

# Early Help Guide for Practitioners 2016



# MERTON EARLY HELP GUIDE FOR PRACTITIONERS

## WHAT DO WE MEAN BY EARLY HELP?

Early help (previously called early intervention) is an essential element within Merton's comprehensive framework of children's services, whereby additional needs of children are identified and met at the earliest point possible, promoting children's welfare and reducing the need for more intrusive and expensive interventions at a later stage.

C4EO, a practice development organisation established by the previous government, describes early help as 'intervening early and as soon as possible to tackle emerging problems for children, young people and families...early help can take place early in a child's life or early in the development of a problem...effective early help prevents escalation of need and reduces severity of problems.....early help can be provided to individual families, particular vulnerable groups or whole populations.'

Within the context of Merton's Children and Young People Well-Being Model (MCYPWBM) early help can be provided at all levels (Universal, Enhanced, Specialist) to help prevent escalation of need to a higher level and to reduce the need for care or custody.

Many of our universal services (eg Health Visiting, Children's Centres, Schools and Universal Youth Services) provide additional and targeted support to those children, young people and families identified as requiring this. Some universal settings are also commissioning additional, targeted services for their populations. Examples of these early help services include health visiting sessions and targeted family support provided in children's centres; early support group work with carers of younger children with disabilities; accredited parenting programmes delivered in a variety of settings; Targeted Mental Health in Schools; some of the positive activities for young people. Whilst acknowledging this very important early help work, this guide will focus on the early help available when need is assessed as being at the Enhanced or Specialist levels and services are delivered or commissioned following a CASA or single assessment.

## WHY DO WE NEED TO FOCUS ON EARLY HELP

One of the key themes in the national Munro<sup>1</sup> review of child protection (2010 - 2011) was the need for robust early help to be provided to families which address emerging problems and unmet needs for individual children and families. Effective early help can promote children's welfare and reduce or mitigate risks children may face.

Alongside this there is an increasing body of evidence (Graham Allen<sup>2</sup>, Frank Field<sup>3</sup>, and Dame Clare Tickell<sup>4</sup>), that demonstrates:

- That if a child is well supported in their early years, the outcomes for education and life chances will be significantly improved.
- Providing early help (as soon as a problem emerges) is more effective in promoting the welfare of children than reacting later.

## HOW ARE ENHANCED AND SPECIALIST LEVEL EARLY HELP SERVICES ACCESSED?

A role within Merton enhanced level services ( the 0-5 Supporting Families Team and the Vulnerable Children Team 5+yrs) is to work to strengthen the partnership between enhanced and universal levels and in particular the relationship with Children Centres and Schools. By providing advice, guidance and interventions to universal settings and schools the teams can assist children and families to obtain effective support and where possible, prevent the need for referral to statutory services.

The Common and Shared Assessment (CASA), previously known as the Common Assessment Framework (CAF) is the tool that is used in Merton as the assessment and referral mechanism. The CASA provides a standardised approach to assessing a child or young person's needs for support and how this should be met. CASA provides a common framework for initial needs assessment that can be used by the whole children's workforce for any child or young person in need of additional support. The CASA aims to enable a picture of a child or young person's needs and strengths to be built up over time and, with appropriate consent (unless there are exceptional circumstances), shared among professionals. A CASA should be completed using the guidance available on the Merton website in relation to [The Merton Child and Young Person Well Being Model](#), [www.merton.gov.uk/mwbm](http://www.merton.gov.uk/mwbm) the [Common and Shared Assessment Process](#) [www.merton.gov.uk/casa](http://www.merton.gov.uk/casa) and [Pathway and Making a referral to the MASH](#) - [www.merton.gov.uk/mash-referral](http://www.merton.gov.uk/mash-referral)

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<sup>1</sup> Munro, E (2011) *The final report of the Munro review of child protection: a child-centred system*;

<sup>2</sup> Allen, G (2011) *Early intervention :the next steps*;

<sup>3</sup> Field, F (2010) *The foundation years: preventing poor children becoming poor adults*;

<sup>4</sup> Tickell, C (2011) *The early years: foundations for life, health and learning*

Emerging problems will often be identified by professionals working in universal services and the completion of a CASA will enable:

- The identification of the need or needs
- Understanding of whether these can be met within universal services (with targeted support)
- Understanding of any Child Protection concern (immediate referral to MASH)
- Understanding of the possible need for a multi-disciplinary response (enhanced or specialist level)

If it is clear from completion of the CASA, or in consultation with one of the enhanced level teams, that the needs can be met within universal services, a 'Team Around the Child/Family' (TAC/TAF) meeting may be called to agree the approach and to appoint a Lead Practitioner to coordinate the response, where this may involve more than one agency. In some instances (for example in schools) a TAC meeting may be called first and a CASA developed at the meeting.

If the CASA has identified needs that are likely to only be met through enhanced or specialist level services, a referral should be made to the Multi-Agency Safeguarding Hub (MASH). The MASH is the single point of contact for all safeguarding concerns regarding children and young people in Merton. It brings together expert professionals, called "navigators", from services that have contact with children, young people and families, making the best possible use of their combined knowledge to keep children safe from harm.

Referral to the MASH will not automatically result in the offer of services. The referral will first be screened and the MASH Manager will provide a BRAG (Blue, Red\*, Amber, and Green) rating according to the level of risk identified ([MASH Guide for Professionals](#)) - [www.merton.gov.uk/mash](http://www.merton.gov.uk/mash). Amber (significant concerns but immediate action is not required e.g. ongoing domestic violence issues in the household) or Green (concerns regarding a child's wellbeing but these do not meet statutory requirements e.g. poor school attendance) ratings will be passed to the MASH Navigators to research information about the child. The information provided on the CASA alongside this research will inform threshold decisions and the onward referral for:

- Additional (single) assessment completed within the First Response Team if the child is identified as a potential Child in Need (CIN). This may lead to further work with the child and family through either the Core Social Work Teams or the Vulnerable Children Team.
- Enhanced level early help provided via a casework model in the Supporting Families Team
- Referral to the Transforming Families Team
- Further work at universal level

***\*At all times potential child protection issues will take priority and if suspected, further investigation work will be initiated alongside MASH processes. When a Child Protection concern is identified the referrer should contact the MASH by telephone and complete a dedicated Child Protection Referral Form within 24hours.***

## WHAT EARLY HELP SERVICES ARE AVAILABLE?

### Universal Level

*For information about the availability of services that provide early help at a universal level, and first-line targeted support please consult the [Family Services Directory - http://fsd.merton.gov.uk](http://fsd.merton.gov.uk) This is a comprehensive guide to services, clubs and opportunities, advice and support for children, young people and families. The guide can be accessed by group (children and young people, parents and carers, professionals and practitioners, families with additional needs), can also be searched by type of activity/support (Leisure, child care, faith group, advice and support, health) and can be used to search for a particular service alphabetically.*

### Enhanced Level Services

The 0-5 Supporting Families Team, alongside Children's Centre based Family Support Workers, undertake direct work with children and families assessed as requiring an enhanced level of service, either via CASA or 'step down' from MASH following specialist intervention. Family Support Workers within Early Years carry caseloads and act as lead professional. They work closely with families to undertake assessment work and to identify tailored packages of care in partnership with other agencies. The 0-5 Supporting Families Team has social work management who act as the named Social workers for our Children Centres. The management team also provide case work advice and consultation to Practitioners working in Children Centres alongside case management supervision to Locality Managers.

Although the Vulnerable Children Team works primarily with individual children and families at CIN level, they provide advice, guidance and support to schools to enable them to provide and/or obtain effective support for their children without the need for referral to statutory services - eg they will attend Team around the Child meetings and provide support to the CASA process and child protection advice and support. Schools have a named 'Cluster Social Worker' for this link work which is undertaken in relation to individual families but also through regular network meetings.

The Transforming Families Team (Merton's 'Troubled Families' initiative) provide multi- agency casework targeted at improving school attendance, reducing criminal and anti-social behaviour and increasing levels of parental employment in the most vulnerable families in the borough.

### Specialist Services

**Merton's Specialist Social Work Teams** work with our most vulnerable families, including those with Children on Child Protection Plans, with Children in Need and with Children Looked After. They undertake single assessments and progress plans for children either via referrals from MASH or following initial single assessment via the First Response Team. Their intensive early help work aims to resolve identified needs of the child and their family/carers to prevent them crossing thresholds thereby avoiding the need for child protection plans and/or to retain the child within their family when this is in the best interests of the child.

#### Commissioned Services

From April 2016 there are a small number of commissioned services, providing interventions to support children and young people in the following key priority areas:

- Children/Young People Missing from Home
- Young People at risk of Sexual Exploitation
- Young People with Substance Misuse Issues
- Young Carers
- Advocacy Services for our Looked After Children and those with Child Protection Plans.

[Details of these services are provided at the end of this guide.]

#### Early Help Services for Children with Disability

In addition to the early help services described above, specific early help for families with children with disabilities is also available. The Early Support Team in the Integrated Service for children with SEN and disabilities provides individual casework, group work and therapeutic interventions for families and younger children with disabilities. Brightwell Children's Home offers short breaks and overnight respite care. There are also a number of early help commissioned services that focus specifically on families with children with disabilities, aiming to provide families with disabled children in Merton the respite support they need to live 'ordinary lives' as a matter of course. Details of these services are also provided at the end of this guide.

#### Early Help for Emotional Well Being

The current Merton Mental Health and Emotional Well Being Strategy (CAMHS) 2015-18, highlights our ambition for children and young people in Merton to enjoy good mental health and emotional well being and be able to achieve their ambitions and goals through being resilient and confident. The Strategy outlines our intentions to have a stronger focus on promoting resilience and providing early help as well as providing care for the most vulnerable.

A Single Point of Access to CAMHs (SPoA) was set up in October 2015 as the 'front door' to the spectrum of CAMH services available. The SPoA team will offer a screening appointment to the family via telephone or face-to-face in order to identify their needs and match them to a suitable service provision. This could be signposting to Community and Voluntary Sector Organisations such as Wimbledon Guild, The Wish Centre, Kids First or Jigsaw for individual or family support. The team also support referrals to local parenting programmes/services, such as Strengthening Families or Transforming Families. If appropriate the SPoA team will make referrals for specialist CAMH assessment and intervention.

You can seek consultation with the SPoA Team prior to making a formal referral for an opinion regarding a particular child, young person or family with whom they are working. There is a dedicated consultation line for professionals available 9-5pm on week days.

Contact details are provided at the end of this guide.

### Evidence-based Interventions

Merton is committed to increasing access for families to early help services which are evidence based and proven to be effective through formalised research using random-controlled trials and outcome evaluation. We have sought specific pilot funding for some services and invested existing resources into others. The following evidence-based interventions working across the levels of the Merton Well Being Model, are currently available in Merton:

- a) **Family Nurse Partnership** – this is a voluntary, intensive home visiting service for first-time young parents under the age of 19 years and their babies, from early pregnancy until the child is two years old. Evidence shows that this approach can improve health, social and educational outcomes in the short, medium and long term. The provider of these services has changed since April 1<sup>st</sup> 2016 and is now Central London Community Health (CLCH); delivery remains unchanged and referrals can be made directly to the FNP Team, preferably by 16 weeks gestation.
- b) **Multi-Systemic Therapy** - an intensive family and community based intervention for young people aged 11-17yrs, where they are at risk of out of home placement in either care or custody due to offending or severe behaviour problems. Referral is through a panel via the Service Manager for Social Work Interventions. This service is currently not directly commissioned locally, but can still be accessed via spot purchase if agreed through internal panel processes.
- c) **Incredible Years Parenting Programmes** – a range of programmes for parents of babies and young children (under 6 years) that focus on strengthening the parent-child interactions and nurturing relationship, reduce harsh discipline, help parents to promote social, emotional and early language development and school readiness. The programme is delivered over a number of weekly sessions each lasting 2-3 hours. Referrals can be made via the Supporting Families Team.
- d) **Strengthening Families Strengthening Communities** – an inclusive parenting programme designed to promote protective factors which are associated with good parenting and better outcomes for children. This is a weekly programme delivered over 12 weeks. Referrals can be made via the Turnaround Team for parents of children aged 8-17 years.

- e) **The Helping Families Programme** – which focuses on reducing conduct behaviours in children and reducing family harm whilst increasing parent and family resilience. The Programme draws on a range of evidence-based strategies and techniques, derived from cognitive, behavioural, social learning, relational, attachment and systems theories. This is a 6-week programme. Referrals via the Transforming Families Parenting Officer.

During 2016 we will be reviewing our parenting offer, so that we can continue to deliver effective, impactful and evidence based parenting interventions, targeted where necessary to support family and child development, whilst specifically focussing on those families who are hard to engage.

THE EARLY HELP OFFER – COMMISSIONED SERVICES (Enhanced and Specialist Levels)

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>Children Missing from Home</b>				
<p>Jigsaw4U</p> <p>40 Mill Green Road Mitcham</p> <p>CR4 4HY</p> <p>Tel: 020 8687 1384 Fax: 020 8687 9730 Email: <a href="mailto:info@jigsaw4u.org.uk">info@jigsaw4u.org.uk</a></p>	<p>Young Runaways</p>	<p>A Young Runaways project, that works as part of a wider inter-agency team with young people aged under 18 years who have run away from home:</p> <ul style="list-style-type: none"> <li>• To provide safe and independent de-brief support to runaway young people once location (as per timescales above).</li> <li>• To provide practical and emotional support to young people where there has been a relationship breakdown at home, through evidence-based intervention, jointly setting realistic and agreed goals and measures to demonstrate impact.</li> <li>• To provide regular statistical information to inform the PPYG.</li> <li>• To attend the monthly P&amp;PYPG</li> <li>• To work intensively with young people where there are concerns of possible or actual sexual exploitation, as agreed at the P&amp;PYG.</li> <li>• To mediate between young people and their parents/carers and other</li> </ul>	<p>Jigsaw will be notified of young people missing from home via the Missing Person Unit on a Police Merlin PAC (Pre Assessment Checklist).</p> <p>Referrals will be prioritised, and contacted within 24 or 72 hours if child is from a vulnerable group.</p>	

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<p>organisations</p> <ul style="list-style-type: none"> <li>• To promote a collaborative (team) approach to supporting families</li> <li>• To seek consent to share information when this would assist in ensuring the families are given access to the right services at the right time.</li> <li>• To provide training to Foster Carers and Foster Care Social Workers on the vulnerability and risk faced by young runaways and the parenting support that they require.</li> </ul>		

**Child Sexual Exploitation**

<p>Barnardo's London Service for Sexually Exploited, Missing and Trafficked Children</p> <p>4a Chillingworth Road, Islington London. N7 8QJ</p> <p>Office: 0207 700 2253 Mobile: 07958046172</p>	<p>Child Sexual Exploitation</p>	<p>The service will provide an intensive, bespoke and tailor made package of work for each individual young person referred to the service; working in conjunction with families, carers, Local Authority Social Care, Education, Health and Police to ensure effective partnership working .</p> <p>Work within each plan can consist of :</p> <ul style="list-style-type: none"> <li>• Sessions within the home, school, community, statutory offices or where best to access young person.</li> <li>• Sessions can happen on a weekly or</li> </ul>	<p>The Child Sexual Exploitation worker will work intensively with agreed and identified young people where there are concerns of possible or actual sexual exploitation. The</p>	<p>12 active cases at any one time</p>
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Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<p>fortnightly basis and can be increased or decreased according to need and situation for the young person.</p> <ul style="list-style-type: none"> <li>• Joint work with network for the young person including YOT, Social services, Education, Young Cares, CAMHS etc.</li> <li>• Joint work with the family and carers or individual sessions for the parents; family or foster carers.</li> <li>• Individual parenting work with parent worker offered to parents and foster carers.</li> <li>• Crisis intervention work – to be available to the young person, family and professionals as and when required.</li> <li>• Phone contact with all young people weekly/ daily according to need and on an as and when as required by the young person.</li> <li>• Promoting and linking young people with positive activities within local community.</li> <li>• Supporting young people to health appointments at GUM clinics or GP's.</li> <li>• Supporting young people as and when required to relevant appointments and meetings.</li> <li>• Provide education and training to professionals, young people and parents/carers on sexual exploitation</li> </ul>	<p>allocation of all such work will be agreed at the Promote and Protect Young People Group (P&amp;PYPG)</p>	

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<p>through formal presentations or informal sessions.</p> <ul style="list-style-type: none"> <li>Attend relevant Sexual Exploitation meetings; contribute to development of sexual exploitation protocols and procedures.</li> </ul>		
<b>Substance Misuse Services</b>				
<p>Catch 22 Merton Substance Misuse Service</p> <p>21 Leyton Road</p> <p>Merton</p> <p>SW19 1DJ</p> <p>Tel: 020 3701 8641</p> <p>Fax: 020 8540 8625</p>	<p>Catch 22</p>	<p>A specialist young person's service, supporting young people under the age of 25 and their families, with their own, or someone else's, alcohol/drug misuse.</p> <p>YOUNG PEOPLE can access advice &amp; information on substance misuse, tailored 1:1 support with a specialist worker and access to an education, training and employment specialist. The team also provides alcohol/drug awareness workshops with groups of young people.</p> <p>PARENTS/CARERS can access advice and information on substance misuse, 1:1 support and drug/alcohol awareness</p>	<p>Open referrals, including self referral.</p>	<p>N/A</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		<p>workshops.</p> <p>PROFESSIONALS can access advice and consultation on recognising / screening for substance misuse, supporting young people and their families, information/advice stalls at community / agency events, targeted workshops for vulnerable young people and bespoke workshops for parents/carers.</p>		
<b>Young Carers</b>				
<p>Carers Support Merton</p> <p>The Vestry Hall 336-338 London Rd Mitcham CR4 3UD</p> <p>Tel: 020 8646 7515</p>	<p>Young Carers</p>	<p>A programme of assessment and support to meet the specific needs of young carers and their families in Merton.</p> <p>All young carers referred will be assessed to determine their needs and to agree an action plan, which may include limited key working, referral to club nights, linking them with other local services, connecting</p>	<p>Open referral system, but sources of referral are likely to be Vulnerable Children's Team, Social Workers within the</p>	<p>60 Families per year receive targeted support including 1:1 and attending CIN meetings as required.</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
E-mail: <a href="mailto:info@csmerton.org">info@csmerton.org</a>		<p>parents to other local services, (including parenting) and advocacy and support for the individual. This would also include attendance at CIN meetings, and case conferences with families. The focus will be to support young people to understand and manage their caring role, ensure they do not take on inappropriate levels of care and help them move towards greater independence and access to mainstream services.</p> <p>[CSM also run the AYCES project which is specifically aimed at providing support to young carers of parents with mental health problems or drug/alcohol issues. This project is Big Lottery funded until end of March 2017. Young people can get help with education, information about the illness/condition of the person cared for, 1:1 support, group support or whole family support depending on assessed need.</p>	<p>Integrated Service for Children with Disability, Core Social Work Teams, Multi Agency Safeguarding Hub (MASH), Schools, Health.</p> <p>Open referral system</p>	

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<b>Advocacy Services</b>				
<p>Jigsaw4U 40 Mill Green Road Mitcham  CR4 4HY</p> <p>Tel: 020 8687 1384 Fax: 020 8687 9730 Email: <a href="mailto:info@jigsaw4u.org.uk">info@jigsaw4u.org.uk</a></p>	<p>Advocacy and Independent Visitor</p>	<p>Advocacy and Independent Visiting Service for LAC; Advocacy for children subject to Child Protection or Family Group Conferences. Giving children and young people a voice.</p> <p>The Independent visiting service is for those children with limited or no access to family, where additional support is thought to be beneficial.</p>	<p>LAC Advocacy Referrals via social worker.</p> <p>Child Protection Conference Advocacy</p> <p>Referrals from the Safeguarding and Standards Team.</p> <p>Family Group Conference Advocacy</p> <p>Referral from the coordinator.</p> <p>Request for independent visitor via social</p>	<p>Advocacy – assessment and 6 sessions per young person for up to 30 per annum</p> <p>CPC – 32 per annum</p> <p>FGC – 20 per annum</p> <p>Independent Visitor – up to 8 young people supported in first year.</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
			worker following a Looked After Child review recommendation.	
<b>Short Breaks for Children with Disabilities</b>				
<p>Merton Mencap</p> <p>Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>Tel: 020 8254 8389</p> <p>Email: info.merton@swlondonmencap.nhs.uk</p>	<p>Holiday Playscheme CwD – complex needs</p>	<p>Specialist holiday play scheme for children with complex needs, severe learning disabilities and Autism.</p> <ul style="list-style-type: none"> <li>• Additional needs catered for where possible</li> <li>• Autistic Spectrum / Social Communication Disorder</li> <li>• Hearing Impairment</li> <li>• Learning Disability</li> <li>• Medical Needs</li> <li>• Mobility</li> <li>• Speech / Language Disorder</li> <li>• Visual Impairment</li> </ul>	<p>Referral via the Special Educational Needs and Disabilities Integrated Service (SENDIS). CAF referral is usually required, though access to the Local Offer possible, though still via SENDIS to ensure that the individual Childs' needs are met in the best</p>	<p>12-15 places per day for 5year olds – 14 year olds</p> <p>Each session open from 9am – 4pm each day.</p> <p>40 Playscheme days per year s</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
		Provision will be 40 days per year, with groups split according to age, ability, friendships, etc. The service will be delivered at suitable bases in Merton and will include a range of activities at the base and excursions from the base.	possible way.	
<p>Merton Mencap</p> <p>Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>Tel: 020 8254 8389</p> <p>Email: info.merton@swlondonmencap.nhs.uk</p>	Saturday Club CwD – complex needs	An Ofsted registered Saturday Club run at Perseid School, offering activities for the whole day (6 hours) to children and young people with high support needs, as part of the local authority short breaks offer, for children between 5-16 years.	Referral is only through the Integrated Service allocations panel meeting, using CAF or Single Assessment.	Up to 12 attending per group, per week  36 weeks per year for six hours per session
<p>Merton Mencap</p> <p>Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p>	'Buddies' Weekend and Holiday Activities CwD – ASD/Mod needs	The purpose of Buddies is to support young people to access mainstream activities, reducing their isolation and promoting their inclusion in their community. The project encourages the promotion of independence	Referral via Special Educational Needs Disabilities Integrated and	For Group 1: up to 8 service users

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
<p>Tel: 020 8254 8389</p> <p>Email: info.merton@swlondonmencap.nhs.uk</p>		<p>and life skills, while also providing a meaningful short break for family carers.</p> <p>The service will be provided to young people who have a learning disability, including those with severe learning disabilities, complex needs, autism, and social communication disorders.</p> <p>Buddies is provided to two groups of young people, alternating each week. Group 1 is for young people with moderate to high needs; Group 2 is for young people with complex needs.</p>	<p>Service (SENDIS). CAF referral is usually required, though access to the Local Offer possible, though still via SENDIS to ensure that the individual's needs are met in the best possible way.</p>	<p>For Group 2: up to 6 service users</p>
<p>Merton Mencap</p> <p>Wilson Hospital, Cranmer Road, Mitcham CR4 4TP</p> <p>Tel: 020 8687 4644</p> <p>Email:</p>	<p>'Kids First' Parent Forum</p>	<p><i>Kids First</i> is Merton's Parents Forum for parents/carers of children with disabilities and special needs. The Forum supports parents/carers in influencing the development of service provision and planning in the borough, giving them a voice on local issues. <i>Kids First also</i> provides workshops and other support activities for parents/carers with a view to supporting them to achieve improved</p>	<p>The Forum is open to all parents/carers of children and young people with disabilities and special need aged 0 – 25yrs.</p>	<p>Not applicable</p>

Organisation and Contact Details	Service Name	Service/Activity Summary	Referral Process	Capacity
info.merton@swlondonmencap.nhs.uk		outcomes for their children, and providing a means to them to meet other parents in the same or similar situation, and support each other.		
<b>Single Point of Access to CAMHS - SPoA</b>				
<p>South West London and St Georges Mental Health Trust</p> <p>Telephone: 0800 292 2505</p> <p>Email: to <a href="mailto:ssg-tr.spamertoncamhs@nhs.net">ssg-tr.spamertoncamhs@nhs.net</a></p> <p>Fax: 0203 784 4475</p>	CAMH SPoA	<p>The SPA works closely with community CAMHS, social care teams, schools, the voluntary sector and other local organisations working with children and young people. This close working relationship facilitates children and young people to be seen by the most appropriate service to meet their needs.</p> <p>The screening/Triage process within the Single Point of Access will ensure that all referrals are directed to the most appropriate services.</p>	<p>Merton CAMHS Birches House Birches Close Surrey CR4 4LQ</p> <p>0800 292 2505</p>	

### Commissioned Services - Outcome Focus/Service Monitoring

Commissioned services work closely with the referrer and families to set realistic and achievable outcomes/goals that form part of an overall plan. All commissioned services use an outcome framework (such as but not exclusively Outcome Star) to measure the impact of their interventions with families.

Commissioned services are monitored quarterly through:

- Quarterly data returns feeding into the Early Help Outcomes Framework and Qtly Performance report.
- Quarterly meetings including quality assurance
- Case Studies

### LEARNING AND DEVELOPMENT

Multi agency training in the MCYPWBM and CASA is available both through 'induction' level training for staff newly employed in children's services, settings, schools and commissioned services and on going skills based training in CASA which can be accessed via the [Merton Safeguarding Training Manual www.merton.gov.uk/health-social-care/children-family-health-social-care/safeguardingchildren/lscb/lscbtraining.htm](http://www.merton.gov.uk/health-social-care/children-family-health-social-care/safeguardingchildren/lscb/lscbtraining.htm)