concerns to an appropriate level in the local authority's management structure, and/or if necessary, CAF/CASS

The main forum through which the IRO carries out their monitoring role is the statutory Looked After Reviews which take place in accordance with statutory requirements.

Barking and Dagenham's IROs have a consistent record in delivering the specific responsibilities set out in legislation and statutory guidance with particular emphasis on:

- Promoting the voice of the child.
- Ensuring that plans for Looked After Children are based on a detailed and informed assessment.
- Identifying any gaps in the assessment process or provision of service.
- Making sure that the child understands how an advocate could help and their entitlement to these services.

- Offering a safety mechanism to prevent 'drift' in the care planning process for Looked After Children and the delivery of services to them.
- Monitoring the activity of the responsible authority as a corporate parent in ensuring that Care Plans have given proper consideration and weight to the child's wishes and feelings and that, where appropriate, the child fully understands the implications of any changes made to their Care Plan.
- Assisting and supporting young people to voice concerns or complaints about the care they are receiving.

The management structure of The Child Protection and Reviewing Service is that the Team Manager is accountable to the Group Manager for Safeguarding, Quality and Reviews. The Group Manager is in turn accountable to the Divisional Director for Strategic Commissioning and Safeguarding. The current management structure ensures that the IROs are independent of the Complex Needs and Social Care Division and the operational front line children's services. This is important as the IRO role is a specialist one which stands alone in the local authority. It does at times involve challenging senior managers and may require the IRO to seek legal remedies if the local authority fails in its duties.

In 2014/15, the Child Protection and Reviewing Service employed 1 Team Manager and 7 full time IROs to undertake all Looked After Children's Reviews and Child Protection Conferences. In addition, 2 IROs has been employed to undertake Child in Need reviews.

IROs are allocated one Child Protection Conference to undertake per week, unless they are on duty, when they may be required to chair further Child Protection Conferences. This combination results in the IROs being required to have substantial skills and experience in the fields of child protection and Looked After Children and is one of the reasons all IROs in Barking and Dagenham are recruited at team manager level. The benefit for the children in Barking and Dagenham is that there is consistency for them if their status is changed from being subject to a CP plan, to becoming Looked After and vice versa. It also ensures that our Chairs are confident in managing both Safeguarding and Looked After issues.

Contact: The Child Protection Reviewing Service (CPRS) can be contacted as follows:

CPRS Team Manager: 0208 227 2265

Senior Independent Reviewing Officer: 0208 227 2272

Business Support: 0208 227 3219

Principal Social Worker

The post of Principal Social Worker is a role recommended in Professor Munro's report on child protection in 2011. Professor Munro said that in order to develop a learning and adaptive system responsive to the needs of children and families, local authorities needed a channel which could relate the views of frontline social workers to all levels of management. Though a senior manager in their own right, the principal social worker will still be actively involved in frontline practice and therefore be able to notify those in authority how current operational arrangements and other features of the practice system were affecting work with children and families. By employing a senior social worker in children's services to take on the role of Principal Social Worker, Munro argued local authorities would be able to demonstrate commitment to developing a listening and learning system and further understanding of how senior management decisions impact on frontline social work.

The new Principal Social Worker is Cherrylyn Senior who brings a wealth of experience. Her role will cover Barking and Dagenham and Thurrock.

Contacts: email: Cherrylyn.senior@thurrock.gov.uk or call 020 8227 2027 or 020 8227 3219

Safeguarding Lead for Education

The Safeguarding Lead for Education holds an advisory role for local safeguarding arrangements within education settings across Barking and Dagenham. This includes a LADO role for managing allegations against individuals working within education settings.

Contact: email: mike.cullern@lbbd.gov.uk or call 020 8227 3934

Local Authority Designated Officer (LADO)

In Barking and Dagenham the LADO is the Group Manager for Safeguarding, Quality & Review, within the Directorate of Children's Services. However, day to day operation of the role is delegated to the Child Protection Adviser and the Safeguarding Lead for Education.

The LADO has management and oversight of individual cases where allegations are made against those working with children.

The guidance relates to anyone who works (paid or voluntary) with children and has:

- Behaved in a way that has **harmed**, or may have harmed, a child;
- Possibly committed a **criminal offence** against, or related to, a child; or

- Behaved towards a child or children in a way that indicates s/he is **unsuitable** to work with children.

Contact:

LADO Referrals:

All referrals should be sent directly to:

lado@lbbdgcsx.gov.uk

Out of Hours calls to Emergency Duty Team:

020 8227 6122

LADO administrator, Victoria Creamer:

020 8227 3896

Core Group Standards Guidance

These standards have been developed to enable the best possible practice by social workers and other professionals with children and their families.

The standards provide a checklist and self-assessment for social workers and other professionals to use in their day to day work. Managers will use these standards when carrying out quality assurance and learning and development activity.

Measuring the standards for core group meetings will require managers to observe the meeting. Permission to observe should be sought from the parents and children before the meeting starts. The role of the observer should be explained at the start of the meeting and the observer should not contribute to the meeting, unless absolutely necessary.

The observation of the core group is an opportunity for managers to receive direct feedback from children and their families about the service being provided. This should be done at the end of the meeting when other participants have left. A template for this purpose is attached to this document.

Verbal feedback should be provided to the social worker as soon after the meeting as possible using the attached template. A copy of the completed form should then be sent to the social worker within 10 working days for them to add their comments. This is then returned to the social worker and their line manager.

Core Group Pack Information

Part	Content
A	Covering Letter
B	Child Protection Conference Guidance
C	Child Protection Conference Report
D	Social Worker Report
E	Child Protection Plan
H	Multi Agency Monitoring
I	Conflict Resolution
J	Safeguarding Leads
K	Conference Feedback Form

L	Survey of Families
N	Guidance for Parents and Carers
O	LSCB Recording Standards
	Core Group Standards

For more information and the full pack; visit:

<http://www.bardag-lscb.co.uk/professionals/Pages/Home.aspx>

Child in Need Strategy

The local authority currently employs two Child in Need Reviewing Officers (CINRO's). The CINRO's work alongside Child Protection Chairs and CIC Reviewing Officers (and provide additional support for Conference and Child in Care Reviews when needed).

The following information sets out in brief the parameters of the current CINRO service, and the key service areas.

Child in Need Reviews

Key themes:

A Strength Based approach is used to enhance and underpin assessment, planning and reviewing of CIN casework. Reviews are driven by the knowledge of the child's day to day experience within their families, evidenced through direct work using useful tools such as The Three Houses, Observations and Family Genograms.

Families are encouraged and actively assisted in developing and owning child in need plans, by focussing on empowerment, relationship building and culturally appropriate responses.

Practitioners are supported in planning evidence based interventions and developing creative services that help prevent problems becoming more difficult and resulting in higher level statutory interventions.

A 'Team around the Family' ethos encourages systemic, partnership working between professionals and families.

Case recording is improved with written plans that clearly reflect decision making processes, the outcomes to be achieved, the timescales involved, and the responsibilities of the family and professionals.

Cases that remain open as CIN after 9 months are reviewed and if remaining open, will have clearly defined plans as to the future direction of the work.

Child in Need Reviews

Reviews that are chaired by a CINRO:

Those stepped down from a Child Protection plan at a Review Child Protection Conference.

Those presented at an Initial Child Protection Conference and who do not meet safeguarding thresholds for a CP plan, and where an outline CIN plan is agreed on.

For children who have returned to live within their family systems after a period of being in care.

For children who are subjects of Supervision Orders (SO), and decisions are required as to whether the SO should expire, or whether an extension should be sought from the Court.

As an outcome of a CIN audit where it is felt that a CIN review is required. Due to the large numbers of CIN cases and limited CINRO capacity, CINRO'S will usually chair a single review for each case and transfer responsibility for following reviews, back to the Team Manager.

The CIN Policy 2013 is currently being amended, but from February 2015 can be downloaded from the Policy Documents held on the LSCB website.

For more information please contact the CIN IROs:

Contact:

- Solly Solamito, CIN Reviewing Officer - solly.solamito@lbbd.gov.uk
- Annie Palma, CIN Reviewing Officer - annie.palma@lbbd.gov.uk,
- Call 020 8227 3989

Barking and Dagenham Integrated Youth Services

Integrated Youth Services delivers the following key services for 11-19 year olds in the borough (or up to 25 if they have a disability).

Targeted Youth Support

Locality Youth Workers work as part of the Multi Agency Panels to provide services to young people who are referred through a CAF (Common Assessment Framework) or other means such as a MERLIN (Police). They work with individuals and small groups to support them with specific issues and in addition provide positive activities provision that develop personal and social skills and emotional literacy.

Youth Centres

The Service manages a number of projects within large purpose built buildings such as the Vibe, Gascoigne and the Sue Bramley Centre. This involves the provision of regular weekly youth clubs that develop personal and social skills and also school holiday activity programmes.

Street Base Local Youth Clubs

Streetbase Locals are Youth Clubs in local communities that are run predominantly by Locality Youth Worker's who are supported by volunteers from the Council's Youth Service. They usually operate one evening per week and are located in various community settings such as schools, community centres, and children's centres. Their aim is to provide local "things to do and places to go" for young people within their local community.

Youth Bus

The Youth Bus is a mobile youth club that visits different locations around the Borough. This is especially valuable to residents where there is no building based provision. Onboard facilities include laptops and internet, TV, Blu-ray and Xbox. Information and guidance is available on careers, sexual health, training, substance misuse and much more.

Accredited Programmes

The accreditation of young people's achievements, through nationally recognised frameworks, is an integral part of all Youth Support Service provision. As such young people have the opportunity to take part in Duke of Edinburgh's Award, Youth Achievement Award and the ASDAN Youth Achievement Award.

Participation and Children's Rights

The Participation and Children's Rights Team use youth centres for two main activities supporting Children in Care. The Vibe is used on alternative Thursdays to host two Children in Care groups. Both groups are age specific, with one group for young people aged 7 -11 years old and the second for older young people aged 12-16 years old.

The groups are led by a qualified Youth Worker and supported by the Children's Rights Officer and a team of volunteers.

The Children in Care Council, 'Skittlz', meets at The Vibe every three weeks. This group of young people in care meet to make service improvements within the social care division. Skittlz have recently republished our Children in Care Pledge, entitled 'Promises'.

In addition to providing positive activities, the Participation and Rights Team undertake advocacy work for Children in Care, and lead in managing the Independent Visiting service for Children in Care who have no family contact. Two contracts are in place for these services with external providers (Action for Children for Independent Visitors and Barnados for Advocacy).

Barking and Dagenham (BAD) Youth Forum

The BAD Youth Forum made up of up to 50 elected representatives from secondary schools and local youth groups, and meet at The Vibe on a weekly basis. The Youth Forum is sub divided into three distinct sub-groups that have a particular topic they focus on, which are agreed annually. Young Inspectors conduct young people friendly inspections of local services and feedback their recommendations.

Barking and Dagenham's Youth and Deputy Youth Member of Parliament are chosen from the Youth Forums members.

Public Health work

The service receives additional funding from Public Health for various pieces of work, most notably around the provision of Health Youth Workers, a Young Inspectors programme to inspect sexual health services for young people, and LGBT awareness work.

Inspire Young People's Mentoring Project

This is a Young People's Mentoring Project offers young people (10 – 19 up to 25 with additional needs) the chance to spend time with an appropriately trained and DBS cleared adult volunteer up to twice a week to once every other.

For more information or to Refer to the project please contact the project coordinator. Contact: neil.noakes@lbbd.gov.uk or call 020 8227 3306 – 07971 111 440

Other work

IYS is responsible for managing the children and young people's element of Adult Services' contract with the organisation Carers of Barking and Dagenham to support young carers.

Contact: erik.stein@lbbd.gov.uk, or call 020 8227 3163.

Barking and Dagenham Health Services

Children's Health Services

Named Nurse in Safeguarding

These professionals provide advice and expertise to fellow professionals within their organisation. They have a key role in promoting good professional practice and linking with partnership organisations to promote working together.

Contact

Keri Clay
Named Nurse for Safeguarding Children.
Safeguarding Service
Child and Family Centre
79 Axe Street
Barking IG11 7LZ

Telephone: 0208 522 9640
Fax: 0208 522 9678

Health Visitors

To find out who a child's allocated Health Visitor is please call the team below and provide them with the child's name and full address.

Contact

Child Health
Child and Family Centre
79 Axe Street
Barking
IG11 7LZ

Telephone: 020 8522 ext. 9656, 9654, 9657, 9658

Family Nurse Partnership

The Family Nurse Partnership is a free voluntary programme for under - 20's expecting their first baby.

Specially trained family nurses help young mums to understand about pregnancy and how to care well for themselves and their baby. They provide information and support to help with decision making which

- *Increases the chance of a healthy pregnancy*
- *Help manage labour*
- *Improve child development*

- *Build a positive relationship with the baby and others*
- *Help plan for the future*
- *Enable making lifestyle choices that will give the child the best start in life*
- *Enable achievement of aspirations (such as finding a job or returning to education).*

Research also shows that mums (and dads) who take part in this programme are more likely to achieve what they want for themselves and their children.

Family nurses support young mums to give their baby the best start in life, which could make a difference to their life and the baby's whole life.

A family nurse will visit every one to two weeks from early in pregnancy until the child is two years old.

Young mums can share different ideas at each visit with their family nurse and decide together what topics to talk about. The family nurse will help parents develop new skills and plans for a healthy, happy future for themselves and their baby's.

We know dad's are important to babies, so we welcome dad's or partners to join in during the home visit if the mums would like them to.

Please notify our team by emailing a pre-caf. to fnp.barkingdagenham@nhs.net
Young mums may also contact us directly.

Gascoigne Children Centre Nursery
The Coverdales
Barking
Essex. IG11 7HQ
0208 227 2741

Supervisor – Julie Spriggs
Family Nurses – Francis Kudjoe, Gill Francis, Michelle Anastasio, and Samantha Lealman

Community Health Centres

The centres below offer a range of services, including:

- Blood testing (not all centres offer this facility)
- Dental service
- Midwifery
- Physiotherapy
- Speech and language therapy
- Stop smoking service

The centres are open from 9:00am to 5:00pm

Broad Street Resource Centre

Morland Road

Dagenham

RM10 9HU

Tel: 020 8465 3600

The Child and Family Centre

Axe Street

Barking

IG11 7LZ

Tel: 020 8522 9600

Five Elms Health Centre

Five Elms Road

Dagenham

RM9 5TT

Tel: 0203 644 2250

Marks Gate Health Centre

Lawns Farm Grove

Chadwell Heath

RM6 5LL

Tel: 0203 644 2400

Chadwell Heath Health Centre

Ashton Gardens

Chadwell Heath

RM6 6RT

Tel: 0203 644 2550

Church Elm Lane Health Centre

Church Elm Lane

Dagenham

RM10 9RR

Tel: 0203 644 2940

Julia Engwell Health Centre

Woodward Road

Dagenham

RM9 4SR

Tel: 0203 644 2200

Orchards Health Centre

Gascoigne Road

Barking

IG11 7RS

Tel: 0203 644 2162

Oxlow Lane Health Centre

Oxlow Lane

Dagenham

RM10 7YU

Tel: 0203 644 2900

Porters Avenue Health Centre

234 Porter Avenue

Dagenham

RM8 2EQ

Tel: 020 8522 9800

Thames View Health Centre

Bastable Avenue

Barking

IG11 0LG

Tel: 0203 644 2676

Vicarage Field Health Centre

Vicarage Drive

Barking

IG11 7NR

Tel: 0203 644 2020

School Nurses and Health Advisors

There are four clinics that cover the borough schools

- *Thames View*
- *Julia Engwell*
- *Five Elms*
- *Trinity*

Each clinic has a dedicated team of school nurses that provide services in the schools identified below in each table. At the top of each list of schools is the telephone number for the allocated School Nurse.

Contact: Thames View School Nursing Team

Thames View Health Centre

Bastable Avenue

Barking

IG11 0LG

Tel: 0203 644 2676

Schools covered by this Clinic are:

0203 644 2637/2632/2616	0203 644 2637/2632/2616	0203 644 2637/2632/2616	0203 644 2637/2632/2616
Barking Abbey Lower	Eastbury Comp	Jo Richardson	Gascoigne Primary
Barking Abbey Upper	Northbury Infants School	James Cambell Primary	Thames View Infants

Monteagle Primary	Northbury Junior School	Cambell Unit	Thames View Juniors
Ripple Primary	George Carey Primary	Eastbury Primary	Manor Infants
Dorothy Barley Infants	Ripple Primary School		Manor Infants(NEW)
Dorothy Barley Juniors	St Margaret's School		Manor Junior
Becontree Primary	Riverside School (Sept 2012)		St Joseph Primary
Tuition Centre			

Contact: Five Elms School Nursing Team

Five Elms Health Centre
Five Elms Road
Dagenham
RM9 5TT
Tel: 0203 644 2250

Schools covered by this Clinic are:

0203 644 2274	0203 644 2266	0203 644 2276
Grafton Infants	Furze Infants	Five Elms Primary
Grafton Junior	Henry Green Primary	Roding Primary
Robert Clack Lower	Marks Gate Infants	Roding Primary
Robert Clack Upper	Marks Gate Junior	Southwood Primary
Valance Primary	St Vincent Primary	St Joseph Primary
Valance Annexe	Warren Comprehensive	St Teresa Primary
Reception & Reintegration	Warren Junior	Sydney Russell Secondary

Contact: Julia Engwell School Nursing Team

Woodward Road
Dagenham
RM9 4SR
020 3644 2200

020 8276 7162

Schools covered by this Clinic are:

0203 644 2557	0203 644 2558	0203 644 2558
Dagenham Park	Eastbrook	All Saints
Parsloes Primary	Hunters Hall Primary	Richard Alibon Primary
Village Infants	John Perry Primary	Rush Green Infants
William Ford Juniors	Beam Primary	Rush Green Junior
Marsh Green Primary	Leys Primary	St Peters Primary
William Bellamy Primary		Thomas Arnold Primary
		Godwin Primary

Contact: Trinity School Nursing Team

Heathway
Dagenham
Essex RM10 7SJ

0208 276 7975

Barking and Dagenham Mental Health Services

About us:

North East London NHS Foundation Trust (NELFT) provides an extensive range of specialist mental health and community health services for people living in the London boroughs of Waltham Forest, Redbridge, Barking and Dagenham and Havering, and community health services for people living in south west Essex, covering Brentwood, Basildon and Thurrock.

Mental health direct:

Mental health direct provides one telephone number for all initial NELFT mental health service enquiries both general and clinical, available 24 hours a day, every day of the year.

- A telephone-based first response to people who are in crisis.
- Ensures appropriate transfer or signposting onwards for more general enquiries.
- Provides access to crisis support, internal referral following care pathways, external signposting and referral for face to face assessment with the relevant service.

Contact: 0300 555 1000

Opening times: 24 hours

The listening zone (TLZ): Young People's Counselling and Psychotherapy Service

The young people's counselling and psychotherapy service provides individual counselling and therapy to young people aged 14 to 21 who live or study in Barking and Dagenham. Young people can self refer by phone, letter or by dropping into the service (please telephone to obtain details of drop in). We also take referrals from the full range of professionals, but always ask the young person to confirm they want to be seen. Young people can request a preference to see a female/male or therapist from a particular ethnic background.

The types of needs that young people come to TLZ for include coping with depression, suicidal thoughts, self harm, controlling feelings of anger, anxiety; histories of neglect, sexual abuse or family breakdown; worries with relationships and sexuality.

Contact: 0300 555 1012

Fax: 0844 493 0293

Eating disorder service (EDS):

The eating disorder service (EDS) offers specialist assessment and treatment to people aged 8 years and over. The service works with individuals and their families to support them in their recovery.

Services the EDS provide include:

- psychological treatments delivered on an individual basis or in a group
- dietetic input and nutritional support
- medical and nursing

Contact: 0300 555 1216
Fax: 0844 931 0137
Email: eating.disorder@nelft.nhs.uk

Perinatal parent infant mental health service (PPIMHS):

The perinatal parent infant mental health services (PPIMHS) is a specialist psychiatric and psychological service. The psychiatric component of the service works with women with mental health problems during pregnancy and up to a year postnatally.

The psychological component of the service works with parents and children up until the age of 3 years to address attachment difficulties to prevent complex mental health problems when the babies and toddlers become older.

Contact: 0300 555 1119
Fax: 0844 931 0135
Email: PerinatalService@nelft.nhs.uk

Child and adolescent mental health services (CAMHS):

The community-based Barking and Dagenham child and adolescent mental health service offers help to young people from birth up to the age of 18 who are experiencing emotional, behavioural and mental health difficulties. The B&D CAMHS team is based in a local clinic and offers various supports to such as assessment of development problems, autism, hyperactivity, depression, and early onset psychosis and brief interventions. The team also offers support to families and carers.

Contact: 0300 555 1035
Fax: 0844 493 0279
Email: B&DCAMHS@nelft.nhs.uk

Barking and Dagenham primary mental health team (PMHT):

Our primary mental health team (PMHT) is part of the Barking and Dagenham child and adolescent mental health service (CAMHS). We work with young people aged up to 18 and their families who are experiencing social, emotional, behavioural or mental health difficulties.

Contact: 0300 555 1012

Fax: 0844 493 0293

Email: orchardsadmin@nelft.nhs.uk

Barking and Dagenham community learning disability team (CLDT):

The CLDT is a joint health and social services team and offer a services to adults aged 18 and over who may need help because of a learning disability.

The community learning disability team (CLDT) offers:

- information, advice and support
- assistance from social workers, nurses, doctors and a number of different therapies
- support services, which can help service users to look after themselves
- assistance with finding employment
- help in finding activities
- help to make sure the service users are safe

Contact: 0208 227 5432

Fax: 0208 227 5430

Email: cldtintake@lbbd.gov.uk

Barking and Dagenham early intervention in psychosis service (EIP):

The Barking and Dagenham EIP service offers intensive and assertive support for people aged 14 to 35 who may be experiencing their first episode of psychosis. We support clients with their current problems, promoting recovery and maintaining wellness and helping them return to normal activities in their community life.

Contact: 0300 555 1030

Fax: 0844 931 0134

Collaborative care team (psychiatric liaison older people):

The collaborative care team (psychiatric liaison for older people) works with people aged 65 and over with mental health difficulties or people of any age with dementia. The collaborative care team provides responsive and comprehensive mental health assessments of older people with mental health problems, including dementia and early onset dementia in Queen's Hospital, Romford and Grays Court Hospital, Dagenham. We work collaboratively with health care professionals in the general hospital setting to identify the mental health needs of older people and promote patient-centred care.

Contact: 0300 555 1096

Fax: 01708 504174

Email: collaborative.careteam@nhs.net

Barking and Dagenham memory services:

The memory service offers assessment, diagnosis, treatment and therapeutic interventions to people aged 18 and over who experience memory problems. Memory clinics form part of the memory service and they can provide assessments, follow-up appointments and reviews. Interventions may also involve community outreach visits and group work.

Contact: 0300 555 1016

Fax: 0844 493 0206

Barking and Dagenham older adult mental health team (OAMHT):

The older adult mental health team provides community mental health services to people aged 65 and over with serious and/or enduring mental health problems such as depression, anxiety, schizophrenia, and to people aged 18 and over with complex cognitive disorders.

Contact: 0300 555 1016

Fax: 0844 493 0206

Barking and Dagenham improving access to psychological therapies (ABIT):

The improving access to psychological therapies service for people aged 18 and over. The service provides psychological treatment for people with mild to moderate anxiety and depression that have a GP in Barking and Dagenham.

Contact: 0300 555 1018

Fax: 0844 493 0203

Email: abit@nhs.net

Barking and Dagenham adult access and assessment service:

BDAAT is the access service for adults aged 18 to 65 needing community mental health services in the London borough of Barking and Dagenham. We provide an initial mental health assessment.

Once assessed we may:

- refer or signpost to other mental health services or organisations
- signposting to other services (e.g. social services)
- offer brief intervention by the team for up to six months

Contact: 0300 555 1038

Fax: 0844 913 0133

Email: BDAA.Team@nhs.net

To find out more about our services visit: www.nelft.nhs.uk

MALTs and MAPs – A revised structure

What is a MAP?

This is the new name given to the multi-agency panels which will review cases on the interfaces between Tier 1, 2 and 3 provisions.

What is a Locality?

Barking and Dagenham is divided into 6 geographical areas. These areas are agreed across health, police and the Borough. Data regarding children's lives is provided at locality level to help us plan what is needed to match local needs.

What is a MALT?

A Multi-agency Locality Team is the virtual team that operates in a locality. Anyone who works on with children and families on a local basis is part of the MALT – schools, health visitors, housing officers, safer schools officers etc. should all be aware of key contacts for other agencies in their locality area. All agencies working in the locality are asked to send representatives to the MAP – either regarding an individual case or as part of the multi-agency offer to support vulnerable children and families in that locality. Further information is available on the MALT website.

Who would MAPs assign work to?

The MAPs are not be case holding bodies. If there is no Lead Professional they will facilitate the initiation of CAF / FCAF based on which setting/agency is best placed within the MALT. This could be school based, police based, health based, Children's Centre based – anyone professionally trained to work with children is part of the MALT and therefore may be asked to case hold. There should be no misapprehension that MAPs are case-holding bodies.

Which areas do the MAPs cover?

The new structure comprises three MAPs: East South east (covering East and South-East MALTs), North-Central (covering Central and North MALTs) and West South West (covering South-West and West MALTs).

Background History

The concept of Multi-Agency Locality Teams (MALTs) as a mechanism for co-ordinating services to children and families was developed during late 2008 and 2009. A group of LBBD officers, along with counterparts from other key agencies, made a series of recommendations on structures, processes and protocols. It was agreed that there should be a MALT in each of the 6 localities within which LBBD's early intervention services were already organised. Each MALT would have a co-ordinator (MALTCo) - a qualified social worker- a support officer, and

representatives from Health, the Youth Services, CAMHS and other agencies active in the field.

Each MALT held a weekly meeting at which partner representatives would meet to discuss referrals, identify who would initiate a CAF and agree an action plan for the Team Alongside the Family as well as reviewing universal provision. In addition, in order that the offices were covered by staff with relevant local expertise, partner agencies would commit to MALT duty, generally half a day per week per nominated officer.

MALTS were established in late 2009. It was less than a year before local budget pressures began significantly to impact on partner commitments. The MALT office duty, in particular, became increasingly difficult for smaller partners to deliver consistently. The expenditure freeze within LBBB and the consequent impact on recruitment further stretched available resources.

The departure of several senior managers and subsequent restructure of Children's Services resulted in the MALTs becoming part of the Early Intervention (EI) strand of Targeted Services in June 2011. It became clear at this juncture that the majority of cases passing through the MALTs were allocated to targeted family support workers within the EI service. It was agreed at this stage to waive the requirement for partners to deliver MALT duty in the hope that this would allow them to focus on direct work with children and families.

In August 2011, the Triage system came into effect, creating for the first time a clear pathway into the MALTs, and allowing effective analysis of the extent to which MALTs were able to reduce the burden on social work caseloads. The MALTCo role now expanded to include sifting MERLINS (police notifications) alongside stepped down cases, ensuring that the weekly meetings focused on those cases that most required multi-agency intervention.

It became apparent that processes differed between MALTS, and following the OFSTED safeguarding inspection in Summer 2012, it was agreed that the weekly meetings would be chaired by senior Early Intervention staff, allowing the MALTcos to focus on preparing and presenting cases, ensuring that best practice would be shared across MALTs.

The EI service is required to make budget reductions of £2m in the two financial years 2013-14 and 2014-15. Having committed to maintaining the level of front-line staff wherever possible, it was recommended to members that savings should come from middle management, in this case children's centre managers and MALTcos.

Over the summer period we will work towards ensuring the key localities contact information is available across the 6 MALTs.

Family Information Service

The family information service is an online service for both parents and professionals to find out about services in Barking and Dagenham

The Childcare Act 2006 (section 12) gives a duty to local authorities to provide information to parents, or parents to be, on childcare and other services in their area that will enable them to identify sources of support and help for children and young people.

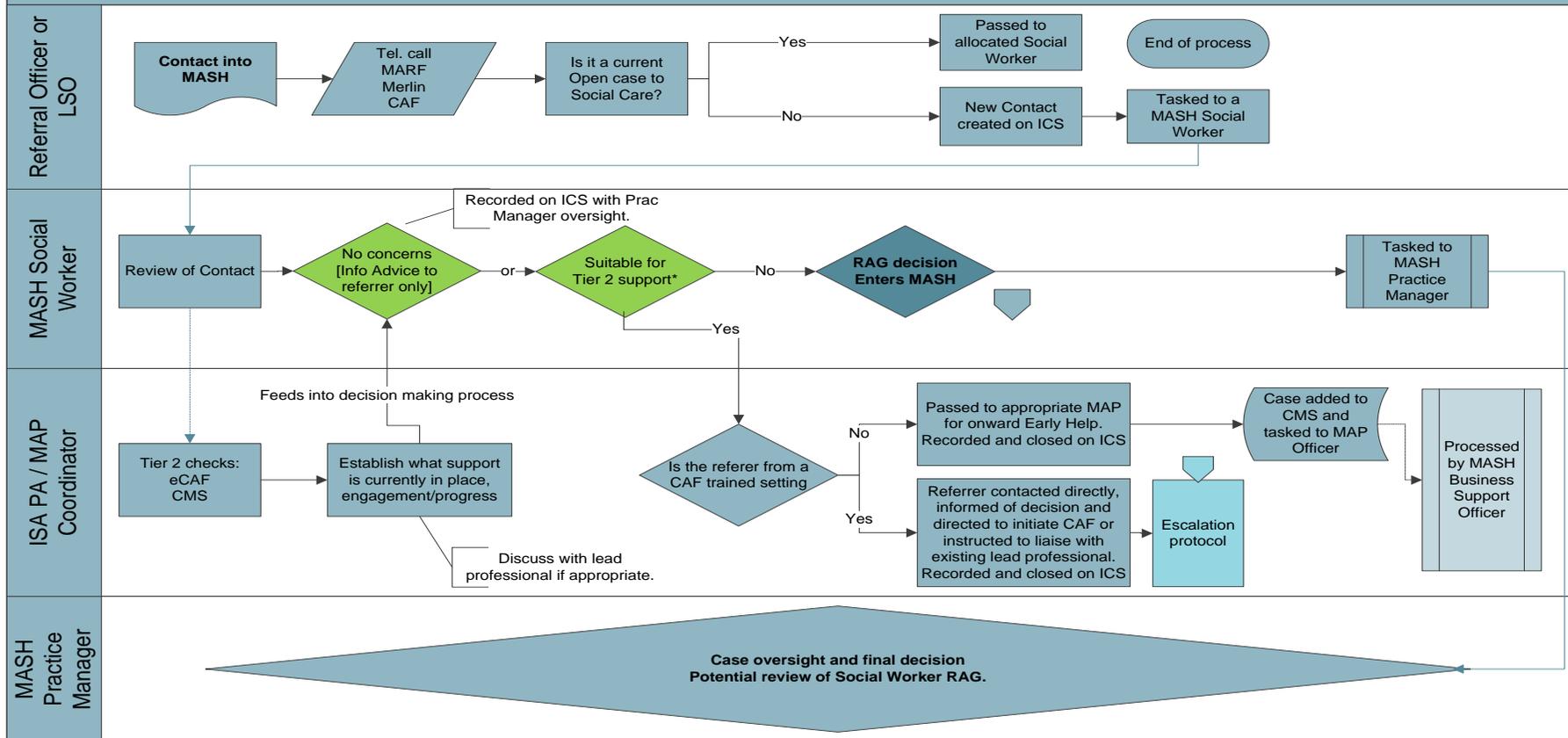
In order to meet this obligation, Barking and Dagenham Family Information Service provide access to the Family Information - Online, which is on-line resource bringing together information on services in the borough.

Every effort has been made to keep the directory up to date; however it is your responsibility to ensure that services are suitable for your needs.

Contact: Link: Family Information Service
Telephone: 020 8227 5395
E-mail: fis@lbbd.gov.uk

(A) Pre MASH Screening Protocol (within Children's Services Front Door)

Process for screening all contacts as they are received into the boroughs Multi Agency Safeguarding Hub (MASH)

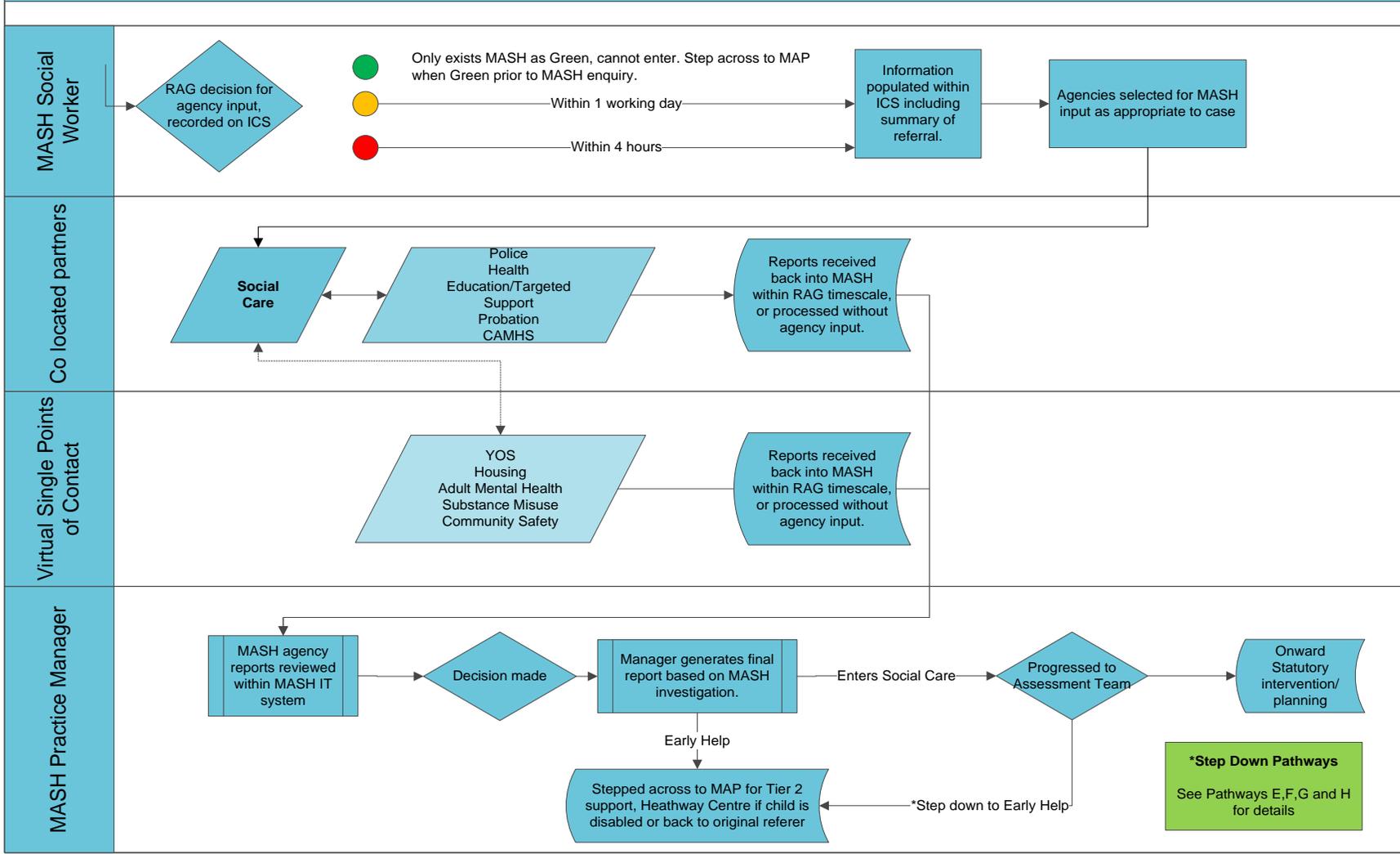


* If the child being referred is disabled, Tier 2 support will be coordinated via the Heathway Centre. The MASH DCT Social Worker will liaise directly with the Centre Manager and not pass down to MAPs.

** need to check whether 'tasking' is possible through eCAF. May need interim arrangement whilst eCAF is being implemented and in lieu of settings being eCAF trained.

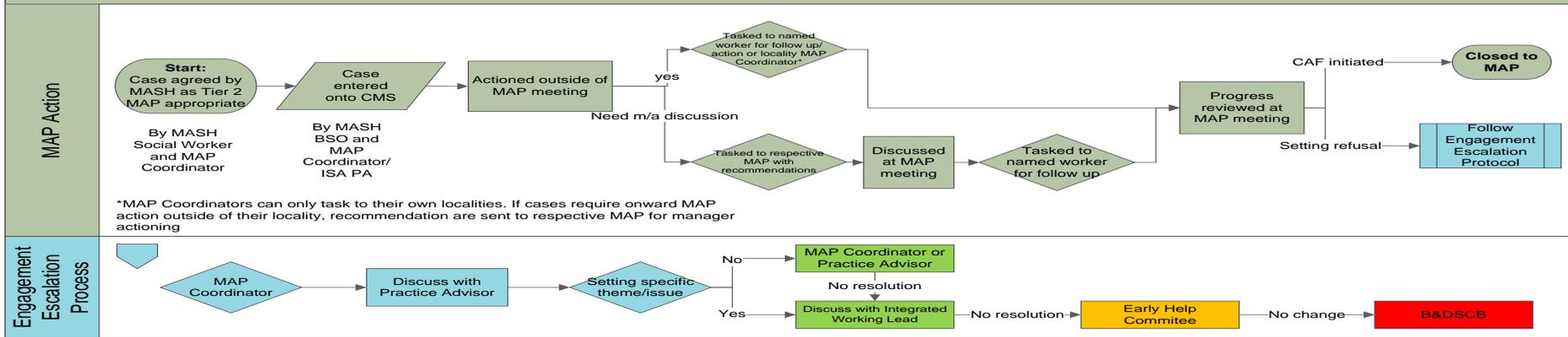
Key:
 CAF = Common Assessment Framework
 CMS = Case Management System (Early Help)
 eCAF = electronic Common Assessment Framework (system)
 ICS = Integrated Children's System
 MAP = Multi Agency Panel
 MASH = Multi Agency Safeguarding Hub
 RAG = Red Amber Green (rating)

(B) - MASH investigation process



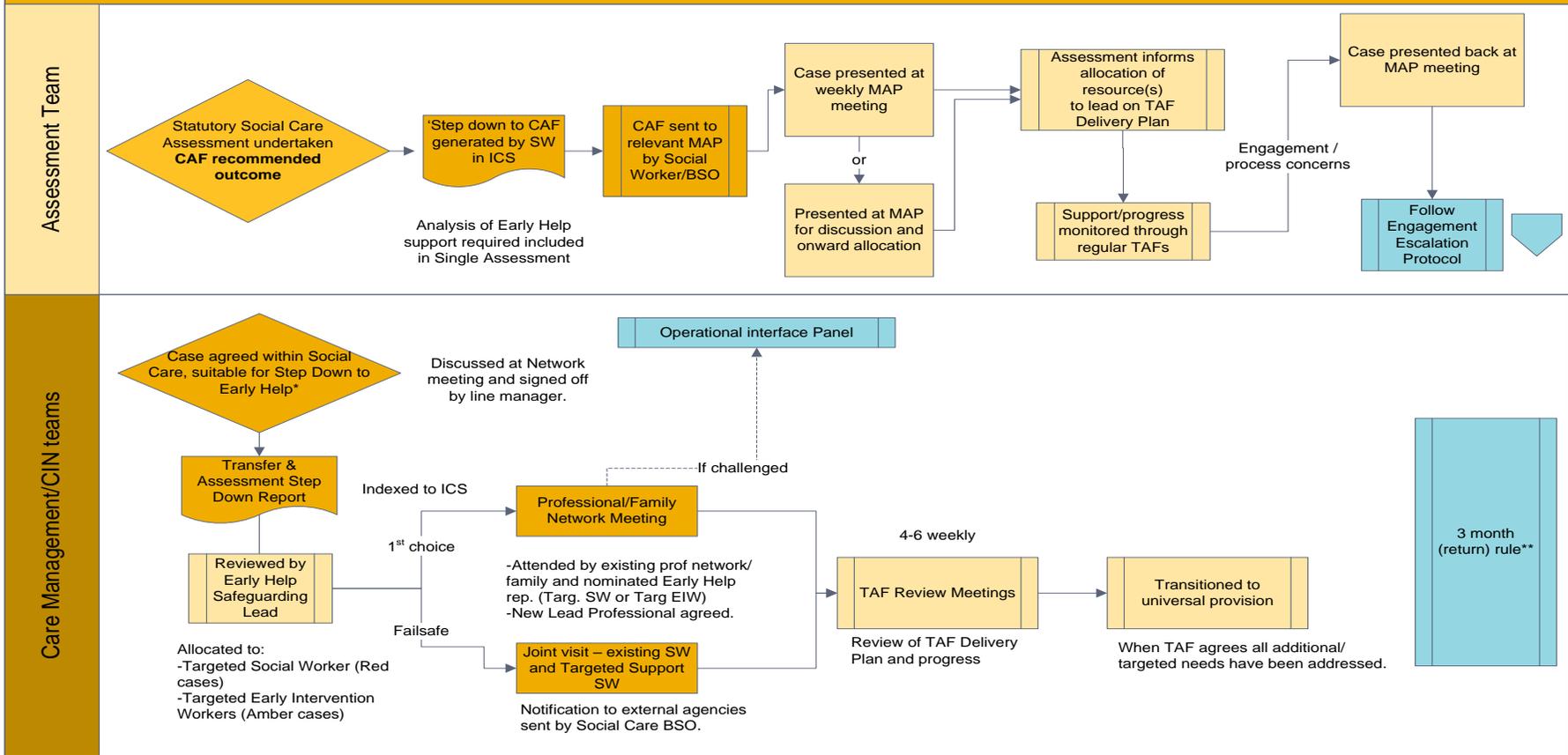
(C) Step Across from MASH to Multi Agency Panels (MAPs)

Specific pathway for those cases stepped across from re: Pre-MASH



Key:
 BOR = Business Object Report
 CMS = Case Management System
 MAP = Multi Agency Panel

(D) & (E) - Step Down from ASSESSMENT TEAM and Care Management/CIN teams to Multi Agency Panels (MAPs)



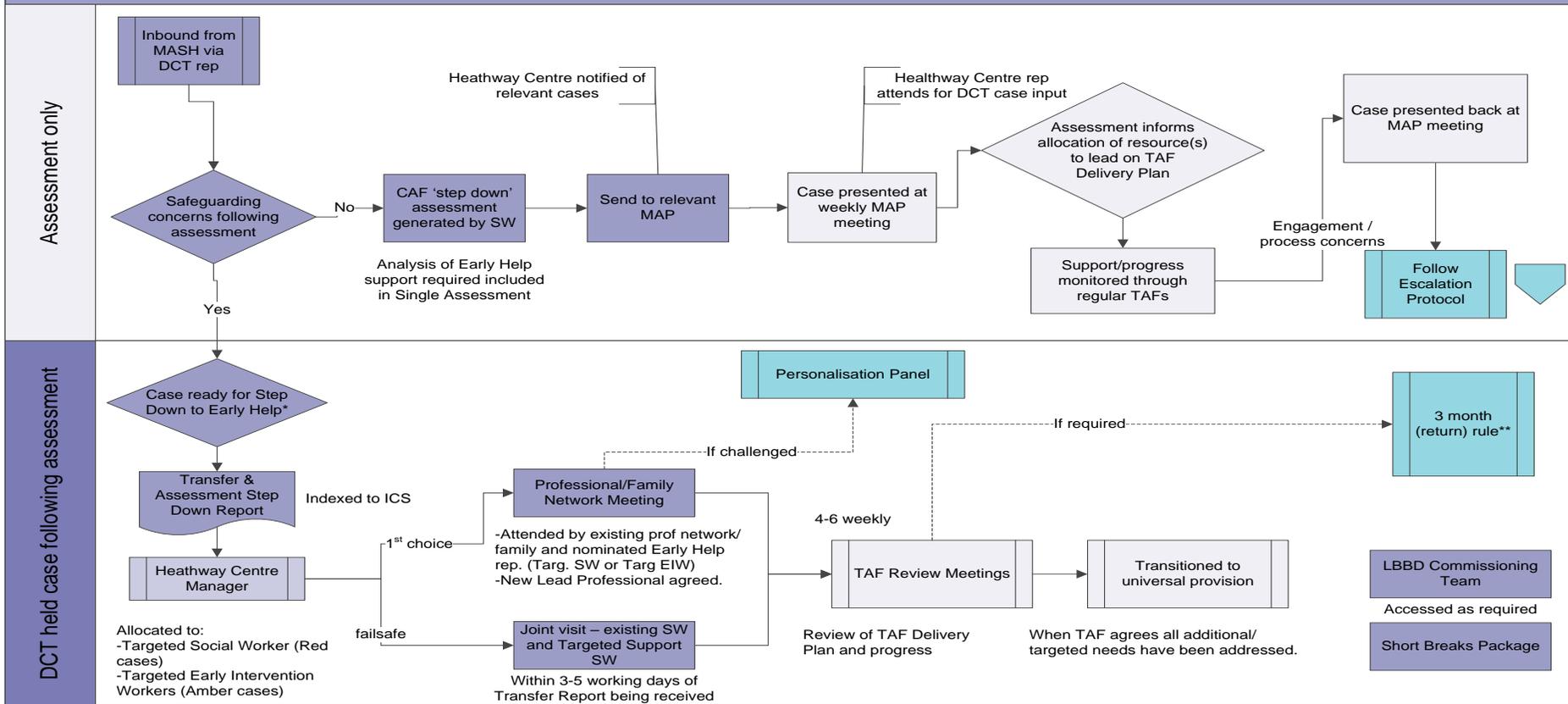
Key:

CAF = Common Assessment Framework
SSCA = Statutory Social Care Assessment
ICS = Integrated Children's System
SW = Social Worker
MAP = Multi Agency Panel
TAF = Team Alongside the Family

* Assessment must have been written/updated within past 6 months. If not, updated Assessment required prior to step down.

** If within the first three months of transitioning out of L3, C/YP needs move back into L3, C/YP goes straight back to the previously allocated Social Worker following discussion and agreement with the Social Worker and Team Manager.

(F) & (G) - Step Down from Disabled Children's Team (DCT) to Level 2 (MAP and Heathway Centre)



CAF = Common Assessment Framework
 DCT = Disabled Children's Team
 ICS = Integrated Children's System
 MAP = Multi Agency Panel
 MASH = Multi Agency Safeguarding Hub

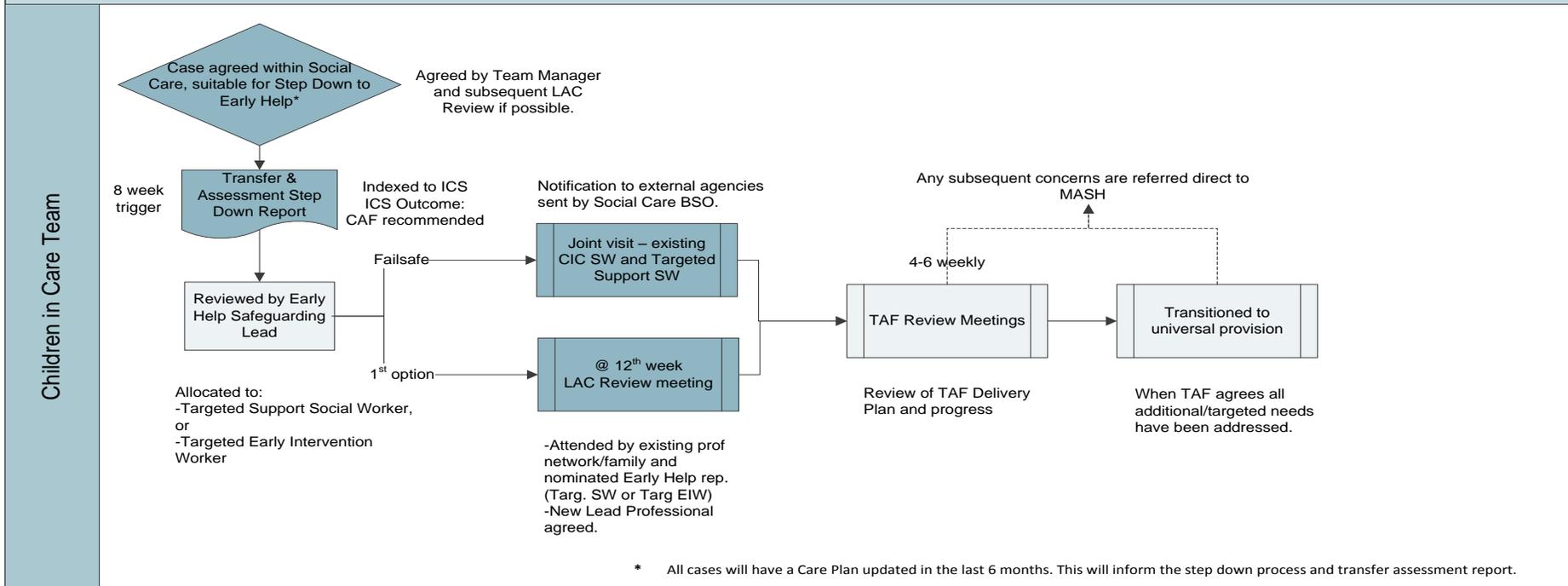
RAG = Red Amber Green (rating)
 SW = Social Worker
 TAF = Team Alongside the Family

* Assessment must have been written/updated within past 6 months. If not, updated Assessment required prior to step down.

** If within the first three months of transitioning out of L3, C/YP needs move back into L3, C/YP goes straight back to the previously allocated Social Worker following discussion and agreement with the Social Worker and Team Manager.

(H) Step Down from Children In Care (CIC)

The following pathway applies onto the children under Section 20. (S31 remains at statutory level outside of CIC Team)



Key:

CAF = Common Assessment Framework
SSCA = Statutory Social Care Assessment

ICS = Integrated Children's System
SW = Social Worker

MAP = Multi Agency Panel
TAF = Team Alongside the Family

Youth Offending Service

Barking and Dagenham Youth Offending Service (YOS) is located on the 1st Floor of Roycraft House. It is a multi-disciplinary team comprising staff from the Local Authority, the Probation Service, the Metropolitan Police, CRI Subwise and CAMHS. The YOS works directly with young offenders aged 10-18 who have been sentenced at Barkingside Youth Court and received either a community sentence or custodial sentence. The YOS also provides a youth crime prevention service for young offenders referred by the police who have been arrested and admit their offence, but who are not sentenced in court. Referrals are not taken from any other source.

Young offenders are required to report to Roycraft House to have 1-2-1 sessions with their allocated YOS practitioner on a weekly basis. If they do not comply, they can be returned to court to be re-sentenced. After conducting a holistic assessment, covering recognised risk factors for offending, a supervision plan is drawn up and objectives identified. Cognitive Behavioural work is then carried out with them, focussing on their offending behaviour and its causes. Home visits are also made on a monthly basis and frequent contact with parents is maintained.

Contact: 020 8227 3998

Email: helen.harding@lbbd.gov.uk

Information about Gangs

The Home Office definition of a gang is from the Centre for Social Justice's 2009 Report, *Dying to Belong*:

"A relatively durable, predominantly street-based group of young people who:

1. see themselves (and are seen by others) as a discernable group;
2. engage in criminal activity and violence;
3. lay claim over territory (this is not necessary geographical territory but can include an illegal economy territory);
4. have some form of identifying structural feature; and
5. are in conflict with other, similar gangs."

Contact: 020 8227 3741

Gangs Unit Sgt, LBBB Police:

julian.bertie@met.pnn.police.uk

TAG ex gang members, mentoring Sheldon Thomas:

enquiries@gangline.co.uk

Group Manager, Community Safety & Offender Management:

karen.proudfoot@lbbd.gov.uk

Shpresa – Albanian and Eastern European family based support - Luleta Nuzi:

shpresaprogramme@yahoo.co.uk

Child Sexual Exploitation (CSE)

In February 2014 the Metropolitan Police Launched a new Multi agency Protocol for protecting the welfare of children from Child Sexual Exploitation (CSE).

The main aim of the protocol is to identify Children at risk of being sexually exploited, and to work collaboratively, and ensure Children are safeguarded, reducing risks of harm.

Child sexual exploitation can occur through the use of technology without the child's immediate recognition; for example being persuaded to post sexual images on the internet/mobile phones without immediate payment or gain.

The Barking and Dagenham CSE Committee was set up in 2014. It meets quarterly and reports directly to the LSCB Board. The Committee is chaired by the DCI Borough Police, Tony Kirk. There is a Strategy and Action plan in place and this can be viewed from the CSE Page on the LSCB website.

If you have concerns in relation to a child and would like some advice or guidance, please use contact below:

Email: csecases@lbbd.gov.uk

The Daniel Project – Cherish Girls

Contact:

Email: dianne.thedanielpoint@gmail.com

Arc Theatre

Arc Theatre is a professional Theatre Company based at Kingsley Hall in Dagenham. Our current programme for girls is called RAISED VOICES and is open to all girls in the borough aged 11+ (secondary school age). The group aims to build confidence and self esteem as well as tackling hard hitting issues such as Sexual and Domestic Violence, FGM, Child Sexual Exploitation and Female Solidarity.

Using drama workshops, the girls gain skills in presenting and film making. Through this process the girls have focused on Girls and Gangs, Sexual and Domestic Violence, Sexting Awareness and Prevention. There is no upper age limit as the organisers have a policy not to turn anyone away, their eldest participant is 17.

Contact: Natalie Smith at nat@arctheatre.com

The Probation Service

Probation services for Barking and Dagenham are provided by the National Probation Service and the London Community Rehabilitation Company Ltd.

Professionals wishing to contact a Probation worker allocated to a specific case will need in the first instance to provide the adult service user's name, address and date of birth. Professionals will then be told which organisation is managing the case, and the name of the probation worker.

Both services are based in Havering, and can be contacted on the following:

Contact: 29-33 Victoria Road, Romford, Essex RM1 2JT
or telephone 01708 753 555

Adults Services

Safeguarding Adults from abuse and neglect is everybody's business. Those at risk include adults who are vulnerable because of their mental health, physical disability, age or illness, and may find it difficult to protect themselves from abuse.

If you are worried about an adult at risk, please contact the intake team to find out more about raising an alert.

Contact: 020 8277 2915

Out of Hours: 020 8594 8356

Fax: 020 8517 7356

Email: safeguardingadults@lbbd.gov.uk

However, if it's more urgent and you think someone might be at risk of immediate harm:

- Remove yourself from danger
- Call 999

If you would like more information visit:

<http://www.lbbd.gov.uk/AdultSocialCare/SafeguardingAdults/Pages/SafeguardingAdults.aspx>

B&D Safeguarding Adults Board (BD SAB):

B&D Safeguarding Adults Board (BD SAB) is a partnership which was constituted under the Department of Health guidance: 'No Secrets' (March 2000). The Board has an Independent Chair, Deborah Kleé, who supports the partnership to work together to safeguard adults at risk of harm.

The Barking and Dagenham Safeguarding Adults Board brings together a variety of local statutory and voluntary organisations to lead and co-ordinate the local strategy to safeguard adults. The Board meets four times a year. At these meetings partners work together to identify borough-wide issues and find opportunities to work together to improve services. The Barking and Dagenham Safeguarding Adults Board actively promotes the views of service users to improve the effectiveness of the partnership response.

If you would like more information visit:

<http://www.lbbd.gov.uk/AdultSocialCare/SafeguardingAdults/Pages/Board.aspx>

Domestic Violence and Hate Crime, Community Safety and Public Protection

Barking & Dagenham Independent Domestic & Sexual Violence Advocacy Service:

This service is commissioned by Barking and Dagenham Council. They offer confidential support for anyone who has experience domestic and sexual violence or harmful practices.

Contact: 0208 591 3498

Email: BDadvocacyreferrals@refuge.org.uk

Children's Treatment Programme:

A 12 week programme is aimed at children and young people between the ages of 4 years old to 18 years old who have witnessed domestic violence in their families. The programme delivers sessions to specific age groups (e.g. 4–6, 6-8, 8-10, 11-13, 14+).

The aim of the programme is to enable children and young people to explore their feelings and experiences safely with peers and to help them communicate with their parent/carers.

Contact: 0208 227 5109

Victim Support:

Confidential support to victims of crime

Contact: 0208 550 2410

East London Rape Crisis Centre (2 centres in East London)

Confidential help and support form women and girls aged 14 and over who have been raped or sexually assaulted, regardless of when it happened.

0207 683 1210

Hate Crime:

Hate Crime Project at Citizens Advice Bureau (Service commissioned by Barking & Dagenham Council). This is a confidential support for anyone who has experienced a hate incident.

Contact: 0208 594 6715

Hate Incident Panel (HIP) A multi-agency meeting which hate incident victims who have been identified as requiring multi agency support are referred to. The HIP is attended by representatives from a range of agencies including police, housing, Citizens Advice Bureau, mental health and substance misuse and other specialists from the statutory and voluntary sectors.

MARAC (Multi-Agency Risk Assessment Conference)

MARAC (Multi-Agency Risk Assessment Conference) is a multi-agency meeting which domestic abuse victims who have been identified as at high risk of serious harm or homicide are referred to. The MARAC is attended by representatives from a range of agencies including police, health, child protection, housing, Independent Domestic Violence Advisors (IDVAs), probation, mental health and substance misuse and other specialists from the statutory and voluntary sectors.

During the meeting relevant and proportionate information is shared about the current risks, enabling representatives to identify options to increase the safety of the victim and any other vulnerable parties such as children. The MARAC then creates a multi agency action plan to address the identified risks and increase the safety and wellbeing of all those at risk. The primary focus of the MARAC is to safeguard the adult victim. However, taking in to account the UK law which priorities the safety of children, the MARAC will also make links with other multi-agency meetings and processes to safeguard children and manage the behaviour of the perpetrator.

At the heart of a MARAC is the working assumption that no single agency or individual can see the complete picture of the life of a victim to be able to identify and

manage the risks, but all may have insights that are crucial to their safety. The victim does not attend the meeting but is represented by an IDVA who represents their views and wishes and ensures that victim's safety remains the focus of the meeting.

Domestic Violence is defined as a pattern of coercive control between those aged 16 or over, which can include physical, sexual, psychological and/or financial abuse, by a current or former partner or family members

Sexual violence is defined as any sexual act; attempt to obtain a sexual act, unwanted sexual comments or advances, or acts to traffic directed against a person's sexuality using coercion, by any person regardless of their relationship to the victim, in any setting. It includes rape, stalking, sexual harassment, prostitution and trafficking:

Harmful Practices are defined as forms of violence that have been committed, predominantly against women, in certain communities and societies for so long that they are considered part of accepted practice.

- **Female Genital Mutilation (FGM)** – the complete or partial removal or alteration of the external genitalia of a female for non-medical reasons. FGM is based on ancient beliefs surrounding the need to control women's fertility and sexuality. FGM is not a requirement of any religion.
- **'Honour' based violence** – violence committed to protect or defend the 'honour' of a family or community. Victims, often young girls, are perceived to have acted outside community boundaries or perceived acceptable behaviour, especially in relation to sexual matters.
- **Forced Marriage** – a marriage conducted without the valid consent of one or both parties, where duress is a factor.
- **Rape** – forced sexual intercourse (Rape includes penetration either by body part or an object and also includes forced oral sex.)
- **Stalking** – repeated harassment causing fear, alarm, or distress. Can include threatening phone calls, texts and letters, damaging property, and spying on or following the victim.
- **Sexual harassment** – unwanted verbal or physical conduct of a sexual nature. This can take place anywhere and includes flashing, obscene and threatening calls, and online harassment.
- **Prostitution** is addressed within the strategy because of its gendered and often forced nature. This strategy recognises prostitution as a victim-centred

crime, and recognises that those who are coerced, abused and exploited into prostitution require holistic support.

- **Trafficking** – the recruitment and transportation of people using force, coercion, abuse of power or deception for the purposes of exploitation, including prostitution, sexual exploitation and forced labour.

Reference: The above is extracted from our local Domestic & Sexual Violence Strategy 2012-15.

Hate Crime:

A hate crime is defined as any criminal offence which is perceived, by the victim or any other person, to be motivated by a hostility or prejudice based on a personal characteristic or combination of characteristics. Types of incident include those committed against a person or property and can range from criminal damage and insults to inciting others to hatred, serious physical assault and murder. Hate is seen by the criminal justice agencies as an aggravating factor, this means that when cases are prosecuted, the courts can impose stronger sentences under powers from the Criminal Justice Act 2003. For example the Act set a sentence starting point of 30 years for murders motivated by hostility of the victim's race, religion or sexual orientation.

The Association of Chief Police Officers distinguishes between a hate incident and a hate crime. A hate incident is: —Any incident, which may or may not constitute a criminal offence, which is perceived by the victim or any other person, as being motivated by prejudice or hate||. Whilst a hate crime is defined specifically as: —Any hate incident, which constitutes a criminal offence, perceived by the victim or any other person, as being motivated by prejudice or hate. This strategy uses the term hate crime, in line with the government strategy however this strategy will also aim to address hate incidents.

Forms of Hate Crime

Disability

Disability related hate crimes are those which the victim or a third party believes are motivated by prejudice or hostility towards a person's actual or perceived disability or impairment, as defined by the Equality Act 2010. This can include physical disability, mental illness and learning disabilities. Data shows us that nationally learning-disability hate crime is emerging as a growing area of disability related hate crime. This type of crime is known as —mate crime|| as typically individuals are befriended before being exploited. This type of hate crime can also include —cuckooing|| whereby abusers use their victim's homes as their own. There is also consensus amongst researchers that people with disabilities are more likely to experience repeat incidents of Anti Social Behaviour as highlighted by the extreme case of Fiona Pilkington, who killed herself and her daughter following years of harassment. The

disability related hate crimes which were exposed at Winterbourne View Hospital in 2011 also illustrate the abuse that some people with learning disabilities experience in institutional settings.

Gender identity

Transgender related hate crimes are those which the victim or a third party believes are motivated by prejudice or hostility towards a person's actual or perceived gender identity. This includes people who are transsexual, transgender, transvestite and those who hold a Gender Recognition Certificate under the Gender Recognition Act 2004. An extreme example of gender identity hate crime was the murder of Destiny Lauren, a pre-operative transgender woman strangled in her home in North London in 2009.

Race

Race related hate crimes are those which the victim or a third party believes are motivated by prejudice or hostility towards a person's actual or perceived race. This includes any racial group or ethnic background including countries within the United Kingdom and Gypsy & Traveller groups. It is noted by the Institute of Race relations that those at most risk of victimisation appear to be refugees or asylum seekers. In 2011/12 race hate crimes accounted for 82% of all hate crimes recorded to police forces in England and Wales. Perhaps the most notorious race hate crime in recent British history, that of Stephen Lawrence, reached a significant milestone in 2012 with the conviction of Gary Dobson and David Norris. Stephen's murder has rightly received a lot of media attention due to the length of time taken to bring the perpetrators to justice but also the tireless campaigning of the Lawrence family.

Religion/Faith

Religious/faith based hate crimes are those which the victim or a third party believed are motivated by prejudice or hostility towards a person's actual or perceived religion or faith. Extreme examples of religions/ faith based crimes include ; the murder of Kristy Bamu during a witchcraft exorcism at a flat in Newham on Christmas Day in 2010; and the killing of Reverend John Suddards by Stephen Farrow in February 2012.

Sexual orientation

Sexual orientation, better known as Homophobic hate crimes are those which are believed to be motivated by prejudice or hostility towards a person's actual or perceived lesbian, gay or bisexual sexual orientation. Research indicates that homophobic hate crimes and incidents occur commonly in the everyday lives of Lesbian Gay and Bisexual (LGB) people.

For further information about coordinated action against domestic abuse please visit our website <http://www.caada.org.uk>

Housing Services

Choice Homes Team

The Choice Homes Team deal with the assessment of applications made to the Council under the More Choice in Lettings Scheme (the Council's Housing Register).

Members of the Team assess eligibility to register under the Scheme and determine how an application should be registered in accordance with the Council's Allocations Policy. They also deal with all forms of enquiry relating to assessments. The Team is also responsible for advertising vacant properties belonging to the Council and Housing Association partners to enable registered applicants to bid for properties each week thus enabling them to exercise choice about where they would like to live and in what kind of property. The Team also make Direct Offers of accommodation to approved cases which includes those applicants in need of property adapted to cater for disability.

Contact: 0208 724 8325

Service Support Team – Administration/Service Support

The Service Support Team offers generic administrative and visiting support for the Housing Advice Service.

The team consists of a Strategic Manager, Team Leader, 1 Lead Service Support Officer, 1 Lead Visiting Officer, 3 Service Support Officers and 3 Visiting Officers.

The Service Support Officers oversee many duties such as document scanning for customers, telephone cover, back scanning of historical case files, monitoring and responding to all emails to the Housing Advice Service, management of Anite team trays as well as franking the external post and distribution of internal post, as a result of these duties the service is able to function in a unified manner focusing on delivering an excellent customer service. The support officers also conduct general administrative duties such as monitoring, checking and posting letters/magazines and forms to customers, training new staff members to scan and index, facilities management including the testing of panic and fire alarm systems and reporting repairs for John Smith House. Ordering of stationery, distributing of stationery, cleaning sundries and printed forms/booklets is also the responsibility of this team. The Team Leader and Lead Officer maintain the general management of the team as well as developing and implementing the provision of support services to the departments. Duties such as monitoring of member enquiries, complaints, freedom of information, Removals and Storage provision, collation of statistical data, payment of invoices for the service, as well as producing and implementing new processes and procedures for their team fall within the remit of the Team leader and Lead Officer.

Visiting Support

The Visiting Officers have an integral role within the London Borough of Barking & Dagenham Housing Advice Service.

The Visiting Officers conduct visits for all the sections that fall under the umbrella of the Housing Advice Service. Below are details of visits carried out however is not exhaustive;

- Verification and short listing visits for the Choice Homes Team
- Settling in visits for the Accommodation Team and Housing Options Team which includes visits to households residing in temporary accommodation or private accommodation obtained through the Council's B & D Lets Scheme and to households that have subsequently secured a home having been allocated a direct offer of accommodation.
- Visiting officers carry out home visits to persons/households that are threatened with homelessness or claim actual homelessness, for example a person who has been asked to leave the family home. Visiting officers establish confirmation for reasons for homelessness, household composition and where relevant negotiate extensions of residence in the property. Visiting officers have a thorough understanding of safeguarding issues and where necessary will arrange referrals to support agencies, in some instances complete a pre-CAF (Common Assessment Framework) assessment.

Visiting Officers are front line staff with a varied and challenging role and are experienced in 'Lone Working' arrangements.

Housing Options Team

The Housing Options Team's primary role is to provide advice and assistance to individuals or households experiencing housing problems with an emphasis on homelessness prevention. The team provides general housing advice to residents and non residents of the borough, they work with a variety of support agencies (statutory and voluntary) and this joined up approach aims to provide the best possible outcomes for people in housing need.

In the event that an individual or household is in immediate threat of homelessness or actually homeless, this team carry out an assessment in accordance with homelessness legislation ensuring that statutory duties are met.

Another route would be to help a customer be placed in accommodation within the private sector through the Rent Deposit Scheme (RDS), which may involve the Council paying the first month's rent and deposit.

Contact: 0208 724 8323

SPA Team

This team carry out assessments for people who would like to move into sheltered accommodation or accommodation with extra care facilities.

The team also provide assessments for older people who want to continue to live independently in their own home, but require some assistance such as care packages. The team ensures that the customer receives assistance according to his/her sheltered housing needs. The team also assists the customer to gain access to the appropriate and available services. It's important to us that the customer is fully involved and listened to and that his/her needs, views and ideas will be considered when his/her support is being planned. The assessment of need may involve family members, informal carers, or advocates in the decision making process. With permission from the customer relevant information may be shared across agencies in order to get the best possible care plan for the customer.

Once the assessment process is complete, a decision is made as to the appropriate type of sheltered housing. Should a decision be made that the customer/s support needs are too high for sheltered accommodation; the team will refer to Social Services for the customer to be considered for extra care accommodation.

Contact: 0208 227 5668

Accommodation Team

The accommodation team deals predominantly with placements of customers that have been: assessed pursuant to homelessness legislation as eligible for assistance; are homeless; and in a defined priority need. This could be placing them in emergency accommodation such as in the bed and breakfast, hostels, or alternatively in to private sector licensed or other temporary accommodation. When a placement is made it involves assessing a customer's situation and known needs then making enquiries to locate suitable emergency temporary accommodation.

Once the accommodation is found a sign up process takes place, which involves the customer being told where the property is, the cost, and what is expected of them as a licensee and then they sign the licence agreement and housing benefit forms.

The accommodation team manages the temporary accommodation portfolio and deal with reported repair issues from customer's residing in temporary accommodation, where a landlord or managing agent has not adequately responded.

The team work with customers experiencing rent arrears, monitor and assist customer to maintain their accommodation and rent account. Officers within the team also monitor temporary accommodation, occupancy and provide advice to customers in

relation to bidding on the More Choice in Lettings Scheme and where appropriate discuss alternative housing options.

Contact: 0208 724 8321

Housing Access & Referral Team

The Housing Access & Referral Team (HART) take referrals for people who are vulnerable and who are in need of additional support to prevent them from becoming homeless or to enable them to sustain their current accommodation if they are living independently. Depending on the level of support the person requires, HART will either signpost the person to other sources of help and advice, or provide low level support and advice directly, or for persons who require more intensive support, refer the person to one of the two external organisations that are contracted by the Council to provide housing-related floating support. Floating support may include help with applying for welfare benefits, help with obtaining backdated housing & council tax benefit, support in making arrangements to repay rent & other arrears, applications for social fund grants and loans, general financial and debt management, assistance accessing relevant support services, etc.

The team also provides specialist support to customers impacted by Welfare Reform in the private rented sector.

For further information and to make referrals please contact:

Contact and referral: 0208 724 1798
(enquiries)

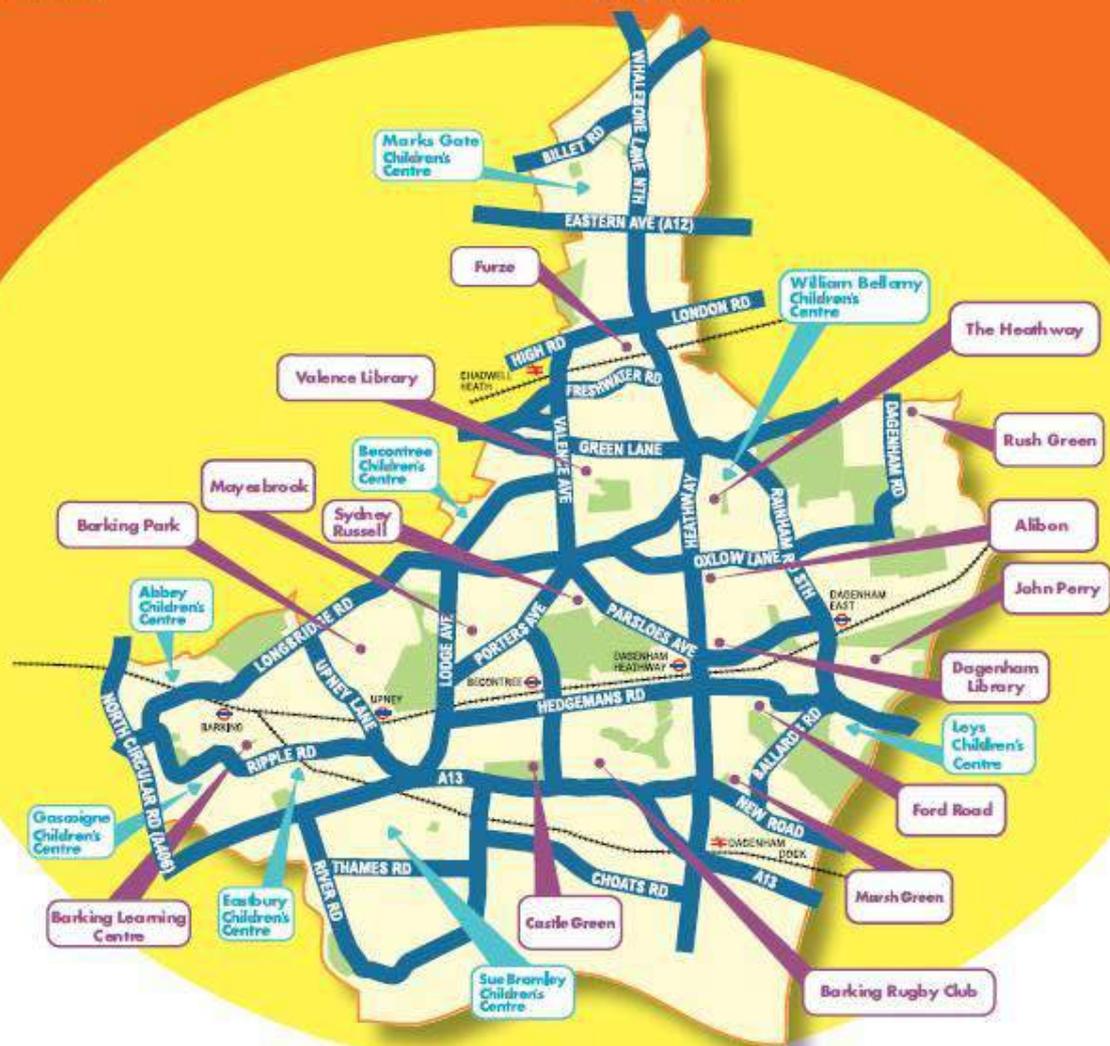
Appendix 1 - Children's Centres

Our children's centres are outstanding!

From September 2013, every **children's centre** will deliver the full range of early intervention services, such as support for mums, dads and carers, help getting jobs and training, health services, daycare and activities for babies and toddlers.

Many of these services will also be offered at local **community outreach venues**. To see what's available in your area visit:

www.lbbd.gov.uk/ChildrensCentres or follow us on Twitter @LBBCCs for the latest children's centre updates.



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LOCAL FOODBANKS

<p style="text-align: center;">Dagenham Foodbank</p> <p>House of Faith Connections, 104 New Road, Dagenham, Essex, RM9 6PE. Tel: 020 595 0122 Email: info@dagenham.foodbank.org.uk Website: www.dagenham.foodbank.org.uk Food Parcel collections: <i>Sat 2pm – 4pm</i> (will serve RM9 & RM10)</p>	<p style="text-align: center;">Barking Foodbank</p> <p>The Communion Church, Unit A2, Circular 13, Industrial Estate, Gascoigne Road, Barking, IG11 7LT. Tel: 07507 648 948 / 07713 115 055 Email: info@barking.foodbank.org.uk Website: www.barking.foodbank.org.uk Food Parcel collections: <i>Wed 7pm – 9pm / Fri 11am – 1pm</i> (will serve RM8, IG11)</p> <p style="text-align: center;">United Reformed Church (URC) Mill Lane, Chadwell Heath RM6 6RS Tel: 07507 648 948 Food Parcel collections: <i>Thurs 10am – 12p</i> (will serve RM8)</p>	<p style="text-align: center;">Redbridge Foodbank</p> <p>King's Church, The King's Centre, 14 Granville Road, Ilford, IG1 4JY Tel: 07905 820 537 Email: info@redbridge.foodbank.org.uk Website: www.redbridge.foodbank.org.uk Food Parcel collections: <i>Mon 12pm – 1pm / Tues 12pm – 1pm / Wed 2pm – 5pm / Fri 12pm – 1pm / Sat 10am – 1pm</i> (will serve IG1)</p>
<p style="text-align: center;">Rainham Foodbank</p> <p>RCCG – King of Kings Community Centre Mardyke Community Centre, South Street, Rainham, Essex. RM13 8PJ Tel: 07428 187 545 / 07592 583 084/ 01708 521728 Email: info@rainham.foodbank.org.uk Website: www.rainham.foodbank.org.uk Food Parcel collections: <i>Mon 6pm – 7:30pm</i> (will serve RM13 & RM10)</p>	<p style="text-align: center;">Collier Row Foodbank</p> <p>Foodbank Centre The Ascension Church Hall, Collier Row Road, Collier Row, RM5 2BA Tel: 07548 674 958 / 01708 745626 Email: info@collierrow.foodbank.org.uk Website: www.collierrow.foodbank.org.uk/Food Parcel collections: <i>Fridays – 12:30-2:30pm</i> (will serve RM1, RM5, RM6, RM8)</p>	

LBBB CHILDREN'S CENTRE FOODBANK VOUCHER DISTRIBUTORS

Children's Centre Opening Times: 9am – 5pm

CHILDREN'S CENTRE	Food voucher distributor for:	Foodbank Collection point:
Abbey Children's Centre North Street, Barking, IG11 8JA Phone: 020 8724 1262 Email: abbeychildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank ▪ Redbridge Foodbank ▪ Dagenham Foodbank ▪ Collier Row ▪ Rainham Foodbank 	<ul style="list-style-type: none"> ▪ Will have 'BanD Together' collection box
Becontree Children's Centre Stevens Road Dagenham, RM8 2QR Phone: 020 8724 1830 Email: becontreechildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank 	
Eastbury Children's Centre Blake Avenue Barking, IG11 9SQ Phone: 020 8724 1950 Email: eastburychildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank 	
Ford Road Children's Centre Ford Road Dagenham, RM10 9JS Phone: 020 8724 1384 Email: fordroadchildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Work in partnership with Leys Children's Centre voucher distributions 	
Furze Children's Centre 1A Farrance Road Chadwell Heath, RM6 6EB Phone: 020 8724 1941 Email: furzechildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank 	
Gascoigne Children's Centre 124-128 St Anns Barking, IG11 7DR Phone: 020 8724 1147 Email: gascoignechildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank ▪ Redbridge Foodbank ▪ Dagenham Foodbank ▪ Collier Row ▪ Rainham Foodbank 	Yes
John Perry Children's Centre Auriel Avenue Dagenham, RM10 8BS Phone: 020 8724 1560	<ul style="list-style-type: none"> ▪ Dagenham Foodbank ▪ Rainham Foodbank ▪ Signpost to Bethel-London's Riverside Church 	

Email: johnperrychildrenscentre@lbbd.gov.uk		
Leys Children's Centre 215 Wellington Drive Dagenham, RM10 9XW Phone: 020 8724 1983 Email: leyschildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank ▪ Dagenham Foodbank 	
Marsh Green Children's Centre New Road Dagenham, RM10 9NJ Phone: 020 8724 1553 Email: marshgreenchildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Dagenham Foodbank 	
Sue Bramley Children's Centre Bastable Avenue Barking, IG11 0LG Phone: 020 8270 6619 Email: suebramleychildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank 	
Sydney Russell Children's Centre Parsloes Ave Dagenham, RM9 5QS Phone: 020 8724 1840 Email: sydneyrussellchildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Work in partnership with Becontree Children's Centre voucher distributions 	
Marks Gate Children's Centre ♦ Marks Gate Community Centre Rose Lane, Marks Gate RM6 5NJ Phone: 020 8270 6091 Email: marksgatechildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Barking / Chadwell Heath Foodbank ▪ Collier Row Foodbank 	
William Bellamy Children's Centre Frizlands Lane Dagenham, RM10 7HX Phone: 020 8724 1924 Email: williambellamychildrenscentre@lbbd.gov.uk	<ul style="list-style-type: none"> ▪ Dagenham Foodbank ▪ Rainham Foodbank ▪ Signpost to Bethel-London's Riverside Church 	Will have 'BanD Together' collection box

LBBB CHILDREN'S CENTRE FOODBANK VOUCHER PROTOCOL

Criteria for Use

- *The foodbank provides short term, emergency food to an individual or family in crisis while a long-term strategy is developed.*
- *Each family can only be supported with 3 vouchers within a 3 month period. After that if the family is referred again, The Trussell Trust via the Foodbank will want to know what measures were put in place to support that family to improve their situation as the idea is for families not to become dependent on this resource. Ideally, the aim is that the children's centre is able to support or signpost a client so that they do not need more than one voucher.*

Process to Issue Food Voucher

- *Food can be collected by the families from the Foodbank on the days specified (see associated website for details) by presenting a food voucher that has been issued by the referring agency*
- *To become a referring agency, the organisation must complete a form to be set up on the Foodbank system. The organisation will then be given its own personal user number*
- *1 of the 2 signatories from the referring agency approves the vouchers before they issued to a family.*
- *Only 2 food vouchers can be issued per week by each referring agency*

Assessments

- *Agencies who are referring someone to collect a food voucher from a children's centre must first contact the nearest children's centre to the client to check if:*
 - a). *The client has not already had more than their allocated vouchers*
 - b). *if vouchers are in stock**They should then email the children's centre information on the client as to why they need a food parcel / what support they are providing the client and when the client will be coming to collect the voucher (providing they are in stock).*
- *If an agency is already working with someone who comes in as a self-referral, check with that agency first about this food parcel request (to verify the circumstances) or, if that is not possible and you are satisfied that a food parcel is needed, let the agency know of the support given.*
- *A pre-CAF form will be used to record an assessment for parents with children under 19. The usual protocols apply for when using a pre-CAF.*
 - Assessments for those clients for whom a pre-CAF is not being used or for subsequent vouchers, information should be recorded on a case diary record*
- *All new clients to complete a children's centre registration form.*

Where to find your local children's centre

Abbey Children's Centre

North Street
Barking IG11 8JA
Phone: 020 8724 1982
Email: abbeychildrenscentre@lbbd.gov.uk

Allbon Children's Centre

Opening 2010
177 Steery Road
Dagenham RM10 8PT
Phone: 020 8724 1831

Becontree Children's Centre

Stevens Road
Dagenham RM8 2QR
Phone: 020 8724 1630
Email: becontreechildrenscentre@lbbd.gov.uk

Castle Green Children's Centre

Gale Street
Dagenham RM9 4UN
Phone: 020 8724 1530
Email: castlegreencc@lifelineprojects.co.uk

Eastbury Children's Centre

Blake Avenue
Barking IG11 9SQ
Phone: 020 8724 1950
Email: eastburychildrenscentre@lbbd.gov.uk

Ford Road Children's Centre

Ford Road
Dagenham RM10 9JS
Phone: 020 8724 1384
Email: fordroadchildrenscentre@lbbd.gov.uk

Furze Children's Centre

1A Farrance Road
Chadwell Heath RM8 6EB
Phone: 020 8724 1941
Email: furzechildrenscentre@lbbd.gov.uk

Gascoigne Children's Centre

10 St Anns
Barking IG11 7AD
Phone: 020 8724 1147
Email: gascoignechildrenscentre@lbbd.gov.uk

John Perry Children's Centre

Ariel Avenue
Dagenham RM10 8BS
Phone: 020 8724 1360
Email: johnperrychildrenscentre@lbbd.gov.uk

Leys Children's Centre

215 Wellington Drive
Dagenham RM10 9XW
Phone: 020 8724 1983
Email: leyschildrenscentre@lbbd.gov.uk

Manor Children's Centre

Sandringham Rd
Barking IG11 9AG
Phone: 020 8724 1801
Email: manorcc@lifelineprojects.co.uk

Marsh Green Children's Centre

Now Road
Dagenham RM10 8NH
Phone: 020 8724 1553
Email: marshgreenchildrenscentre@lbbd.gov.uk

Mayesbrook Children's Centre

50-52 Markyate Road,
Dagenham RM8 2LD
Phone: 020 8227 2810
Email: mayesbrookcc@lifelineprojects.co.uk

Sue Bramley Children's Centre

Rastable Avenue
Barking IG11 0LJ
Phone: 020 8270 6610
Email: suebramleychildrenscentre@lbbd.gov.uk

Sydney Russell Children's Centre

Parsons Avenue
Dagenham RM9 5CS
Phone: 020 8724 1840
Email: sydneyrussellchildrenscentre@lbbd.gov.uk

Valence Children's Centre at Castle Point

183 Bernietta Castle Lane
Dagenham RM8 5YJ
Phone: 020 8984 0100
Email: valencecc@lifelineprojects.co.uk

William Bellamy Children's Centre

Hartlands Lane
Dagenham RM10 7HX
Phone: 020 8724 1824
Email: williambellamychildrenscentre@lbbd.gov.uk

Wellgate Children's Centre

119 Rose Lane
Chadwell Heath RM8 5NR
Phone: 020 8270 6091
Email: wellgatechildrenscentre@lbbd.gov.uk



INVESTORS
IN PEOPLE



HEALTHWAY 5500
department for
children, schools and families **NHS**
Barking and Dagenham

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LONDON BOROUGH OF BARKING AND DAGENHAM
MULTI- AGENCY PANELS (MAPs)
CONTACT DETAILS



NORTH / CENTRAL Multi Agency Panel – northcentralmap@lbbd.gov.uk
 Sydney Russell School
 (Correspondence to Sydney Russell Children's Centre, Parsloes Avenue, Dagenham RM9 5QS)

Wards: Becontree, Chadwell Heath, Mayesbrook, Parsloes, Valence, Whalabone

Schools: Becontree, Dorothy Barley, Furze Infants, Grafton, Harry Green, Marks Gate Infants, Marks Gate Junior, Roding, Parsloes, Southwood, St Teresa Catholic, St Vincent's Catholic, Sydney Russell, Valence, Warren Junior, Warren Comprehensive

MAP Coordinator
 Ioannis Athanasiou
 Tel: 020 8227 3858
 Mob: 07968511983
 Email:
ioannis.athanasiou@lbbd.gov.uk

Early Intervention Support Officer
 Lorraine Egaltan
 Tel: 020 8227 5094 / 020 8724 1808
 Email: lorraine.egaltan@lbbd.gov.uk

ISA Practice Advisors
North: Craig Fitt-Cook
 02082704024 / 07772229255
Craig.fitt-cook@lbbd.gov.uk
Central: Lynsey Flowers
 020 8227 3394
Lynsey.flowers@lbbd.gov.uk

WEST/SOUTH WEST Multi Agency Panel – westmap@lbbd.gov.uk
 Sue Bramley Children's Centre, Bastable Avenue, Barking, IG11 0LG

Wards: Abbey, Gascoigne, Eastbury, Longbridge, Thames,

Schools: Barking Abbey, Eastbury Comprehensive, Gascoigne Primary, George Carey C of E, Menor, Northbury Juniors, Northbury Infants, Ripple, St Joseph's RC (Broadway), St Margaret's C of E Thamesview Riverside

MAP Coordinator
 Niaz Mohammed
 Tel: 020 8227 5340
 Mob: 07870278469
 Email:
niaz.mohammed@lbbd.gov.uk

Early Intervention Support Officer
 Gill Dickinson
 Tel: 020 8270 3288 / 020 8724 1199
 Email: gill.dickinson@lbbd.gov.uk

ISA Practice Advisor
 Meka Locke
 Tel: 020 8227 2532
 Mob: 0777 222 9256
 Email:
meka.locke@lbbd.gov.uk

EAST/SOUTH EAST Multi Agency Panel – eastmap@lbbd.gov.uk
 Leys Children's Centre, 215 Wellington Drive Dagenham RM10 9XW

Wards: Alibon, Eastbrook, Goresbrook, Heath, River, Village

Schools: All Saints Catholic School, Beam, Dagenham Park, Eastbrook, Five Elms, Godwin, Hunters Hall, The James Cambali Pry, Jo Richardson, John Perry, Leys Pry, Marsh Green Pry, Monteagle Pry, Richard Alibon, Robert Ciack, Rush Green Infants, Rush Green Juniors, St Joseph's Catholic, St Peter's RC, Thomas Arnold Pry, Trinity, Village Infants, William Bellamy Pry, William Ford C of E,

MAP Coordinator
 Joanne Street
 Tel: 020 8227 3369 / 020 8724 1983
 Mob: 07704 820611
 Email: joanne.street@lbbd.gov.uk

Early Intervention Support Officer
 Gladys Mann
 020 8724 1789 / 020 8227 1383
 Email: gladys.mann@lbbd.gov.uk

ISA Practice Advisors
South East: Nicky Gates
 020 8227 3440 / 0777 222 1215
 Email: nicky.gates@lbbd.gov.uk
East: Craig Fitt-Cook
 02082704024 / 07772229255
Craig.fitt-cook@lbbd.gov.uk

Last updated: 13/05/2014

Useful Numbers

Foyer supported housing 18-25	0208 477 8800
Vineries supported housing 16-18	0208 592 3851
Flip side L.G.B.T. Group 15-19	0208 227 3783/3045 07530262770 07875993500
Chain Reaction Theatre Company	0208 534 0007/07595465852
Housing Benefit and Council Tax Benefit	020 8227 2970
Street Link (rough sleepers)	08703 833 333
Job Centre Plus	084 5606 0234
14-19 Careers Service	020 8227 5896
Subwize (substance misuse)	020 8227 5019
Chlamydia screening programme	0208 069 0100/07787514910
Condom distribution B&D	0208 0690100/07917008056
Health Info Centre	020 8522 9600
Walk-in Sexual Health at Upney Lane, Barking	017 0850 3838
Walk-in Sexual Health at Oxlow Lane, Dagenham	017 0850 3838
Walk-in Sexual Health at Queen's Hospital, Romford	017 0850 3838
Smoke Free	020 8532 6284
Young Carers	020 8593 4422
ABPHAB Youth Club	01708 685 510
North/Central MAP team	020 8227 5857/ 0208 724 1840
West/South West MAP team	0208 227 5400 / 0208 227 3238
East/South East MAP team	0208 724 1383 / 0208 734 1789

Useful links

- LBBB Lone Working Policy <http://lbbdstaff/HR/Pages/Lone-Working.aspx>
- LBBB Violence and Aggression policy <http://lbbdstaff/HR/Pages/Violence-and-Aggression.aspx>
- London Safeguarding Children Board <http://www.londonscb.gov.uk/procedures/>
- Pan London Child Protection Procedures <http://www.londonscb.gov.uk/procedures/>
- Working Together to Safeguard Children 2013
<http://www.workingtogetheronline.co.uk/documents/Working%20TogetherFINAL.pdf>
- Child Sexual Exploitation information <http://www.bardag-lscb.co.uk/Pages/Child.aspx>
- Pan London Met Police CSE protocol [http://www.bardag-lscb.co.uk/Publications/Documents/Pan-London%20Child%20Sexual%20Exploitation%20Operating%20Protocol%20\(February%202014\).pdf](http://www.bardag-lscb.co.uk/Publications/Documents/Pan-London%20Child%20Sexual%20Exploitation%20Operating%20Protocol%20(February%202014).pdf)
- Barking and Dagenham Safeguarding Children Board Website: www.bardag-lscb.co.uk
- Professional Page LSCB website - <http://www.bardag-lscb.co.uk/professionals/Pages/Home.aspx>
- LSCB Governance and Constitution - <http://www.bardag-lscb.co.uk/About/Documents/BDSCB%20Constitution%20and%20Governance%202014.pdf>
- Core Group Standards - <http://www.bardag-lscb.co.uk/professionals/Pages/Home.aspx>