Services for Newham’s children and young people with special educational needs and disabilities aged 0-25 years and their families
**Services for Newham’s Children and Young People**

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This booklet provides information about services in Newham that may be useful to children and young people with special educational needs and disabilities, and their families.

We have included health services, local authority services and voluntary services. There is also a section which provides some useful links to local websites which might be helpful if you are looking for further information.

There are a lot of services listed here, some of which will be relevant to you, and others not. We wanted to let you know about the range of support and services available in Newham that you might encounter or find helpful to know about.

You can refer yourself, or a child or young person, directly to some of the services listed here. For other services you will need someone else to make a referral for you. To help you we have provided information on what each service offers, and how referrals are made.

We hope that you find this booklet useful.

**How to use the booklet**

There is an alphabetical index at the beginning of the booklet. If you know the name of a service you want to look up you just need to find it in the index, and it will direct you to the correct page. If a service is sometimes known by more than one name we have included it in the index under both names, so do keep looking if you can’t find it straight away.
HEALTH SERVICES

Name of service:
Asperger Syndrome Service, Newham

Organisation:
East London NHS Foundation Trust, Newham

Contact details:
Asperger Syndrome Service
Rehabilitation and Recovery Team
Unit 1, Stratford Office Village
4 Romford Road
Stratford E15 4EA
Phone: 020 8221 7600

Who are we?
We provide care management/care co-ordination to individuals with complex care needs and to adults with Asperger’s syndrome/autism who do not have learning disabilities. We have outpatient psychiatric support for these individuals.

What do we do?
We help people who have additional mental health problems, physical health problems or substance misuse problems. We help people in need of housing or support, education or day activities. We can help people with Asperger’s syndrome or autism (without a learning disability) and their carers with understanding the impact of autism and how to make adjustments to access mainstream or specialist services.

We have a diagnostic service for people who think that they might have Asperger’s syndrome/autism, but do not have a learning disability.

We are unable to take on new service users, aside from diagnostic work, but will help signpost to other services.

We run two social groups per month and have other events to provide information and education. We can provide some training to people working with Newham residents who have Asperger’s syndrome/autism (without a learning disability).

We can refer people to other health specialists, e.g. occupational therapy or psychology.

Who is it for?
Adults who think that they might have Asperger’s syndrome/autism (who do not have a learning disability).

Adults who have a diagnosis of Asperger’s syndrome/autism (who do not have a learning disability).

Carers/family members of adults who have Asperger’s syndrome/autism (who do not have a learning disability).

What age group does it cover?
People over 18 years.

Who can refer?
We accept all types of referrals, including self-referrals.

Name of service:
Audiology Service, Newham

Organisation:
Barts Health

Contact details:
Paediatric Audiology
West Ham Lane Health Centre
84 West Ham Lane
Stratford
London E15 4PT
Tel: 020 8250 7334/7335
Fax: 020 8250 7347
E-mail: newhampaedaudiology@nhs.net

Who are we?
The team is made up of doctors, audiologists and administrators, who all work together to provide a comprehensive service.

What do we do?
The Newham Paediatric Audiology service provides hearing assessment for all children and young people. We are also the hearing aid centre for those children diagnosed with hearing loss, who are helped by hearing aids.

We work closely with a multitude of other teams and professionals involved in the care of the child, including GPs, health visitors, teachers of the deaf, speech and language therapists, ear nose and throat doctors and paediatricians.

Who is it for?
Children and young people resident in Newham.

What age group does it cover?
Children and young people aged 0 – 18 years.

On leaving formal education, young people’s care transfers to adult services at Vicarage Lane Health Centre, E15 4ES or to the Royal National Throat Nose and Ear Hospital, Gray’s Inn Road, WC1X 8EE, depending on need.

Who can refer?
We accept referrals from professionals in both health and education, with parental consent for children under 16.
Name of service
Child and Family Consultation Service (CFCS), Newham

Organisation
East London NHS Foundation Trust, Child and Adolescent Mental Health Service

Contact details
Newham Child and Family Consultation Service
York House
411 Barking Road
London E13 8AL
Phone: 020 7077 8400 / 020 7055 8401

Who are we?
CFCS is the local Child and Adolescent Mental Health Service (CAMHS), that is part of the NHS. There are a variety of clinicians who work at CFCS that include child and adolescent psychiatrists, clinical and educational psychologists, child psychotherapists and family therapists.

What do we do?
We provide a range of therapeutic interventions for children and families experiencing severe, persistent and complex mental health difficulties. We work in partnership with community organisations to provide consultation, support and supervision. We provide a variety of training and support groups.

Who is it for?
Children and families who are experiencing mental health difficulties; other organisations and professionals who are involved with this client group.

What age group does it cover?
Children and young people aged 0 to 18 years.

Who can refer?
Professionals, such as GPs, social workers and school staff, with parental consent.

Name of service:
Coborn Centre for Adolescent Mental Health

Organisation:
East London NHS Foundation Trust

Contact details
Cherry Tree Way
Glen Road
London E13 8SP
Phone: 020 7540 6789

Who are we?
The Coborn Centre for Adolescent Mental Health is a psychiatric hospital for adolescents. The centre is staffed by a skilled, comprehensive multi-disciplinary team who provide a containing, nurturing, safe environment where young people receive support and therapy. The clinical team is led by a consultant psychiatrist and includes psychiatrists, nurses, clinical psychologists, occupational therapists, a family therapist, a music therapist, an art therapist, a pharmacist and a social worker.

What do we do?
We have a three-bed Psychiatric Intensive Care Unit (PICU) service, a 12-bed Acute Admission service and a day service offering bespoke packages of assessment and intervention of varying intensity.

We accept emergency admissions 24 hours a day, and treat young people detained under the Mental Health Act.

We provide person and family-centred care for young people with complex and severe mental illness. We assess, treat and support adolescents during the most acute phase of their difficulties in our bright, modern hospital centre. When they are ready, we help them to return home, resume their education and reintegrate back into their communities.

Who is it for?
The centre treats young people with acute and severe forms of mental illness. These include major mood disorders, psychosis, complex neuropsychiatric disorders, eating disorders, severe obsessive compulsive disorders and borderline personality disorders.

Each young person will receive a comprehensive medical, nursing and psychological assessment, leading to a bespoke individual care and treatment plan.

What age group does it cover?
We offer a service to young people aged 12 -18, but can consider accepting younger patients on a case by case basis.

Who can refer?
A referral must be made by a Specialist Registrar (SpR) or Consultant Child and Adolescent Psychiatrist. In an emergency, a SpR may refer with the agreement of the relevant consultant on call.
Name of service: Community Children’s Nursing Team (CCNT)

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details
Unit 4, Warehouse K, First floor
2 Western Gateway
Newham
London, E16 1DR
Phone: 020 7059 6517

Who are we?
The CCNT is a team of specialist children’s nurses with the knowledge, skills and expertise to offer families the choice of safely caring for their sick child within their own home, school or nursery.

What do we do?
The service provides:
• technical skilled nursing care for children and young people who require a specific technical nursing procedure e.g. intravenous medication, subcutaneous medications, blood taking or wound care
• education for children and young people or their parent/carer who require education to enable them to continue supporting ongoing treatment, care needs or therapies e.g. use of nebulisers/inhalers in asthma, artificial feeding routes, suctioning, oxygen therapy, administration routes for medication, tracheostomy care.

Who can refer?
Referrals can be made to this service by any health professional working with a family, with their consent. The referral must satisfy specific criteria, a copy of which, together with the referral form, can be obtained from the administrative assistant (Monday – Friday 9am to 4pm).

What age group does it cover?
0 – 19 years.

Who is it for?
Children who are ill and need ongoing care, and their families.

Name of service: Community Paediatricians

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details
Department of Community Paediatrics
1st Floor, West Ham Lane Health Centre
84 West Ham Lane
London E15 4PT
Phone: 020 8350 7356

Who are we?
We are doctors with expertise in child development, neurodisability, safeguarding and immunisation.

What do we do?
• We assess children who have caused concerns regarding their neurodevelopment.
• We visit schools and review children known to have significant physical disabilities and complex medical needs.
• We provide medical reports for children undergoing statutory assessment for special educational needs at request of the local authority.
• We run specialist clinics including Tube Feeding Clinic, Enuresis Clinic, Physical Management Clinic.
• We provide medical examination for children suspected of being maltreated, at the request of social services.
• We provide training and advice in childhood immunisation.

Who can refer?
Health care professionals, school staff and other educational professionals, social workers, with parental consent.

Who is it for?
Children aged 0 to 16, and young people attending the Post 16 Unit at John F Kennedy Special School.

What age group does it cover?
This service covers children and young people aged 0 – 19 years. Young people who have left school will receive medical support from their GP and from specialist services, as required.

Name of service: Community Children’s Nursing Team (CCNT)

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details
Unit 4, Warehouse K, First floor
2 Western Gateway
Newham
London, E16 1DR
Phone: 020 7059 6517

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Who can refer?
Referrals can be made to this service by any health professional working with a family, with their consent. The referral must satisfy specific criteria, a copy of which, together with the referral form, can be obtained from the administrative assistant (Monday – Friday 9am to 4pm).

What age group does it cover?
0 – 19 years.

Who is it for?
Children who are ill and need ongoing care, and their families.
Name of service: Community Team for People with Learning Disabilities, Newham

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details
Units 7 and 8
Stratford Office Village
4 Romford Road
Stratford
London E15 4EA
Phone: 020 8250 7500

Who are we?
A team of speech and language therapists, occupational therapists and physiotherapists, social workers, psychologists, a psychiatrist and an art therapist, who work closely with a range of other agencies.

What do we do?
For people aged 16-18 years, we offer profession specific assessments for speech and language therapy, occupational therapy and physiotherapy. Mental health assessments are carried out by the Child and Family Consultation Service and social work assessments by the Disabled Children and Young People’s Service.

For people aged 18 years and over, the professionals in the Newham Community Team for People with learning disabilities carry out profession specific assessments.

For people aged 19 or over, (on leaving full-time education) social work assessments will be carried out by this team.

Any new referral of a person aged 18-19 years requiring social work input would be referred directly to the Newham Community Team for People with Learning Disabilities social work team.

Who is it for?
People who have a learning disability.

What age group does it cover?
Young people aged 16 and over.

Who can refer?
Referrals can be made by anyone, including adults with learning disabilities, their family, or professionals who work with the individual.

Name of service: Diana Community Children’s Service

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details
Warehouse K, 1st floor
2 Western Gateway
London E16 1DR
Phone: 020 7059 6517

Who are we?
We are a multi-disciplinary team of nurses, care workers, play specialist, clinical psychologist and team administrator.

The Diana Service project is funded by NHS Newham, as part of the memorial to Princess Diana.

What do we do?
The Diana Service provides community based care and support to children and young people with life limiting conditions, and their families.

Who is it for?
We can offer a service to a child or young person if they:
• have a life limiting condition
• live in Newham
• are aged between 0 – 19 years
• are cared for mainly in the home.

Who is it for?
Children and young people with epilepsy, their families and carers, who live in Newham.

What age group does it cover?
0 – 19 years

Who can refer?
Referrals can be made to this service by any health professional working with a family, or a family member themselves. The referral must satisfy specific criteria, a copy of which together with the referral form can be obtained from the administrative assistant (Monday – Friday, 9am – 4pm).
Name of service: Health Visiting Services

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details: Warehouse K, 1st floor 2 Western Gateway London E16 1DR Phone: 020 7059 6933

Who are we?
We are a team of
• Health visitors – qualified nurses with additional training in promoting good health within families and the community
• Community staff nurses – qualified nurses with a role to support health visitors in delivering a robust service to the under five year olds population
• Nursery nurses – who specialise in child development, behaviour issues, as well as health promotion
• Health visitor assistants – who provide administrative support as well as facilitating Well Baby Clinics.

What do we do?
The health visiting team promotes good health and wellbeing by working with children under five years of age and their families, young parents and the wider local communities.

We do this by:
• offering advice and support on healthy lifestyles to prevent ill health in family homes and other community settings
• signposting to other services and groups that address, for example, breastfeeding, child safety, managing minor childhood illnesses and smoking cessation
• providing child health consultation clinics, pre-booked appointments for advice on feeding, behaviour, parenting, child development, post natal depression and family issues
• work in collaboration with other specialists to support families whose children have additional needs
• working in partnership with other agencies such as Early Start, social care and the voluntary sector.

Who is it for?
Families living in Newham.

What age group does it cover?
0 – 5 years

Who can refer?
Parents/carers, GPs, social care, other health professionals and agencies.

Name of service: Occupational Therapy (OT)

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details: West Ham Lane Health Centre 84 West Ham Lane Stratford E15 4PT Phone: 020 8250 7339

Who are we?
We are a team of specialist occupational therapists who work with children.

What do we do?
We see children with physical, sensory, perceptual and learning difficulties to help them overcome obstacles which may interfere with their ability to function within their home, school and community environments.

What is it for?
Occupational therapy works to improve a child’s difficulties to help them overcome obstacles to development and learning.

Occupational therapy intervention may involve:
• individual treatment blocks (0-11 years old)
• an open clinic for secondary school aged children (for 11-16 year olds)
• parent workshops
• occupational therapy programmes for home and school
• adaptive equipment (seating)
• hand splinting.

What age group does it cover?
Children and young people aged 0 – 16 years. Young people over 16 can be seen by an occupational therapist from adult services, according to their area of need.

Who can refer?
We accept self-referrals from parents/carers or referrals can be made by school staff or health professionals working with the child, with parental consent.
**Services for Newham’s Children and Young People**

**Name of service:**
Physiotherapy

**Organisation:**
East London NHS Foundation Trust, Community Health Newham

**Contact details:**
West Ham Lane Health Centre
84 West Ham Lane
Stratford
E15 4PT

**Phone:** 020 8250 7365

**Who are we?**
A team of specialists for babies and children whose development of movement is being impaired by a wide range of conditions.

**What do we do?**
We work closely with education staff to give advice, teach handling skills and make recommendations for standing equipment to enable them to support children with additional physical needs within the school environment. The level of intervention at school varies depending on whether the child is at primary or secondary, and what their particular difficulties are.

We make recommendations and provide some specialist standing and walking equipment, through the Integrated Community Equipment Service.

Additionally we are responsible for the Children’s Orthotic Service, which provides specialist assessment of children who may require lower limb splints to help keep their muscles long and joints aligned.

**Who is it for?**
Children under the age of 16 who have difficulty with their joints, muscles or movement, however some children may be signposted to adult or alternative services depending on why they have been referred.

**What age group does it cover?**
The Children’s Physiotherapy Service sees children under the age of 16 and then transfers or signposts those young people with long-term physical needs to the appropriate adult physiotherapy service. Young people over the age of 16 who continue to require splints will need to go to their GP to be referred to the Appliance Service at Newham University Hospital when they outgrow those provided by the Children’s Orthotic Service.

**Who can refer?**
Referrals can be made by any professional working with a child, with the parent’s consent, and parents may refer their child themselves.

**Name of service:**
School Nursing Service

**Organisation:**
East London NHS Foundation Trust, Community Health Newham

**Contact details:**
Warehouse K, 1st floor
2 Western Gateway
London E16 1DR

**Phone:** 020 7059 6933

**Who are we?**
School nurses are qualified nurses with additional training, which specifically relates to the health of school age children. The service is divided into four locally based teams across the borough.

The School Nursing Service is committed to promoting the health and welfare of school age children to enable each child to reach his / her full developmental and educational potential.

**What do we do?**
Each school has a named school nurse that children, young people, parents and teachers can discuss any concerns.

We work in schools to:

- offer health checks for children during their first year in school and at other times when the need arises
- work with and take referrals from young people, parents, health professionals and other agencies
- work with teachers in the classroom teaching children and young people about healthy living
- support vulnerable children
- support children in school who have specific health needs as well as providing general advice on health matters
- provide school and clinic based immunisation programmes.

**Who is it for?**
Families living in Newham.

**What age group does it cover?**
Children aged 5 years to school-leaving age 16.

**Who can refer?**
Young people, parents, health professionals and other agencies, with parental consent.
Services for Newham’s Children and Young People

Name of service: Sickle Cell and Thalassaemia Services
Organisation: East London NHS Foundation Trust, Community Health Newham
Contact details: Sickle Cell and Thalassaemia Service Sickle Cell Centre 19-21 High St South East Ham London E6 6EN Phone: 020 8821 0800

Who are we?
The Sickle Cell and Thalassaemia centre is a team of experienced specialist nurses and nurse counsellors who are dedicated to meeting the needs of individuals affected with sickle cell anaemia or thalassaemia major and any other unusual haemoglobin.

The team includes a social worker and psychologist who are based in the centre, a haematologist and a paediatrician based at the hospital.

What do we do?
Sickle cell and thalassaemia are inherited blood disorders which mainly affect people whose origins are from Africa, Asia, the Middle East, the Mediterranean and the Caribbean.

We support affected individuals and their families. We carry out home visits or individuals are seen in the centre. We make referrals to the haematologist who will give continued medical treatment and we provide Transcranial Doppler’s for children from the age of three years old. We provide information about support groups and voluntary organisations.

We have a social work service which offers advice on housing, benefits and work related issues and also a psychologist who sees clients individually or together with relatives. The service provides psychological support groups for adults, parents, and children in the centre.

The Sickle Cell and Thalassaemia Unit provides:
- genetic screening and counselling for expectant carrier couples
- genetic counselling for people who have been found to be carriers
- screening and counselling for the families of carriers
- genetic counselling for parents and individuals with major disorders
- awareness raising among “at risk” populations and the wider community
- support for individuals and families living with major disorders
- education and awareness for health and other public service professionals

Who is it for?
Children and adults affected by sickle cell anaemia and thalassaemia.

What age group does it cover?
Pre-birth to adulthood.

Who can refer?
For more information or to request a test, contact us or drop in. Requests for a test can be made at your GP’s surgery. Opening hours: Monday – Friday 9.30am – 4.30pm

Name of service: Speech and Language Therapy
Organisation: East London NHS Foundation Trust, Community Health Newham
Contact details: Speech and Language Therapy Service 3rd Floor, West Ham Lane Health Centre 84 West Ham Lane Stratford E15 4PT Phone: 020 8250 7340 Fax: 020 8250 7501

Who are we?
Teams of therapists who work in clinics, children’s centres, schools, hospital, and homes.

What do we do?
We offer assessment, diagnosis, therapy, advice and information to people of all ages who have communication or eating and drinking difficulties.

We then provide individual or group therapy as needed. We provide advice, programmes and activities to parents/carers, school staff and other professionals.

We work in:
- the Child Development Centre for pre-school children aged 1-3 years
- local clinics and in children’s centres for pre-school children aged 3-5 years
- schools for children aged 5-16 years
- community centres and day centres for people aged 16 and over
- hospital and homes for adults with acquired communication difficulties.

Who is it for?
The speech and language therapy service is available for people of all ages who have communication difficulties.

What age group does it cover?
All ages.

Who can refer?
Parents/carers, the person with communication difficulties, or any professional involved with the child e.g. school staff, GPs, other health professionals, with parental consent.
Name of service: Wheelchair and Special Seating Service, Newham

Organisation: East London NHS Foundation Trust, Community Health Newham

Contact details: Newham Wheelchair and Special Seating Service 29 Romford Road Stratford E15 4LY Tel: 020 8496 9029 Fax: 020 8496 9030

Who are we?
We are a specialist team of professionals made up of the following: service clinical manager, specialist physiotherapists, wheelchair technician, administrators and procurement, specialist rehabilitation engineers and elmsleigh approved repairers.

What do we do?
Newham Wheelchair and Specialist Seating Service provides manual and electric wheelchairs, buggies, pressure distributing cushions and associated special postural management equipment. Once equipment has been provided, the service continues to monitor and review clients’ equipment needs.

Who is it for?
Our eligibility criteria state clients must:
• be a permanent Newham resident
• have a GP in Newham
• have a registered NHS number
• have a disability lasting over six months
• require a wheelchair/buggy for three times per week or more.

What age group does it cover?
The Wheelchair Service provides mobility chairs for both adults and children to facilitate learning and inclusion into their communities.

Who can refer?
You can self-refer or alternatively your doctor or allied health professional can refer you to the Newham Wheelchair Service using the wheelchair referral form. The form can be collected from 29 Romford Road, or it may be easier to email wheelchair.admin@eastlondon.nhs.uk and we will send you a referral form to complete and send back.
**London Borough of Newham Services**

**Name of Service:**
Behaviour Support Service

**Organisation:**
Newham Children and Young People’s Service

**Contact Details**
Behaviour Support Service
Tunmarsh Centre
Tunmarsh Lane
London E13 9NB
Phone: 020 3373 2109

**Who are we?**
A team of teachers and a nursery nurse experienced in working with children exhibiting emotional, social and behavioural difficulties.

**What do we do?**
- Provide observations and advice for individual pupils/students and for class or year groups in school.
- Provide short term support for a number of children in nursery and reception.
- Provide training for staff in Children and Young People’s Service on emotional, social and behavioural difficulties, behaviour management, whole school behaviour policies etc.
- Provide training workshops for parents in Early Years settings.
- Work in partnership with other professionals and agencies.
- Attend school multi-agency inclusion meetings.
- Represent the local authority at Pastoral Support Plans for pupils/students at risk of exclusion, Managed Moves and Disciplinary Committee Meetings for pupils who have been permanently excluded.
- Work in close liaison with Reintegration into Education (RIET), Pupil Referral Units (PRUs) and Eleanor Smith School as a continuum of support for children with emotional, social and behavioural difficulties.

**Who is it for?**
Children and young people exhibiting emotional, social and behavioural difficulties, their families and Newham nurseries and schools.

**What age group does it cover?**
From nursery age to 16 years, and post 16 years if attending college.

**Who can refer?**
Newham schools, Children and Young People’s Service teams, and other agencies as appropriate, all with parental consent.

**Name of service:**
CLASP (Children Looked After Special Project)

**Organisation:**
Newham Children and Young People’s Service

**Contact Details**
Second Floor East Wing
Newham Dockside
1000 Dockside Road
London E16 2QU
Phone: 020 3373 1336
Fax: 020 8430 1437
Email: clasp@newham.gov.uk

**Who are we?**
An educational and health service providing support to Children Looked After young people, social workers, carers and educational professionals.

**What do we do?**
Provide an educational and health service for the benefit of young people in care. We work closely with social workers, carers, schools and other professionals ensuring that young people achieve their potential academically and raise their aspirations. On the health side, the service ensures that young people’s medicals are up to date, and any health concerns are dealt with by the relevant professionals.

**Who is it for?**
For all young people who are in care to the London Borough of Newham, and the professionals who work with these young people.

**What age group does it cover?**
From 4-19 years.

**Who can refer?**
Any professional who is working with young people in care to the London Borough of Newham.
Name of Service
Complex Learning Needs and Dyslexia Service

Organisation
Newham Children and Young People’s Service

Contact details:
Brampton Primary School
Masterman Road
London E6 3LB
Phone: 020 3373 3625 or 020 8472 0830

Who are we?
We are a team of specialist teachers and early years practitioners with substantial experience and qualifications in the field of learning difficulties and dyslexia e.g advanced diplomas, masters degrees, AMBDA approved qualifications, assessment practising certificates.

What do we do?
The team supports early years settings, schools and parents with specialist observations, assessments and training to meet the needs of children and young people with complex learning difficulties or dyslexia.

The team provides direct advice and informs intervention programmes for early years settings, schools and homes. They also support parents and carers who have young children with complex learning needs aged 0-4 through family play and learning groups, home visits and parent training.

Who is it for?
The service accepts referrals for the following groups of children and young people:
- severe/profound and complex learning difficulties
- moderate learning difficulties
- specific learning difficulties/dyslexia
- physical/medical difficulties

What age group does it cover?
From 0-16 years.

Who can refer?
The service accepts referrals from parents/carers of children 0-4 years and maintained (not private) nursery, primary and secondary schools and other agencies, all with parental consent.

Referrers are asked to provide clear information about their concerns and also to provide a summary of what has been done to meet the needs of pupils with complex learning or literacy needs.

Name of service:
Disabled Children and Young People’s Service (DCYPS)

Organisation:
Newham Children and Young People’s Service

Contact details:
Disabled Children and Young People’s Service
Second Floor, East Wing, Newham Dockside
1000 Dockside Road
London E16 2QU
Phone: 020 3373 6643

Who are we?
The team consists of a team manager, a consultant social worker, qualified social workers and family disability workers.

What do we do?
The primary role of DCYPS is to provide child in need assessments, support and advice to children, young people and families where the child or young person’s disability is the overriding issue.

Who is it for?
The team works with disabled children and young people who meet the following criteria:
- learning disability where there are severe difficulties arising from global delay, learning difficulties (acute to severe), exceptionally severe physical difficulties or severe autism; this is often associated with severe communication problems
- physical disability where this has a permanent and substantial impact on daily living
- sensory impairment where this requires specialist support
- diagnosed autism or autistic spectrum disorder.

What age group does it cover?
The team works with children and young people aged 0 to 19 years old.

Who can refer?
Referrals do not come directly to the team. Any professional or member of the public can contact the Triage service to refer (phone number: 020 3373 4600). The Triage service will consider the information, and if the threshold is met the information will be passed on to the safeguarding duty and assessment service. This service will undertake an initial assessment and in discussion with the disabled and young people’s service, the case will be transferred into the team.

If the threshold is not met at the Triage stage, the person making the referral will be directed to universal targeted services.
**Name of service**  
Early Intervention Service

**Organisation**  
Newham Children and Young People's Service

**Contact details**
Beckton and Docklands 020 3373 2727  
East Ham 020 3373 1090  
Upton Park and Plaistow 020 3373 4241  
Manor Park 020 3373 6050  
Canning Town 020 3373 7100  
Forest Gate and Stratford 020 3373 3210

**Who are we?**  
We are a service of early intervention practitioners. The six early intervention teams that make up the service have been developed to support improved early intervention in Newham through training, advice and family support.

**What do we do?**  
We offer universal services to children, parents and families through children's centres, early intervention outreach and family support teams, parenting team, play team and health team.

Targeted support for individual families is available and can include 1-1 or group work.

We encourage people to help themselves with the support of family, friends, the community, school or the early intervention team as appropriate. We work with families to identify solutions and the steps needed to get back on track and achieve their aspirations. We also work in close partnership with other services such as police, health visitors, third and voluntary sector organisations, and the community.

**Who is it for?**  
Children and young people and their parents/carer.

**Who can refer?**  
Anyone can refer a child to this service.

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**Name of service**  
Educational Psychology Service

**Organisation**  
Newham Children and Young People’s Service

**Contact details**
Educational Psychology Service  
Newham Dockside East Wing  
1000 Dockside Road  
London E16 2QU  
Phone: 020 3373 2711  
Fax: 020 3373 9901

**Who are we?**  
Newham educational psychologists are part of the Children and Young People’s and Families section within Newham Children and Young People’s Service (CYPFS).

We all have a degree in psychology and have experience of working with children and young people. We have undertaken additional professional training in educational psychology and are registered with the Health Professions Council.

**What do we do?**  
We use our knowledge of psychology and child development to support the progress of children and young people. We are usually asked to be involved when there are concerns about a child’s learning, behaviour, social and emotional well-being. We then arrange a meeting with the people who have asked for our involvement. At that meeting it may be agreed for the psychologist to work directly with the child or young person. Parents and carers can contact the EPS at any time during this process.

**Who is it for?**  
Children and young people for whom there are concerns about their learning, behaviour or social and emotional well-being.

**Who can refer?**  
We become involved when a school or service requests a consultation to talk about a concern, or through negotiation with a school. If the request for our involvement is about an individual child then the school or service will obtain written consent from the child’s parents or carers. If parents wish their child to have access to an Educational Psychologist they should discuss their concerns with the Inclusion Manager or SENCo at their child’s school.

**What age group does it cover?**  
Children and young people aged 0 to 19 years.
Name of service: Language, Communication and Interaction Service

Organisation: Newham Children & Young People’s Service

Who are we?
A team of special educational needs practitioners, teachers and speech and language therapists with knowledge and expertise in working with children and young people with social communication difficulties, autism spectrum disorders and specific language difficulties.

What do we do?
- We support and advise nursery, primary and secondary schools and provide training for staff to help everyone have a good understanding of how to include these children and young people, and to enable their maximum learning and social development.
- We also work directly with the children and young people in school and in the home, setting up, delivering and reviewing specialist programmes of intervention.
- We work closely with parents and families, both in the home and at school, providing advice, support and training where needed.
- We run play groups for pre school children with communication difficulties and their families, and also weekly Music Interaction sessions.
- We run Early Bird and Early Bird Plus training courses for parents of children with a diagnosis of autism, and a support group for siblings of these children.
- We run an after school social communication group for secondary age young people in conjunction with the NHS speech and language therapy service.

Who is it for?
Children and young people with autism, social communication difficulties and specific speech and language disorders, their families and schools.

What age group does it cover?
0 – 16 years

Who can refer?
Schools, parents and any professional involved with the child or young person, all with parental consent.

There will be some variation in level and type of service offered once a referral has been made, depending on various factors. For further information please contact LCIS.

Name of service: Newham Parent Partnership Service

Organisation: Newham Children and Young People’s Service

Who are we?
We are the Parent Partnership service for the borough. We provide impartial advice and information on education issues to parents/carers of children who experience barriers to learning such as special educational needs (SEN), disability, exclusion or bullying.

What do we do?
We can attend and support parents/carers in meetings about their child’s education, and offer support if the parent/carer wishes to request a statutory assessment. We also help with writing letters and reports.

Who is it for?
Parents/carers of children and young people who are attending school in Newham, or who attend an out of borough school if the child is a Newham resident.

What age group does it cover?
We have a statutory responsibility to work with children and young people of school age (4-16 years) and up to 19 years for those who have a Statement of Special Educational Need. However, we will also work with families of children under 5, as appropriate.

Who can refer?
Parents/carers may refer themselves.

Name of service: Newham Parents Co-Production (NPC) Strategic Group

Organisation: London Borough of Newham

Who are we?
A strategic group made up of equal numbers of Newham parents of a disabled child / young person and officers from health or local authority. Newham parents co-chair the group.

The parents involved in the group have a disabled child or young person aged between 0-25 years and currently commit to attending strategic meetings on a six weekly basis. They also get involved with various projects across the borough in partnership with the council or NHS. For example parents have worked with officers to assess bids for short breaks provision and have also sat on decision making panels with social care professionals.

The officers come from many different areas of the council and NHS, and all have roles that are related to disabled children and young people. For example Community Health, Inclusion, Aiming High for Disabled Children, the Disabled Children and Young People’s team, Early Intervention and Youth and Children’s Rights.

We are currently working to expand the group to include representation from other key areas that work with disabled children and young people outside of health, education and social care.
What do we do?

Newham Parents Co-Production (NPC) strategic group:

- Offers constructive challenge to and feedback on current services for children, young people, and their families from the perspective of a parent of a disabled child or young person.
- Has input into service development and planning across both local authority and health sectors.
- Constructively challenges and scrutinises decisions that have or will impact on disabled children, young people, and their families.
- Seeks transparency in terms of allocation of funds and resources for disabled children, young people, and their families.
- Understands the working practices of the officers/professionals that disabled families come across, e.g., Social Work Team or Housing, in order for all members of the group to see both sides of the coin.
- Proactively highlights issues that affect disabled children, young people, and their families with the aim of effecting positive change for all.
- Is focused on solutions, not just problems.
- Acts as a route of bringing wider participation by actively engaging with the wider community, including other parent groups, interest groups, and the voluntary and private sectors, and brings their feedback/comments back to the group to inform its work.
- Is as inclusive as possible, representing as many parts of the community as possible.
- Works to the principle that children and young people are disabled by the lack of equality; in that society needs to change to correct this inequality.
- Works to the principle that by working cooperatively, parents/carers, and local service providers can contribute to improvements in the services delivered for disabled children.

Who is it for?
The NPC group is not a service; however, it is a place for local parents of disabled children and young people to challenge, ask questions, or raise concerns about their experiences of services in Newham. We publish the notes of every meeting on the council’s website. We also welcome parents who wish to attend meetings in person as an observer.

What age group does it cover?
The NPC group is engaged with services covering ages 0-25 years.

How can I get involved?
All local parents interested in getting involved with the NPC group or who would like to raise an issue or query should make contact through the above address or phone number in the first instance.

Name of service:
Sensory Enablement Team / IEDA

Organisation:
London Borough of Newham, Newham Adult Social Care

Contact details:
The Information and Equipment Demonstration Area (IEDA) is based in:
The Resource Centre
200 Chargeable Lane
London E13 8DW
Phone: 020 3373 7459
TEXT (deaf only): 07890 680 733
IEDA opening hours:
Mon - Fri: 9am to 5pm

Who are we?
We are a team of professional workers in the areas of hearing loss, sight loss, and occupational therapy.

What do we do?
We provide information and advice about specialist equipment that may help service users with an occupational therapy, telecare, or sensory need (visual or auditory).

What age group does it cover?
Adults age 18 and over.

Who can refer?
At present, access to IEDA is by appointment only.

Who is it for?
Anyone who has a medically recognised sensory disability or occupational therapy need. This includes people with multiple disability.

Who can refer?
At present, access to IEDA is by appointment only.

If your service user is eligible for social care services, then they may be able to purchase equipment using an Individual Budget.

Social worker/social work team - if the service user has an allocated social worker then a referral can be made via Carefirst (see guide on ‘How to Make a Referral to IEDA’ in Carefirst).

Self-referral service - users may go via the contact centre to make an appointment by calling 020 8430 2000 (option 8).
Name of Service
Sensory Service

Organisation
Newham Children and Young People’s Service

Contact details:
Tunmarsh Centre
Tunmarsh Lane
London E13 9NB
Phone: 020 3373 2105
Fax: 020 3373 1447

Who are we?
We are educational and allied health professionals, all with additional qualifications related to hearing impairment, visual impairment or multisensory impairments.

Some of our staff are based in schools, whilst others work throughout Newham, both in homes and nursery settings.

What do we do?
Our aim is to provide a comprehensive service to children with sensory impairments from birth, or the point at which a sensory impairment is identified.

We provide specialist pre-school support including home visiting services, drop in groups for families, specific training groups around communication and family and parent support groups. We work closely with other providers, including charities, the voluntary sector and other agencies.

Once a child has reached school age we seek to support them in their local schools wherever possible. Where it is more appropriate there are schools in Newham with specialised facilities and high levels of expertise for children with sensory difficulties.

We offer a range of specialist services within schools including: comprehensive braille and low vision support, comprehensive assistive listening technology support and classroom management, educational advice and assessment, specialist therapeutic interventions including Auditory Verbal Therapy and development of listening skills; in class support from specialist support staff and mobility and independence training.

Who is it for?
Children and young people with hearing impairment, visual impairment or a multi-sensory impairment.

What age group does it cover?
This service is offered to children and young people aged 0 – 25 years.

Who can refer?
Referrals usually arrive through the health services following a diagnosis of a sensory impairment. Schools, other health services (with parental consent) and families can make direct referrals to the sensory service.

Name of Service
Special Educational Needs section (SEN section)

Organisation
Newham Children and Young People’s Service

Contact details
Special Educational Needs Section
Children & Young People’s Services
Newham Dockside
1000 Dockside Road
London E16 2QU
Phone: 020 3373 9654
Fax: 020 8430 1011
Email: EDU.Sen@newham.gov.uk

Who are we?
The service is made up of officers with specialist knowledge in special educational needs, and administrative officers who arrange and review educational support to children and young people with severe and complex special educational needs (SEN).

What do we do?
• We work with families, schools, and professionals to ensure that the educational needs of children and young people are identified and appropriate staff, programmes and resources are put in place by schools to meet these needs.
• We carry out the administrative and monitoring tasks related to the statutory assessment process, including issuing, monitoring and maintaining statements for children and young people, in accordance with the SEN Code of Practice.
• We make arrangements for the allocation of funding to schools for pupils with special educational needs.

Who is it for?
Children and young people with severe and complex special educational needs.

What age group does it cover?
Children and young people aged 2 to 19 years.

Who can refer?
If parents need help or advice, they should first contact their school. You may need to receive advice from the class teacher, form tutor, the Special Educational Needs Co-ordinator (SENCo) or headteacher. The school will tell you about its policies on SEN and and the support available to children and young people.

Parents, schools or other agencies can request a statutory assessment of a child or young person.

Parents and schools can request a disagreement resolution or review of a child or young person’s needs.

• Officers from the SEN section attend selected review and planning meetings for children and young people.
• We commission support with home to school travel for some pupils with special educational needs.
• We organise mediation and disagreement resolution services for parents who are in disagreement with the local authority or a school about the special educational provision that is being offered to a child or young person.
• We represent the local authority at appeals lodged with the Special Educational Needs and Disability Tribunal.
Name of service: Transition to Adults Team
Organisation: London Borough of Newham

Contact details:
Transition to Adults Team
Strategic Commissioning and Community
London Borough of Newham
Newham Dockside
1000 Dockside Road, E16 2QU
Phone: 020 3373 2659
Fax: 020 8430 1269
Email: angie.ingleton@newham.gov.uk

Who are we?
We are a team of social workers.

What do we do?
All young people who have a disability, known to Children and Young People’s Service, who meet the Fair Access to Care Services criteria, and require support as they become adults, will be referred to the Transition to Adults Team.

The aim of the Transition to Adults Team is to deliver a model of holistic support and care which enables young people and their parents/carers to create and plan for sustainable long-term solutions to their social care needs. Using early intervention and an enablement approach to maximise choice and control, facilitating all young people to access universal services, supporting those with more complex needs to access targeted or specialist services as and when required. We use person-centred approaches to develop support plans with positive outcomes, in line with the aiming high principles:

• staying safe
• being healthy
• enjoying and achieving
• achieving economic well being
• making a positive contribution.

Who is it for?
Young people who have a diagnosed disability, which has an effect on their independence.

What age group does it cover?
Our aim is for all young people who may be eligible for a service to be referred by their 14th birthday, or up to 25 years old.

Who can refer?
Referrals can only be made by the London Borough of Newham Children and Young People’s Service.
**VOLUNTARY SECTOR SERVICES**

**Name of service**
Carers Network, Newham

**Organisation**
Renewal Programme

**Contact details**
Stratford Advice Arcade
107-109 The Grove
London E15 1HP
Phone: 020 8519 0800
Email: info@newhamcarers.org.uk
www.newhamcarers.org.uk

**Who are we?**
Newham Carers Network is part of the Renewal Programme which is a registered charity with over 40 years experience working with local communities and projects in Newham. Newham Carers Network was set up in 2000 to support carers in the London Borough of Newham.

**What do we do?**
We provide advice, information, advocacy and support to all carers and their families to ensure they receive appropriate services and benefits they are entitled to.

**Who is it for?**
Anyone who provides extra help to another person on a voluntary basis due to a physical or learning disability, mental illness, substance misuse or frailty can join the network.

**What age group does it cover?**
The network is opened to anyone aged 0-99 years.

**Who can refer?**
Anyone can refer via phone, email or via our website as long as the person being referred is made aware of the referral.

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**Name of service**
National Autistic Society (NAS), Newham Branch

**Organisation**
National Autistic Society (NAS)

**Contact details:**
Mobile: 07795 127787
Email: Newham@nas.org.uk

**Who are we?**
We are a group of volunteers, most of whom are parents of school-aged children on the autism spectrum.

**What do we do?**
We provide peer support to local parents of children with autism spectrum disorder (ASD), through: signposting to other local and national service providers, activities and events for children on the spectrum, running events and talks for parents, and providing information that may be of interest to families dealing with autism spectrum disorder.

**Who is it for?**
At present we work with families with school aged children with autism spectrum disorder only. This is because it is the expertise that we have within our committee and our membership. In time we hope to be able to extend our services to include young adults and adults on the spectrum.

**What age group does it cover?**
The service covers children aged 5 – 16 years.

**Who can refer?**
Families can self-refer. Social and health services and schools can refer to our service, as long as they have parental consent.

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**Name of service**
National Deaf Children’s Society (NDCS), Newham Branch

**Organisation**
National Deaf Children’s Society (NDCS)

**Contact details:**
Secretary
Newham DCS
38 Knox Road
Forest Gate
London E7 9HP
Mobile: 07798 636 436
Email: newham@ndcsgroup.org

**Who are we?**
We are a local support group run by parents and advocates of deaf children/young people for families with deaf children/young people.

**What do we do?**
We organise events for families to come together to share information, learn and have fun together. Families are responsible for their own children at all times.

**Who is it for?**
Parents, grandparents, carers, advocates of deaf children and/or deaf young people.

**What age group does it cover?**
This group covers children and young people aged 0-25 years.

**Who can refer?**
Anyone can make a referral.
**Services for Newham’s Children and Young People**

**Name of service**
Richard House Children’s Hospice

**Organisation**
Richard House Trust

**Contact details**
Richard House Children’s Hospice
Richard House Drive
London E16 3RG
Phone: 020 7511 0222
Fax: 020 7511 0220
Email: Nico@richardhouse.org.uk
neilw@richardhouse.org.uk

**Who are we?**
We are an organisation what provides children’s palliative care, complex health needs respite, symptom management and end-of-life care provision.

Richard House Children’s Hospice provides care and support for life-limited children and children with complex healthcare conditions and their families from across east and north east London. We accompany them during the child or young person’s journey, creating positive experiences along the way that become good memories for the future.

**What do we do?**
Richard House provide a wide range of services, completely free to families, and tailored to a multi-cultural community. The hospice has eight bedrooms, two of which are ensuite. It also has two self-contained family flats. This allows families to stay at the hospice together. Other key facilities include a multi-sensory room, wet and dry play areas, a multi-faith quiet room, a teenage room, a computer suite, an outdoor play area and landscaped gardens.

Richard House offers a range of services including:
- short-break residential respite care – up to 21 nights of pre-bookable respite per year
- emergency/end of life stays – a special set of rooms where your child can be cared for at the end of their life
- day care – children can come for a few hours after school or a whole day and participate in activities alongside the children in residence
- family support – emotional and practical support to all family members, from counselling to sibling support groups
- The Young Adults Group – a relatively new initiative to help our past and present users over the age of 14 deal with transition issues. The group provides a social outlet with their peers and also aims to introduce them to the adult services they may use in the future.

**Who is it for?**
Any family with a child or young person with a palliative care (life limiting or life threatening) condition or complex health need.

Richard House Children’s Hospice, cares for more than 200 families from across London.

**Who is it for?**
Any family with a child or young person with a palliative care (life limiting or life threatening) condition or complex health need.

**What age group does it cover?**
Our organisation works with children and young people:
- aged 0 - 20 years for in patient services.
- aged 20 - 25 years for transition work (outpatient basis) the young adult social group, in conjunction with St Joseph’s Hospice, Hackney.

**Who can refer?**
Young people, parents/family members/primary carers, professionals involved with the family can make referrals.

**Name of service**
The 3 Hs (Newham’s Independent Parent Forum)

**Organisation**
The 3 Hs

**Contact details**
The 3 Hs Managing Community Projects
St Mark’s Community Centre
218 Tollgate Road
London E6 5YA
Phone: 07805 181 084/ 07528 562 902
E mail: the3hs@hotmail.com

**Who are we?**
We are Newham’s Independent Parent Forum.

**What do we do?**
- We run a drop in, every Tuesday morning during term time, from 10am until 11.30am, at St Mark’s Community Centre entry cafe.
- We provide family-based activities during school holidays, including horse riding, and soft play, at the East London Gym.
- We work with Newham Council and service providers to improve services, and increase opportunities for children and young people with disabilities.
- We organise information events and conferences for parents, carers and those who provide services for families of children and young people with disabilities.

Who is it for? The forum is for parents/carers of children and young people with disabilities.

Who is it for? The forum is for children and young people from 0-25 years

Who can refer? Parents/carers can make referrals.

**Name of service**
VIPs in Transition (Visually Impaired People)

**Organisation**
Royal London Society for the Blind (RLSB) Children in Need

**Contact details**
Community Support Worker
Phone: 020 7901 1570
Mobile: 07809 656 998

**Who are we?**
We are a visually impaired integrated youth service, with a community focus, that is available across three boroughs. We bring together visually impaired young people, supporting the development of their independent living skills, personal development and self-awareness.

Who is it for? The forum is for parents/carers of children and young people with disabilities.

Who is it for? The forum is for children and young people from 0-25 years

Who can refer? Parents/carers can make referrals.
What do we do?
The project is run on a fortnightly basis and offers a range of one to one, group sessions, social activities and events.

Young people are encouraged to step out of their local districts, and meet potential friends, as the project opens its doors at various venues across the three boroughs (Newham, Hackney and Tower Hamlets).

All young people registered onto the project are offered an initial consultation to help identify their readiness for the project, and they are then supported through a person-centred action plan, devised to support their independent development needs, which are reviewed regularly.

The project also works closely with specialist departments and organisations to help the young people to have choices about engaging in employment, further education and/or mainstream activities.

Who is it for?
Any visually impaired young person who lives in Newham, Tower Hamlets or Hackney can access the service. All activities and events are free to young people registered on the project.

What age group does it cover?
This service is for young people aged 14 - 18 years.

Who can refer?
The young person can make a self referral or a family member, with the young person’s consent, can also make a referral.

Name of service
VoiceAbility, Newham

Organisation
VoiceAbility

Contact details
Manager Advocate
Stratford Advice Arcade
107-109 The Grove
Stratford
London E15 1HP
Phone: 020 3355 7142
Mobile: 07585 969 716

Who are we?
We are advocates for adults.

What do we do?
We provide community advocacy services to adults living in the Newham area. The majority of people we work with:
• have autism
• are deaf or hearing impaired
• are blind or have visual impairments
• are deaf blind
• have physical impairments or disabilities
• have long-term conditions
• have learning disabilities
• are older people
• are informal carers.

We also provide IMCA (Independent Mental Capacity Advocate).

Who is it for?
Any adult, as listed above, who requires an advocacy service, and is a Newham resident can use this service.

What age group does it cover?
This service is for adults aged 18 years and above.

Who can refer?
Anyone can make a referral.