



Hounslow Education Partnership
Primary

HOUNSLOW

Twickenham

Introduction to the Primary Headteacher Handbook

Welcome to the Primary Headteacher Handbook delivered through the Hounslow Education Partnership (HEP). HEP has been working in collaboration with Hounslow's Local Authority (LA) to produce an easy access guide to support all Headteachers, and in particular those who are new to the role or to Hounslow. The strength of partnership between HEP, member schools and the LA is key to providing Headteachers with valuable support so that all children and young people benefit across the borough.

The guide features key headline areas, each one including:

- A brief introduction of the services and responsibilities of HEP and LA departments
- Key elements of support on offer
- Links to key information and downloads
- Links to key contacts within Hounslow's LA departments

The aim of the guide is to help Headteachers navigate towards the right information and contacts in order to answer questions and respond to situations quickly.

There are a number of useful references and links in the guide for **HEP, Hounslow Services to Schools and The Family Directory of Services.**

As part of an induction process, each new Headteacher will be sent a copy of the Primary Headteacher Handbook. In addition, the digital version will be reviewed and updated yearly which Headteachers will be able to access in the member's area of the HEP website.

Headteachers will be able to use the guide to highlight common areas of support needed so that HEP can develop a training programme delivered by HEP schools or external providers.

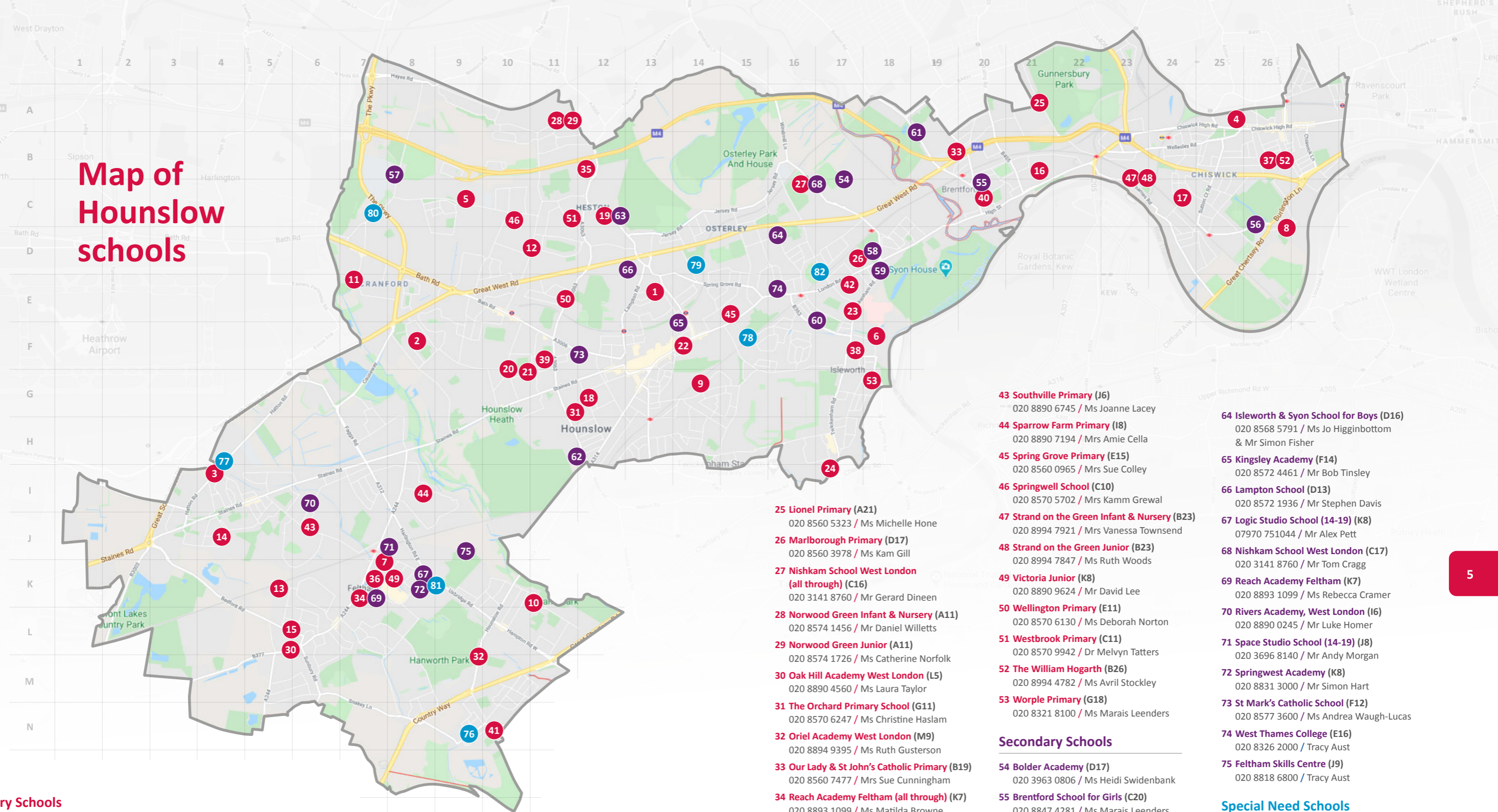


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Map of Hounslow schools



Primary Schools

- | | | |
|--|--|--|
| <p>1 Alexandra Primary (E13)
020 8570 6105 / Mr John Norton</p> <p>2 Beavers Community Primary (F8)
020 8570 9347 / Ms Sarah Smith</p> <p>3 Bedfont Primary (I4)
020 8890 7472 / Ms Gemma Donnelly</p> <p>4 Belmont Primary (A25)
020 8994 7677 / Ms Elaine Lacey</p> <p>5 Berkeley Academy (C9)
020 8570 5700 / Mr Kevin Prunty</p> <p>6 The Blue School (F18)
020 8560 6721 / Ms Rachel Jones</p> <p>7 Cardinal Road Infant & Nursery (K7)
020 8890 6306 / Mrs Margaret Nowak</p> <p>8 Cavendish Primary (D26)
020 8994 6835 / Ms Clare Frewer</p> | <p>9 Chatsworth Primary (G14)
020 8560 6018 / Mr Darren Norman</p> <p>10 Crane Park Primary (K11)
020 8894 9047 / Ms Alison Small</p> <p>11 Cranford Primary (E7)
020 8759 0305 / Ms Jasmine Chana</p> <p>12 Edison Primary (D11)
020 8873 3337 / Ms Amrit Dokal</p> <p>13 Edward Pauling Primary (K5)
020 8831 0841 / Mrs Felicity Sulma</p> <p>14 Fairholme Primary (I4)
020 8890 2584 / Ms Helen Willis</p> <p>15 Feltham Hill Infant & Nursery (L5)
020 8890 6306 / Mrs Margaret Nowak</p> <p>16 Green Dragon Primary (B21)
020 8568 3971 / Ms Nadine O'Hara</p> | <p>17 Grove Park Primary (C24)
020 8994 7405 / Ms Rachel Davies</p> <p>18 Grove Road Primary (G12)
020 8570 6132 / Ms Lyn Gray</p> <p>19 Heston Primary (C12)
020 8572 5597 / Ms Chandip Behar</p> <p>20 Hounslow Heath Infant & Nursery (G10)
020 8570 2562 / Ms Helena Bush</p> <p>21 Hounslow Heath Junior (G10)
020 8570 1332 / Ms Ritu Aulakh</p> <p>22 Hounslow Town Primary (F14)
020 8570 1747 / Mrs Laura Khalil</p> <p>23 Isleworth Town Primary (E17)
020 8560 5701 / Mrs Eileen Sheedy</p> <p>24 Ivybridge Primary (I17)
020 8891 2727 / Ms Caroline McKay</p> |
|--|--|--|

- 25 Lionel Primary (A21)**
020 8560 5323 / Ms Michelle Hone
- 26 Marlborough Primary (D17)**
020 8560 3978 / Ms Kam Gill
- 27 Nishkam School West London (all through) (C16)**
020 3141 8760 / Mr Gerard Dineen
- 28 Norwood Green Infant & Nursery (A11)**
020 8574 1456 / Mr Daniel Willetts
- 29 Norwood Green Junior (A11)**
020 8574 1726 / Ms Catherine Norfolk
- 30 Oak Hill Academy West London (L5)**
020 8890 4560 / Ms Laura Taylor
- 31 The Orchard Primary School (G11)**
020 8570 6247 / Ms Christine Haslam
- 32 Oriel Academy West London (M9)**
020 8894 9395 / Ms Ruth Gusterson
- 33 Our Lady & St John's Catholic Primary (B19)**
020 8560 7477 / Mrs Sue Cunningham
- 34 Reach Academy Feltham (all through) (K7)**
020 8893 1099 / Ms Matilda Browne
- 35 The Rosary Catholic Primary (B12)**
020 8570 4942 / Ms Karen Cunningham
- 36 St Lawrence Catholic Primary (K7)**
020 8890 3878 / Mr Leo Duggan
- 37 St Mary's Catholic Primary (Chiswick) (B26)**
020 8994 5606 / Ms Joan Harte
- 38 St Mary's Catholic Primary (Isleworth) (F17)**
020 8560 7166 / Mr Farley Marsh
- 39 St Michael & St Martin Catholic Primary (F11)**
020 8572 9658 / Mrs Nicola Duggan
- 40 St Paul's CE Primary (C20)**
020 8560 3297 / Mr John Wright
- 41 St Richard's CE Primary (N10)**
020 8898 0848 / Ms Jodie Stilwell
- 42 The Smallberry Green Primary (E17)**
020 8580 2070 / Mrs Helen Holton

- 43 Southville Primary (J6)**
020 8890 6745 / Ms Joanne Lacey
- 44 Sparrow Farm Primary (I8)**
020 8890 7194 / Mrs Amie Cella
- 45 Spring Grove Primary (E15)**
020 8560 0965 / Mrs Sue Colley
- 46 Springwell School (C10)**
020 8570 5702 / Mrs Kamm Grewal
- 47 Strand on the Green Infant & Nursery (B23)**
020 8994 7921 / Mrs Vanessa Townsend
- 48 Strand on the Green Junior (B23)**
020 8994 7847 / Ms Ruth Woods
- 49 Victoria Junior (K8)**
020 8890 9624 / Mr David Lee
- 50 Wellington Primary (E11)**
020 8570 6130 / Ms Deborah Norton
- 51 Westbrook Primary (C11)**
020 8570 9942 / Dr Melvyn Tatters
- 52 The William Hogarth (B26)**
020 8994 4782 / Ms Avril Stockley
- 53 Worple Primary (G18)**
020 8321 8100 / Ms Marais Leenders

Secondary Schools

- 54 Bolder Academy (D17)**
020 3963 0806 / Ms Heidi Swidenbank
- 55 Brentford School for Girls (C20)**
020 8847 4281 / Ms Marais Leenders
- 56 Chiswick School (C26)**
020 8747 0031 / Ms Laura Ellener
- 57 Cranford Community College (B8)**
020 8897 2001 / Mr Kevin Prunty
- 58 The Green School for Girls (D18)**
020 8321 8080 / Mr Lee Thomas
- 59 The Green School for Boys (D18)**
020 3019 8444 / Mr Simon Carter
- 60 Gumley House School FCJ (E17)**
020 8568 8692 / Mr Stephen Byrne
- 61 Gunnersbury Catholic School (B19)**
020 8568 7281 / Mr Kevin Burke
- 62 The Heathland School (H11)**
020 8572 4411 / Ms Seema Huxley
- 63 Heston Community School (C12)**
020 8572 1931 / Mr Ranjit Berdesha

- 64 Isleworth & Syon School for Boys (D16)**
020 8568 5791 / Ms Jo Higginbottom & Mr Simon Fisher
- 65 Kingsley Academy (F14)**
020 8572 4461 / Mr Bob Tinsley
- 66 Lampton School (D13)**
020 8572 1936 / Mr Stephen Davis
- 67 Logic Studio School (14-19) (K8)**
07970 751044 / Mr Alex Pett
- 68 Nishkam School West London (C17)**
020 3141 8760 / Mr Tom Cragg
- 69 Reach Academy Feltham (K7)**
020 8893 1099 / Ms Rebecca Cramer
- 70 Rivers Academy, West London (I6)**
020 8890 0245 / Mr Luke Homer
- 71 Space Studio School (14-19) (J8)**
020 3696 8140 / Mr Andy Morgan
- 72 Springwest Academy (K8)**
020 8831 3000 / Mr Simon Hart
- 73 St Mark's Catholic School (F12)**
020 8577 3600 / Ms Andrea Waugh-Lucas
- 74 West Thames College (E16)**
020 8326 2000 / Tracy Aust
- 75 Feltham Skills Centre (J9)**
020 8818 6800 / Tracy Aust

Special Need Schools

- 76 Lindon Bennett School (N9)**
020 8898 0479 / Ms Clare Longhurst
- 77 Marjory Kinnon School (H4)**
020 8890 2032 / Ms Tracy Meredith
- 78 Oaklands School (Primary Campus - New Oaks School) (F15)**
020 8560 3569 / Mrs Anne Clinton
- 79 Oaklands School (Secondary Campus - High Oaks School & Great Oaks College) (D14)**
020 8560 3569 / Mrs Anne Clinton
- 80 The Cedars Primary School (C7)**
020 8230 0015 / Mr Gavin Winters
- 81 The Rise School (K9)**
020 8099 0640 / Ms Helen Ralston
- 82 Woodbridge Park Education Service (D17)**
020 8289 4684 / Mr Ian Berryman



Introduction

HEP is owned and governed by member schools in Hounslow for the purpose of providing services to support school improvement and meet the needs of vulnerable pupils in Hounslow schools.

Recognising a national context of continuing financial pressures on school funding and potential fragmentation of the well-established school to school partnerships in the borough, HEP was established in 2018 to promote and enable the collective ambition of Hounslow schools for all children and young people through a school-led system.



HEP priorities

HEP builds and supports partnerships between schools that promote collective responsibility and shared accountability for the educational outcomes of children and young people in Hounslow through programmes such as Peer Challenge in primary schools and Fair Access in secondary schools.

HEP Strategic Priorities 2020/2023

- Raise standards through continued school improvement
- Build and promote beneficial connections and partnership for members, within and outside the partnership
- Identify and meet the needs of our most vulnerable children and young people
- Invest in support for building and maintaining high quality teaching and inspirational school leadership



The HEP vision and values

Our school-led school improvement partnership enables us to deliver the best possible educational experiences and outcomes for all the children and young people of Hounslow and drives our collective responsibility and ambition for their achievements.

Our approach is collaborative and inclusive of all Hounslow schools and promotes a rigorous culture of review, reflection, challenge and support drawing on the skills and expertise in our schools and beyond.

Our promise

Come together, keep together, work together

Our promise is to work with great energy to encourage our members' shared responsibility, collective moral purpose and vision. We will build on deep and trusted relationships across our supportive, thinking and learning community to deliver excellence in all we do.

HEP schools will always be stronger together.

HEP's Membership Offer



Meet:
We bring school leaders together to learn from each other.



Identify:
We identify needs through a school-led improvement partnership.



Respond:
We respond to the needs of schools to build the capacity of the school-led system.



Train:
We train our network members to improve systems and practices.



Share:
We share priorities and expertise through collaboration to accelerate school improvement.



Invest:
We provide the resources for schools to get results.



Impact:
We deliver excellence in all we do for all the children and young people of Hounslow.



Key contacts

HEP Primary Directors:
Eileen Sheedy and John Norton

HEP Partnership Director: **Cormac Bourne**
Email: c.bourne@hounsloweducationpartnership.co.uk
Website: www.hounsloweducationpartnership.co.uk

East Area co-chairs:
Caroline McKay - Ivybridge Primary School
Farley Marsh - St Mary's Catholic School, Isleworth

Central Area co-chairs:
Christine Haslam - The Orchard Primary School
Dr Melvyn Tatters - Westbrook Primary School

West Area co-chairs:
Alison Small - Crane Park Primary School
Maggie Novak - Cardinal Road Infant & Nursery School



Key meetings

Primary Partnership meetings –
1 per half term, all Headteachers

Local Area meetings East/Central/West –
1 per half term, all Headteachers

Primary and LA liaison meetings –
1 per half term, nominated reps

School Led Improvement Primary –
1 per half term, nominated reps

Hounslow Safeguarding Children Partnership



Introduction

Keeping children safe is a shared partnership responsibility with each agency equally fulfilling their role to promote the welfare and safeguarding of children in Hounslow. Effective partnership working requires each agency to commit resources to deliver strategic and operational priorities under Working Together to Safeguard Children 2018 guidance, pan London Child Protection Procedures and local protocols and guidance.

HSCP Statutory Safeguarding Partners are:

- LA Social Care
- Health
- Police
- Education



Key requirements and areas of support on offer

- Where to intervene and at what level – (see *Threshold Guidance*)
- Annual Education Safeguarding Online audit tool
- **MASH** – Multi Agency Safeguarding Hub
- Referral advice and support through the Early Help Hub and Safeguarding advisers
- Collaboration on Child Protection Plans
- Multi-Agency Quality Assurance Programme
- Rich Training Programme & E-Learning: Free to all Hounslow schools (see *HSCP website*)
- Multi-Agency Escalation Policies



Hounslow Safeguarding Children Partnership



Key download and website links

Hounslow Safeguarding Children Partnership: www.hscb.org.uk

↓ [Hounslow Thresholds Guidance & Assessment Protocol May 2021](#)

↓ [Hounslow CFAN Referral Form](#)

↓ [Hounslow SCP Multi-Agency Safeguarding Children Arrangements 2019](#)

Training Programme - HSCP: www.hscb.org.uk

Child & Adolescent Mental Health Service (CAMHS): www.westlondoncamhs.nhs.uk

Email: hounslow.camhs@nhs.net

Contact CAMHS: **020 8483 2050**

Hounslow Education Partnership: www.hounsloweducationpartnership.co.uk



Key contacts

Business Manager: **Joanna Leader**
(currently on maternity leave)

HSCP Special School & Alternative Provision Representative: **Ian Berryman**
Email: iberryman.313@lgflmail.org
Interim Business Manager: **Adriana Thomas**

HSCP Primary Headteacher Representative: **Kamm Grewal**
Email: head@springwell.hounslow.sch.uk

HSCP Independent Adviser: **Hannah Miller**

Business Support & Development Officer: **Hayley Stockwell**

All contact to go through to hscb@hounslow.gov.uk



Introduction

The School Effectiveness Service offers cross-phase advice and support to schools in Hounslow. An on-going dialogue with Hounslow's schools, including a 'search & response' model, means that this service can provide timely and effective support. Schools receive a Local Authority Categorisation letter annually, at the end of the autumn term, which can identify areas of support if needed, and also encourages transparency. The service analyses data, peer challenge reports and annual discussion reports of non-peer challenge schools, to inform the categorisation, as well as other factors, such as a substantial change in the SLT. Support for schools is determined by need.



Key areas of support on offer

- School Improvement
- Support for schools causing concern
- Advice regarding Headteachers and Senior Leaders, including Headteacher recruitment
- Governing Board Support Service
- Elective Home Education
- Traveller Education
- Early Career Teacher (ECT) Induction
- School Workforce Development Team & CPD
- SEN and Sensory Support including hearing, vision and physical impairments
- SEND Centres/Resource Provisions advice and support
- New SENDCO recruitment support and induction.
- Statutory Assessment across Key Stage 1 and Key Stage 2 including phonics and moderation
- CPD support through networks and forums
- Networks and Forums for SEN and CPD support



Key download and website links

Partnership work with HEP:
www.hounsloweducationpartnership.co.uk

SEN overview of services:
www.hounslow.gov.uk

Governor Hub: www.governorhub.com



Key contacts

Senior Primary Education Adviser: **Akwal Gill**
 Office: **020 8583 2606**
 Mobile: **07977 529 957**
 Email: akwal.Gill@hounslow.gov.uk

School Improvement Adviser: **Lyn Gray**
 Office: **07792 337708**
 Email: lyn.gray@hounslow.gov.uk

ECT Manager: **Liz Strong**
 Email: liz.strong@hounslow.gov.uk

Governor Services Manager: **Paula Passee**
 Email: paula.passee@hounslow.gov.uk

SEND Adviser: **Hannah Clements**
 Email: hannah.clements@hounslow.gov.uk

School Workforce & Development Team & CPD

Senior Recruitment Manager: **Louise Butt**
 Office: **020 8583 4146**
 Mobile: **07890 536 335**
 Email: louise.Butt@hounslow.gov.uk

CPD & Training: **Allison Wadden**
 Office: **020 8583 4190**
 Email: allison.wadden@hounslow.gov.uk

Introduction

The School Organisation and Access to Education department works on behalf of the council to perform statutory duties for:

- School Attendance Support Service
- Fair Access and Inclusion
- Children Missing Education
- Admissions and School Organisation



Key areas of support on offer

School Attendance Support Service, Fair Access and Inclusion:

- Managing assessment and intervention following a referral
- Managing effective interventions to improve attendance of individual pupils including School Attendance Panel and submission of written evidence to court
- Representation on school attendance on a number of inter-agency meetings and forums
- Early identification and regular review between Educational Welfare Service and school staff
- MASH – Multi Agency Safeguarding Hub
- Child entertainment and licensing
- Attendance Fixed Penalty Notices (FPN)
- Fair Access Placements via Fair Access Panel (Exclusions)
- Support with the Exclusions process
- Children Missing Education, safeguarding of pupils through on and off rolling

Admissions and School Organisation:

- Coordinate the annual admission application process for Primary and Secondary Schools via PAN London
- Offer of places ensuring there are enough school places for every child in Hounslow
- Annual consultation and determination of Primary and Secondary Community School admission arrangements
- Production of pupil projections - forecasting demand against supply
- School organisation – opening/closing/merging schools; changes to capacity; unregistered schools
- Consultation and determination of Community School term and holiday dates



Key download and website links

Hounslow Council Admissions: www.hounslow.gov.uk/info/20026/school_admissions

Term and Holiday Dates: www.hounslow.gov.uk

[↓ Hounslow CFAN Referral Form](#)

[↓ Fair Access Operational Guide](#)

DfE Guidance

School Admission Code: www.gov.uk/government/publications/school-admissions-code

Exclusions Code: www.gov.uk/government/publications/school-exclusion

School Attendance: www.gov.uk/government/publications/school-attendance



Key contacts

Head of School Organisation and Access to Education: **Sheena Poley**
Office: **020 8583 2640**
Email: sheena.poley@hounslow.gov.uk

Inclusion Manager: **Jan Hedges**
Office: **020 8583 2722**
Email: jan.hedges@hounslow.gov.uk

Access to Education Team Leader (Exclusions and Fair Access): **Hilary Baker**
Office: **020 583 2784**
Email: hilary.baker@hounslow.gov.uk

School Attendance Support Service Team Leader: **Marie Hosain**
Office: **020 8583 3049**
Email: marie.hosain@hounslow.gov.uk

Senior Officer of School Organisation: **Catherine Pinto**
Office: **020 8583 2872**
Email: catherine.pinto@hounslow.gov.uk

Primary Admissions Team Leader: **Jo Murray**
Office: **020 8583 2652**
Email: jo.murray@hounslow.gov.uk

Project Officer: **Annie Haines**
Office: **020 8583 5017**
Email: annie.haines@hounslow.gov.uk

Introduction

The Early Years and Childcare Service works on behalf of the council to perform statutory duties which include:

- Improve the outcomes of all children up to 5 and reduce inequalities between them
- Assess the local childcare market and secure sufficient childcare from 0 – 14
- Secure sufficient 15-hour free early education and childcare places for all 3 and 4 year olds, and an additional 15 hours for eligible children
- Secure sufficient free early learning and childcare for disadvantaged 2 year old children, according to eligibility
- Implement the EYFS and support providers in delivering high quality integrated early education and care for children from birth to age 5
- Provide information, advice and assistance to parents and prospective parents on the provision of childcare in their area



Key areas of support on offer

- Developing high quality Foundation Stage provision
- Support with EY assessment, ongoing and starting points - how to be proportionate rather than onerous and using it to support learning and development
- Shaping the curriculum to support the needs of the cohort, groups and individuals
- Advice and guidance on the free early learning entitlements for disadvantaged 2 year olds and 3 and 4 year olds, including the 30 hour offer
- Early Years termly training programme
- Links with Children Centre programmes
- Support with Out of School Hours provision – Breakfast Clubs, After School and Holiday Clubs
- Advice and guidance on all matters relating to childcare



Key download and website links

Family Services Directory hosts a wealth of information including the Local Offer, Early Help, Activities for families, and signposting to a range of professional services:
fsd.hounslow.gov.uk

Access to national and local guidance and example practice templates:
www.hounslow.gov.uk/eydocs



Key contacts

Acting Head of Early Years & Childcare – Sufficiency and Family Information Service:
Angela Doidge-Nelson
Office: **020 8583 4294**
Email: angela.Doidge-Nelson@hounslow.gov.uk

Acting Head of Early Years & Childcare – EYs Registered Childcare and HAF:
Jan Milstead
Office: **020 8583 2734**
Mobile: **07507 686 254**

Acting Head of Early Years & Childcare – Children Centres: **Sandra Jones**
Mobile: **07951 029 905**
Email: sandra.Jones1@hounslow.gov.uk



Special Educational Needs and Disability (SEND)

Introduction

The SEN and Disability offer comprises of a number of services and teams that cover the 0-25 age range for children and young people with special educational needs and/or disabilities (SEND) and performs statutory duties on behalf of the Council.



Key areas of support on offer

EHC assessment and review team

- Coordinate the EHC needs assessment and review pathway
- Administration of annual reviews and requests for change of placements
- Coordinate phase transfer between settings for children and young people with EHC plans
- Responsible for the placement of children and young people with EHC plans

Educational Psychology Service

- EPs in Hounslow visit nurseries, schools, colleges and specialist settings regularly. We meet with teachers, parents/carers and often children and young people themselves, to gain an understanding of the child or young person's strengths and the barriers to their learning/education, including their emotional well-being
- Liaise and/or work in partnership with other agencies and professionals who are supporting a child or young person
- Work together with those who know the child or young person well on learning programmes and/or strategies to meet individual needs
- Sometimes undertake individual assessment of a child/young person to gain a clearer picture of the current situation
- Advise parents about managing difficulties at home that may be affecting the child in their school or setting

- Formal role in contributing to the statutory assessment of children and young people with severe and complex needs for their Education Health and Care Plan

Advisory Teachers

- Specialist support and advice for children 0-19 with hearing, visual, physical needs or complex medical conditions
- Assessment of a child's sensory and physical disability needs
- Training (including mentoring teachers undergoing training in hearing, visual and multi-sensory impairment)
- Advice and information
- Classroom, curriculum and access support
- Specialist equipment guidance
- Service for pre-school children with complex disabilities

SEND Adviser

- Works as part of the SEND Service, but has close liaison with the School Effectiveness Team
- Liaison with Hounslow Education Partnership
- Leads on SEN support developments including training and development for schools
- Coordinates the SENDCO forum
- Quality Assurance of specialist provision

Special Educational Needs and Disability (SEND)



Key download and website links

SEN and Disability 0-25 years Code of Practice:
www.gov.uk

Hounslow Family Service Directory:
fsd.hounslow.gov.uk

SEN and Disability Information, Advice and Support Service (SENDIASS):
fsd.hounslow.gov.uk

Disagreement and Resolution Service:
www.kids.org.uk/mediation-info



Key contacts

Assistant Director Special Educational Needs and Disability: **Annita Cornish**
Office: **020 8583 2850**
Email: annita.cornish@hounslow.gov.uk

Principal Educational Psychologist and link with CAMHS: **Helen Booth**
Office: **020 8583 4188**
Email: helen.booth@hounslow.gov.uk

EHC assessment and review team manager: **Irene Carbin**
Office: **020 8583 5726**
Email: irene.carbin@hounslow.gov.uk

SEND Adviser: **Hannah Clements**
Email: hannah.clements@hounslow.gov.uk

SEN Specialist Support (HI/ VI/ PD)
Office: **020 8583 2874**
Email: enquiries.senss@hounslow.gov.uk

Children Affected by Domestic Abuse (CADA)



Introduction

The CADA Project offers therapeutic support for children and young people affected by domestic abuse and their non-abusive parents.



Key areas of support on offer

The project offers each school access to a designated **Parent and Child Domestic Abuse Worker (PCDAWs)**. The PCDAWs receive all Operation Encompass notifications and can work with you to support pupils and parents who have experienced domestic abuse. The support provided is independent and available to all school-aged children in Hounslow, even if they are already receiving support from children's social care. Please see the CADA booklet for your allocated PCDAW to your school.

Support for children:

- Safety planning
- Emotional support
- Space to explore child's experience of hurting in the family
- Support to aid healing from domestic abuse
- Reassurance that domestic abuse was not the child's fault
- Emotional literacy
- Self esteem

Support for non-abusive parents:

- Safety planning
- Practical and emotional support
- Advocacy Space to learn about different ways of supporting the children with their recovery from domestic abuse
- Help to explore options and choices to make informed decisions
- Empowerment

Operation Encompass is an initiative that reports to school prior to 9.00am the following day when a child or young person has been involved in, or been exposed to, a domestic incident involving the police. The information is passed to a trained 'Key Adult' usually the DSL or the Headteacher within the school. The child or young person can then be appropriately supported. If you need further support with a family, your linked PCDAW can support a case but please always follow your safeguarding processes.

CADA's other support Services for children in Primary School

Let's Talk Programme – group work support programme

Let's Talk is for families where the perpetrating adult no longer resides in the family home and the family is safe. The programme is a free 12-week structured therapeutic group programme for children, young people and mothers affected by domestic violence.

Email: Rachel.Atterton@hounslow.gov.uk for more information.

Children Affected by Domestic Abuse (CADA)



Phoenix Counselling Service

Call us in confidence on 0208 890 3133

Phoenix Therapy Centre is open to offer face-to-face and online counselling to adults, children, parents and couples. As part of the CADA project, they offer free play therapy sessions for children under 11 affected by domestic abuse and for parents who are needing support for their children who are maybe struggling with their emotional and mental health.

Masculinities Programme

The Men and Masculinities programme is for men who are aware that their relationships have become distressing and damaged by their behaviour. The programme will create a safe and supportive space to help them explore what it means to be a man, a partner and a father. It will address the impact of conflict, anger, anxiety and addiction on their relationships and help them try to rebuild the trust they have lost. The programme also offers a linked (ex-) partner support service upon referral. Please contact - adminDVA@cranstoun.org.uk or 07701 373 131 for information.



Key download and website links

CADA Booklet:

www.hounsloweducationpartnership.co.uk/wp-content/uploads/2022/11/CADA-Booklet-August2022.pdf

For your school's PCDAW, please see the link to the CADA booklet.



Key contacts

Domestic Abuse Early Help Lead: **Charlotte Roffey**
Office: 020 8583 4156
Mobile: 07807 286433
Email: charlotte.Roffey@hounslow.gov.uk

Lead for Operation Encompass: **Jan Hedges**
Office: 020 8583 2722
Email: jan.hedges@hounslow.gov.uk

Let's Talk Programme: **Rachel Atterton**
Office: 020 8583 5034
Email: rachel.atterton@hounslow.gov.uk

Let's Talk Programme: **Tejinder Aiyadorai**
Mobile: 07970 955326
Email: tejinder.aiyadorai@hounslow.gov.uk

One Stop Shop

Parents who are experiencing domestic abuse can access comprehensive advice and support from the Hounslow One Stop Shop.

This is a weekly drop-in service which provides access to a variety support options for all victims of gender-based violence, including domestic and sexual violence, forced marriage, honour-based violence, female genital mutilation, prostitution, human trafficking for sexual exploitation and stalking.

The One Stop Shop is open every Wednesday between 10am – 12pm

At - The Arts Centre, First Floor, Treaty Centre, High Street Hounslow, TW3 1ES
Phone: 07810 031780





Introduction

Hounslow Mental Health Support Team (MHST) is part of the government's initiative to improve access to mental health support for children and young people. This support is based on the Whole School Approach that involves working with school senior leadership teams and staff, parents/carers and children and young people. Commitment from the school's senior leadership is key to the success of the effective service delivery of the MHST.

The MHST is an integral part of Hounslow Child & Adolescent Mental Health Service (CAMHS). All interventions are:

- Brief
- Evidence-based
- Informed by Cognitive Behaviour Therapy (CBT)

All workshop and training materials for staff development and parent/carer support are also based on relevant research and up-to-date information. Support for primary school children is delivered through parents/carers as the evidence shows it to be most effective in implementing tried and tested strategies to promote children's emotional wellbeing.



Key contacts

The MHSTs are working using a blended approach of virtual and face-to-face contacts.
Email: wlm-tr.hounslowmhst@nhs.net
(your enquiry will be directed to the appropriate member of staff)
Line worker: **Anouska Patel**
Mobile: **07511 048 292**

Key areas of support on offer

Hounslow's MHSTs consist of three teams (East, West & Central) made up of Educational Wellbeing Practitioners (EWPs) and Children's Wellbeing Practitioners (CWPs) who work as part of an outreach service for schools across the borough.

We also have senior practitioners and trainee CBT therapists who have a small capacity to offer longer CBT interventions where appropriate.

Practitioners can deliver:

- Up to **eight 1:1 sessions of guided self-help (GSH)** with the parents/carers of children presenting with **mild/moderate anxiety or behavioural difficulties**
- **Groups** for parents (eg – for parents who have a child experiencing anxiety) and for children (e.g. Brain Buddies)
- **Workshops** to raise awareness among parents/carers
- Workshops/**training** to raise awareness among school staff

The MHST endeavours to promote preventive strategies and, where needed, early intervention to ensure best outcomes for all.



Key download and website links

Schools in Mind:
www.annafreud.org/schools-and-colleges
For your school's PCDAW, please see the link to the **CADA booklet**.

Hounslow Child and Adolescent Mental Health Services (CAMHS):
www.westlondon.nhs.uk/services/gp-information/cahms
CAMHS offers assessment and treatment for children and young people under 18 years old who have emotional, behavioural or mental health difficulties. A duty worker is available to discuss.

Anxiety UK: www.anxietyuk.org.uk
Information, resources and support for helping you understand how to deal with your anxiety during these difficult times.
Call **03444 775774 (available 9:30am-10pm Monday-Friday, 10am-8pm weekends)**

Childline: www.childline.org.uk
A free and confidential support service for children. Childline is here to help anyone under 19 in the UK with any issue they're going through.
Call **0800 1111 (available 9am – midnight, every day)** Chat **online** to a counsellor **(available 9am – midnight, every day)**

Family Matters: www.ruils.co.uk/services/family-matters
Family Matters is a project led by the charity, Rulis. Parent Support Workers provide practical support, advice and information to families caring for children and young people aged 0-25, with any disability or additional need.
Call **07376 354 638/ 020 8831 6083**
Email: alkatripathi@ruils.co.uk

NSPCC: www.nspcc.org.uk
The NSPCC is the UK's leading children's charity, preventing abuse and helping those affected to recover.
Call **0808 800 5000**
Email: help@nspcc.org.uk
If you would like support about online safety, go to: www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety

Young Minds: www.youngminds.org.uk
Information for young people about emotions and mental health.
Young people - text **85258 (24 hours a day, every day)**
Parents - call the parents helpline **0808 802 5544**

Introduction

The Peer Challenge programme was designed with and for local Hounslow Headteachers and is a partnership between schools that promotes collective responsibility and shared accountability for the educational outcomes of children and young people in Hounslow. The quality assured programme, now in its 9th year, has 42 schools actively involved in school improvement across the partnership. This sustained engagement of schools and leadership teams across Hounslow schools is a direct result of the positive outcomes and benefits that participating schools have experienced.

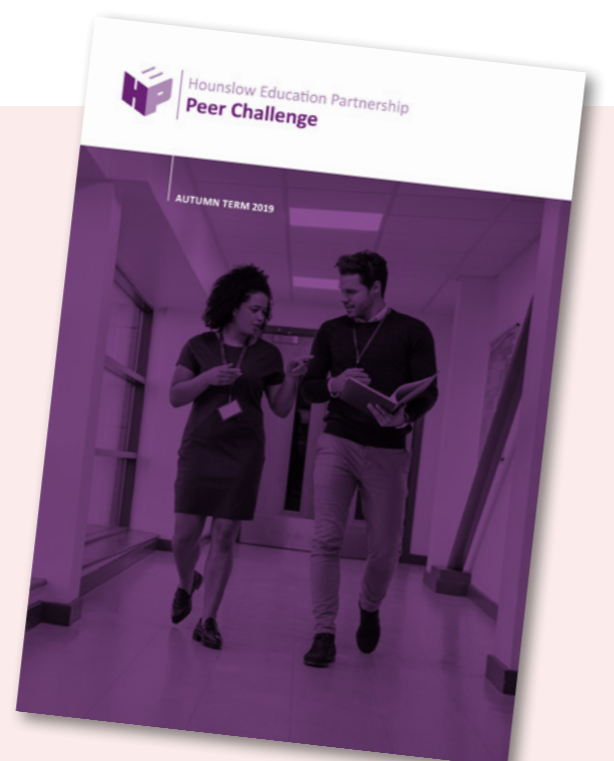
The aims of the programme are to:

- Foster and embed ambition, high aspiration and achievement for all the children and young people educated in Hounslow
- Establish a distinctive and sustainable 'Hounslow' approach to support for school improvement, created, developed and owned by Hounslow schools, and founded on the principles of 'system leadership', in which school leaders contribute to school improvement beyond their own school
- Adopt an approach to school improvement that supports and challenges all schools - not just those at risk - at whatever stage of their improvement journey



How Peer Challenge works

- Participating schools work in triads, coordinated by a Lead Headteacher
- Each school undertakes self-assessment
- Two peer challenges a year
- Peer Challenge process includes handbook and support materials
- Sample of peer reviews quality assured in each cycle
- Outcomes identified for Joint Practice Development



HEP's role

To promote Joint Practice Development, scoped and developed on behalf of members by the School Led Improvement Group (SLIPs).

Joint Practice Development this year has focused on:

- Subject Leaders Network – arranged locally through partnership area group
- Attendance Network and workshops
- Middle Leader development
- Curriculum leadership
- Subject leadership
- Moving schools from good to outstanding
- Understanding the Ofsted Framework – Ofsted skills training



Key contacts

HEP Director: **Cormac Bourne**
 Email: c.bourne@hounsloweducationpartnership.co.uk
 Website: www.hounsloweducationpartnership.co.uk

Peer Challenge Lead Headteachers:

- Collaborative A: **Alison Small - Crane Park Primary School**
- Collaborative B: **John Norton - Alexandra Primary School**
- Collaborative C: **Eileen Sheedy - Isleworth Town Primary School**
- Collaborative D: **Debbie Norton - Wellington primary School**



Early Help Updates

Introduction

The Early help hub has now been disbanded. Family hubs, which are still in development, will be the core of our Early help offer and first port of contact. Family hubs bring together services for families with children of all ages (0-19) or up to 25 with special educational needs and disabilities (SEND), with an emphasis on the Start for Life offer at their core.

Three family hubs will be developed across the borough in each locality (West, Central and East). The first hub will be in the West of the borough in Feltham, as this is where the need is most prevalent, and work has already been started by Reach Foundation's Children's hub. As part of the government's requirements all hubs need to be implemented by April 2023. The plan is to have the first hub functional by January 2023.



Current areas of support on offer

- **Liaison meetings** – provide a platform to have discussions with our partners about cases that may require additional support or advice
 - **CAPP** – The Community Action Partnership Panel (CAPP) creates a supportive but accountable forum for practitioners delivering Early Help which secures commitment from a range of community services and the Local Authority to working in partnership for vulnerable families. There are three CAPP panels covering the borough separated into three localities West, East and Central. The meetings are chaired by schools Reach Academy (West), TBC (Central) and Isleworth and Syon (East). Two of the Early help practitioners attached to the Early help hub remain and continue to support with the CAPP meetings
 - **School liaison initiative** – being relaunched soon
 - **SHELs** – The Local Authority is working with Hounslow Education Partnership (HEP) to establish the Specialist Home Engagement Lead (SHEL) programme to provide family support workers in schools
 - **Bitesize** – weekly Newsletter called 'Bitesize'. This is a platform that informs of updates amongst Early help. Headteachers can add/remove themselves from the distribution list
- Areas of support in development**
- **Family hubs** – 'Early Help Front Door'
 - **The portal** – The portal will replace the current referral process and referrals to CSC will be online
 - **Early help offer and website** – to include more programmes from the voluntary and community sector

Early Help Updates



Key download and website links

Hounslow Early Help Offer Webpages: www.hounslow.gov.uk/earlyhelp

Hounslow Safeguarding Children Partnership: www.hscb.org.uk

Hounslow Local Offer; Family Services Directory (FSD): www.hounslow.gov.uk.fsd

↓ [Hounslow CFAN Referral Form](#)

↓ [Hounslow early help offer - practitioner resource bank](#)

↓ [Early Help Updates - November 2022](#)



Key contacts

Early help programme manager: **Leigh-Anne Adamah**
Email: leigh-Anne.Adamah@Hounslow.gov.uk

FFISS Early help coordinator: **Kajal Bakshi**
Email: FFISEarlyHelpCoordinator@hounslow.gov.uk

Children's Services Front Door:
childrensocialcare@hounslow.gov.uk
Office: **020 8583 6600** option 2



Local Authority Designated Officer (LADO)



Introduction

LADO (local authority designated officer) refers to the specific role of the designated officer employed by the local authority to manage and have oversight of allegations across the children's workforce.

The London Borough of Hounslow is committed to working in partnership with all agencies to ensure the safety and welfare of young people and children in our area.

Despite all efforts to recruit safely there will be occasions when allegations are made of abuse by staff or volunteers against children.



Key areas of support on offer

- Advice
- Enquiries
- Referrals

All referrals and new enquiries to the LADO should be made through the Safeguarding Advice and Allegations Management (SAAM) duty system.

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Key contacts

Local Authority Designated Officer:
Natasha Hofmans
(Mon-Fri 9am-5pm)
Office: **020 8583 3423**
Mobile: **07929 709 673**
Email: natasha.hofmans@hounslow.gov.uk

Sarah Paltenghi
(Mon – Wed 9am-5pm)
Office: **020 8583 3423**
Mobile: **07970 198 380**
Email: sarah.paltenghi@hounslow.gov.uk

The Emergency Duty Team: **020 8583 2222**
(for out of hours urgent referrals)

LADO/SAAM Duty Line: **020 8583 5730**
(Monday-Friday)

LADO Line Manager: **Elizna Visser**
Office: **020 8583 3685**
Email: elizna.visser@hounslow.gov.uk



Key download and website links

[LADO referral form](#)

Email box that all new referrals are processed through (Mon-Fri):
LADO@hounslow.gov.uk

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Governors



Introduction

Hounslow Governor Services offers a range of services, to enable boards to fulfil their strategic role and ensure the best possible outcomes for children and young people in Hounslow.

“The purpose of governance is to provide confident and strong strategic leadership which leads to robust accountability, oversight and assurance for educational and financial performance.”

(DfE Governance Handbook, March 2019)



Key download and website links

Governance Handbook:
www.gov.uk

Governor Hub:
www.governorhub.com



Key areas of support on offer

- Advice and support
- Support in the recruitment of governors
- Support for reviews of governance
- Termly training programme
- Clerking service
- One-to-one support for new chairs of governors, if requested



Key contacts

Email: governorservices@hounslow.gov.uk

Head of Governing Body Support Service:
Paula Passee
Office: **020 8583 4845**
Email: paula.passee@hounslow.gov.uk

Governor Support Officer: **Alix Reeves**
Office: **020 8583 2702**
Email: alix.reeves@hounslow.gov.uk

Governor Training: **Allison Wadden**
Office: **020 8583 4190**
Email: allison.wadden@hounslow.gov.uk



Introduction

The London Borough of Hounslow (LBH) and its community schools have a shared responsibility to ensure the health, safety and wellbeing of staff, pupils and others (Health & Safety at Work Act 1974)

LBH, as the employer, has overall responsibility for health and safety in its community schools.

Day-to-day responsibility for local risk management and compliance with statutory requirements is delegated to the Headteacher and governing body. Although community schools have a degree of autonomy in this respect, they are still required to follow the directives, policies, procedures and guidance issued by LBH to ensure compliance with the law and the LA's specific health and safety standards.

The Headteacher must appoint a member of staff with the necessary competence, aptitude and positional authority to the post of Health and Safety coordinator, to assist them with health and safety matters. If not appointed, this post will fall, by default, to the Headteacher. A lead health and safety governor should also be appointed.

LBH will provide a core health and safety service to all community schools under two broad categories:

- Health and Safety Advice
- Health and Safety Monitoring

This service is sufficient to allow LBH to meet its statutory duties and to support schools in meeting their delegated duties.



Key areas of support on offer

Advice:

- Telephone and e-mail advisory service provided by a dedicated school's health and safety adviser
- Provision of overarching health and safety policies, procedures and guidance
- Completing Risk Assessments
- Safe planning and implementation of school trips
- Training requirements, including the provision of a range of in-house and outsourced training
- Preventative measures following incidents and accidents

Monitoring:

- Mandatory online school trip management system
- Mandatory online incident reporting system for all staff and visitor incidents and all serious pupil incidents
- Notification of RIDDOR reportable incidents on the school's behalf and liaison with HSE inspectors as necessary
- Health and Safety audit every three years with more regular desktop/mini audits for information gathering
- Annual Governors Health and Safety Review



Key download and website links

Health & Safety Service Specification 2021/22

Maintained Schools: www.hounsloweducationpartnership.co.uk/health-and-safety
Non-maintained Schools: www.hounsloweducationpartnership.co.uk/health-and-safety
Voluntary-Aided Schools: www.hounsloweducationpartnership.co.uk/health-and-safety

Online incident reporting and school trip notification:

hounslow.info-exchange.com (click to access site; save to favourites/toolbar after first login)
hounslow.info-exchange.com (direct access to remote form to report an accident; no need to login)

Hounslow Services for Schools Website: www.hounslowservicesforschools.co.uk

Request Access (need to be registered and have a login)

Existing users can request a new user account from the school profile page once they have logged in.

To purchase service from LBH complete the **New School Enquiry form**.

For account enquiries, lost logins, etc. contact using **User Account Enquiry**.



Key contacts

Corporate Health & Safety Adviser:

Adam Stonely

Office: **020 8583 2610**

Mobile: **07970 843 208**

Email: adam.stonely@hounslow.gov.uk

Head of Health & Safety Service:

Geraldine Austen-Reed

Office: **020 8583 2173**

Mobile: **07816 070 688**

Email: geraldine.austen-reed@hounslow.gov.uk

General Health & Safety Advice and Guidance:

Office: **020 8583 2167**

Email: health.safety.askus@hounslow.gov.uk

Safer Schools and Youth Engagement & Diversion Teams



Introduction

The Safer Schools Team is made up of a team of Metropolitan Police Officers affiliated to schools across Hounslow and West London. They offer a service that links schools with the police and provide information, training and advice regarding issues around criminality, safeguarding and domestic incidents. The Safer Schools Team, alongside HEP have presented information at Primary Heads conferences. Schools are encouraged to contact the Safer Schools Team to run activities and schemes which are focused mainly towards informing upper primary and secondary pupils. The Youth Engagement and Diversion Team delivers key educational inputs to primary pupils around personal safety, knife crime and e-safety.



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Key areas of support on offer

The Safer Schools Team run workshops on:

- Internet Safety & Social Media, including Parents E-Safety
- Road Safety
- Gangs and Knife crime
- Anti Social Behaviour
- Drugs and Alcohol
- After school patrols where necessary
- Information Sharing/Safeguarding
- Hounslow Citizenship Scheme (Year 6)
- Police Cadets (10-18 year olds)

Support Early Years and Key Stage 1 topics such as:

- Stranger Danger
- People Who Help Us

The Youth Engagement and Diversion Team supports schools with:

- Internet safety, including parents e-safety
- Mobile phones and keeping safe
- Personal safety
- Future Life crime prevention with young people including County Lines, knife and gun crime, and gangs

Safer Schools and Youth Engagement & Diversion Teams



Key download and website links

Volunteer Police Cadets:

vpc.police.uk/be-a-cadet/application-of-interest

Hounslow Citizenship Scheme:

www.hounslow.gov.uk

Metropolitan Police Service:

www.met.police.uk



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Key contacts

Hounslow Schools and Youth Sergeant: **Sergeant Dave Turtle 168WA**

Mobile: **07867 165 715**

Email: david.turtle@met.pnn.police.uk

Youth Engagement & Diversion Team Officer: **APS Adam Justice 1332WA**

Mobile: **07917 243 520**

Email: adam.justice@met.pnn.police.uk

Prevent Education Officer: **Karmjit Rekhi**

Mobile: **07976 721 119**

Email: karmjit.Rekhi@hounslow.gov.uk

Community Inclusion and Participation Manager (Prevent & Counter Extremism Lead): **Joan Conlon**

Office: **020 8583 2197**

Mobile: **07976 757 856 (EMERGENCY ONLY)**

Email: joan.conlon@hounslow.gov.uk



Introduction

Prevent is part of Central Government's counter terrorism strategy **CONTEST**. "Safeguarding vulnerable people from radicalisation is no different from safeguarding them from other forms of harm". **The Prevent Strategy** aims to stop people becoming radicalised and supporting or being drawn into terrorism in all its forms. Hounslow has a statutory duty to "...have due regard to the need to prevent people from being drawn into terrorism". In Hounslow our Prevent Team is part of the **Community Partnerships Unit**.

The team focuses on three key areas:

- Responding to the ideological challenge of terrorism and the threat from those who promote it
- Preventing individuals from being drawn into terrorism and ensuring that they are given appropriate advice and support
- Working with sectors and institutions where there are risks of radicalisation that we need to address.

Channel is a voluntary programme which operates in the non-criminal space and provides support at an early stage to people who are vulnerable to being drawn into or supporting terrorism. Channel is about ensuring that vulnerable children and adults of any faith (or none), ethnicity or background receive support before their vulnerabilities are exploited by those that would want them to embrace terrorism and potentially take part in illegal terrorist activities.



Key areas of support on offer

The Prevent Education Officer offers:

- Support to schools around Prevent
- Prevent training
- Up to date contact details of the Prevent Team
- Information on referral pathways
- Prevent-related projects in schools
- Workshops around radicalisation/grooming/online safety etc.



Key download and website links

Contest: **The United Kingdom's Strategy for Countering Terrorism**

Revised Prevent duty Guidance for England and Wales: www.gov.uk/government/publications/prevent-duty-guidance/revised-prevent-duty-guidance-for-england-and-wales

Channel Duty guidance: **Protecting vulnerable people from being drawn into terrorism**

National Counter Terrorism Security Office website: www.gov.uk/government/organisations/national-counter-terrorism-security-office

ITAI Prevent pocket guide: www.itai.info/wp-content/uploads/2018/04/LTAI_PreventPocketGuide.pdf

Online Prevent Training:

www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html

www.elearning.prevent.homeoffice.gov.uk/preventreferrals

www.elearning.prevent.homeoffice.gov.uk/channelawarenes



Key contacts

Prevent Education Officer: **Karmjit Rekhi**

Office: **020 8583 4146**

Mobile: **07976 721 119**

Email: karmjit.Rekhi@hounslow.gov.uk

Prevent Lead for London Borough of Hounslow: **Joan Conlon**

Office: **0208 583 2197**

Mobile: **07817 079 190**

Email: joan.conlon@hounslow.gov.uk

Prevent Coordinator & Home Office Intervention Provider: **Najeeb Ahmed**

Office: **020 8583 2185**

Mobile: **07792 494 946**

Email: najeeb.ahmed@hounslow.gov.uk

Introduction

HR provides a comprehensive service including the provision of advice and support from pre-employment guidance to termination of employment and pensions.

HR works closely with our outsourced payroll provider **Liberata**. Liberata handle HR transactional functions including recruitment, payroll and pensions administration.



Get reliable advice and up-to-date expertise whenever you require it.



Key areas of support on offer

It is recommended that schools put into this service.

The Hounslow Schools and Commercial Services HR Team offer a traded HR service for school providing guidance regarding:

- HR policies and procedures
- Current laws and legal compliance
- Recruitment including advice and assistance with leadership recruitment
- Employment contracts

- Sickness and absence
- Disciplinary
- Grievance
- Capability

HR offers:

- Training and performance appraisal
- Advice on recruitment panels for leadership roles
- Job evaluation for non-teaching roles



Key download and website links

Hounslow Local Offer; Family Services Directory (FSD): fsd.hounslow.gov.uk

Hounslow Services for Schools: www.hounslowservicesforschools.co.uk

Email: servicesforschools@hounslow.gov.uk



Key contacts

Strategic HR Lead for Schools and Children's & Adults' Services (CAS): **Yvette Mayers**
Office: **020 8583 4259**
Mobile: **07525 991462**
Email: yvette.mayers@hounslow.gov.uk

HR Services for Schools – general enquiries:
Email: yvette.mayers@hounslow.gov.uk

For advice and support in respect of payroll, pensions and contract administration, please contact Liberata:

hounslow.SchoolsHR@liberata.com



Introduction

The Recruitment and Retention service is run by members of the School Effectiveness team, offering Hounslow schools strategic support with vacancies, staffing and areas affecting workforce retention. The service is available to all Hounslow schools and aims to provide value-for-money recruitment solutions to combat the costs of mainstream and private recruitment services.



Key areas of support on offer

- Dedicated recruitment website, teaching jobs page and employer branding, including across social media
- Highly successful annual NQT recruitment campaign in partnership with local Universities
- Talent Pools of experienced staff interested in Hounslow
- Lower cost advertising on education and public sector job boards
- Vacancy and retention monitoring, including exit surveys and interviews
- The Hounslow School Workload Charter - supporting schools to be workload and wellbeing aware
- Certificate of Sponsorship (right to work) processing and advice



Key download and website links

To find out more and to buy into the Recruitment service, please visit:
Hounslow Services for Schools
www.workinhounslowschools.org.uk
Follow [@TeachHounslow](https://twitter.com/TeachHounslow)



Key contacts

Senior Recruitment Manager:
Louise Butt
Office: **020 8583 4146**
Email: louise.butt@hounslow.gov.uk

Introduction

The Continuous Professional Development (CPD) service is run by the Schools Workforce Development Team as part of the School Effectiveness function. The service supports teaching and school staff throughout their career – from NQT through to Senior Leader. The team work closely alongside Governor training, external partners and other LA services to provide a comprehensive and responsive programme of training. Schools can purchase training through an annual SLA or on a pay-as-you-go basis.



Key areas of support on offer

- Hounslow Professional Development Centre (HPDC) based in Isleworth as a core base for staff training
- Dedicated Schools CPD website and online booking **Hounslow Services for Schools**
- Safeguarding training
- Middle and Senior Leader support
- First Aid and Paediatric First Aid training
- School Business Manager and Subject Leader networks



Key download and website links

To find out more and to buy into the CPD service, please visit:
Hounslow Services for Schools



Key contacts

Senior Recruitment Manager:
Louise Butt
Office: **020 8583 4146**
Email: louise.butt@hounslow.gov.uk

Centre Manager HPDC: **Allison Wadden**
Office: **010 8583 4190**
Email: allison.wadden@hounslow.gov.uk

Or contact the team at:
Email: cpd@hounslow.gov.uk

Introduction

The Schools Finance Team's key responsibilities:

- To ensure that the grant funding received from Government is passed on to schools correctly and that all transaction between schools and the local authority are correctly accounted for within the financial systems of each
- Reporting the financial position in relation to the Dedicated Schools Grant to the schools forum on a regular basis
- Completing a number of grant returns to central government to confirm that all types of grant funding relating to schools has been correctly allocated in line with the Government Regulations



Key download and website links

Schools Finance Regulations: www.hounslow.gov.uk

Link to Schools Forum reports and minutes: democraticservices.hounslow.gov.uk



Key areas of support on offer:

- Provide advice on Schools Finance regulations
- Prepare regular reports for the schools forum – including DSG budget setting and monitoring
- Ensure Government funding is correctly allocated to schools
- Provide guidance to schools on year-end closing of accounts
- Issue monthly Agresso reports to schools
- Process monthly reimbursement claims from schools
- Request and collate various schools' returns in line with Government Finance regulations - eg budget plans



Key contacts

Finance Manager – Schools Education & Early Intervention: **Sheilender Pathak**
Office: **020 8583 2427**

Schools Finance Team – general enquiries:
Email: SchoolsFinanceSupport@hounslow.gov.uk

Introduction

The Corporate Property team provide a comprehensive, multi-disciplinary building design and project management service for the council's corporate property portfolio which also includes its schools.

The team manages projects including contract and financial management. Its **Asset Management Plan (AMP)** contains premises information on school condition, suitability, sufficiency and CAD/floor plans, using the **TF Cloud** management database.

Corporate Property ensures **ESFA School Condition Allowance** capital funding for LA maintained schools targets priority projects. The delegation of **Devolved Formula Capital** means that schools have a greater stake in management of premises and responsibility for capital projects under £15,000. Above all, schools need to ensure that they have made adequate arrangements to meet their statutory responsibilities.

We work closely with other departments in Hounslow that provide premises-related services and can help signpost you to the appropriate teams.



Key areas of support on offer

- Professional advice on building and construction matters
- Construction Design and Management (CDM) advice and services
- Energy Management Services: Feed-in Tariffs (FiTs), renewable energy and energy certificates
- Facilities Management Services: service contracts, contractor performance management, 24/7 reactive helpdesk services
- Valuations of land and property and any landlord and tenant matters
- Compiling, managing and maintaining a LA-wide Asset Management Plan (AMP) database for all schools
- Project management- minor and major projects
- Feasibility studies, building surveying & architectural services
- TF Cloud – online cloud system premises database for school surveys, CAD plans, asbestos, fire risk assessment, compliance certificates & service reports. All LA maintained schools have access to TF – username and passwords have been issued



Key download and website links

TF Cloud: <https://tfcloud-hounslow.technologyforge.com/login>

Contact for TF Username & Passwords:

Ikram Warsame - Asset and Investment Planning Officer

Office: **020 8583 4999**

Email: Ikram.warsame@hounslow.gov.uk



Key contacts

Corporate property:

Asset and Investment Planning Manager:

Sarah Walker

Office: **020 8583 2602**

Email: sarah.Walker@hounslow.gov.uk

Property Compliance including asbestos:

Head of Property Compliance:

Paul Perkins

Office: **0208 583 4118**

Email: paul.perkins@hounslow.gov.uk

Compliance Helpdesk: (All enquires relating to compliance)

property.compliance@hounslow.gov.uk

Property-related matters managed by other departments:

Energy Management Services

Energy Manager: **Charles Pipe**

Office: **020 8583 2485**

Email: charles.Pipe@hounslow.gov.uk

Facilities Management

(Service contracts/premises maintenance)

Property Services Manager: **Jyothi Ramesh**

Office: **020 8583 4249**

Email: jyothi.Ramesh@hounslow.gov.uk

Helpdesk (responsive repairs)

Email: FacilitiesManagementHelpdesk@hounslow.gov.uk

Office: **0208 583 6464**

Introduction

Managed Moves is a formal agreement between two schools, a child and their parents/carers. It provides an opportunity for a child at risk of permanent exclusion or with significant attendance issues to have a fresh start in a new school on a dual-registration basis during a trial period.



There is no requirement from the Department for Education for schools to use Managed Moves. However, in Hounslow, HEP, supported by the LA, recommends that schools consider the use of Managed Moves as a further strategy to prevent a permanent exclusion. A Managed Move should not be an early or first response to supporting a child displaying inappropriate behaviour. Other appropriate strategies should be considered as part of arrangements to support a child with additional needs (reasonable adjustments to meet need/disability must be considered).

If the move is successful, at the end of the trial period, the child will formally transfer to the host school and come off the roll of the originating school. **During the trial period, they remain on the roll of the home school and are dual registered at the host school.**

If, during the trial period, the move is unsuccessful the child will return to the current (home) school and dual registration will cease. A Managed Move requires the agreement of the child's parents/carers, the headteacher of the child's current (home) school and the headteacher of the host (receiving) school.

Home School is the school where the child is currently on roll.

Host school is the receiving school where the child will be moving to.

A Managed Move is an **agreement between HEP schools**. HEP recommends a trial period of 12 weeks. A Managed Move should be considered as part of a measured response to supporting a child's social, emotional and behavioural needs. A Managed Move is different from the power of a mainstream school to direct a pupil to off-site provision. HEP schools will work collaboratively to give the Managed Move arrangements the best chance of success.

A Managed Move **may be suitable** in the following circumstances (not all have to apply):

- Where a pupil refuses to attend their current school due to breakdown in social relationships
- Where a pupil is at risk of permanent exclusion from their current school - eg for a one-off extreme behaviour
- Where the opportunity for a fresh start in a new school would be of benefit to the child
- Parents/carers are in full agreement and supportive of the process

- A pupil has reached the threshold for, and been issued with, a **permanent exclusion**, but a Managed Move has been deemed likely to be successful. This would need to be agreed between schools and all relevant stakeholders on the understanding that, if the move was unsuccessful, the **permanent exclusion** would be reinstated

A Managed Move **would NOT be appropriate** in the following circumstances:

- Where a straightforward transfer to another school is being sought by the parents/carers
- Where the school believes the pupil is unlikely to succeed in another mainstream school
- The child is not on a school roll
- A child with an EHCP can not be Managed Moved without a change to their EHCP. Looked After Children can be offered a Managed move, but only with the agreement and support of the Virtual School
- Students in Year 11 or last half of Year 10, other than in very exceptional circumstances



Key contacts

Managed Moves protocol: www.hounsloweducationpartnership.co.uk/members-area

Managed Moves email: managedmoves@hounsloweducationpartnership.co.uk

Contact: **Cormac Bourne**



Introduction

Woodbridge Park Education Service is a multi-site Alternative Provision serving the London Borough of Hounslow from the Early Years Foundation Stage up to Key Stage Five, catering for a variety of pupils who are not able to be educated within a mainstream setting.

- **KS1 Pathways** is a Primary Behaviour Pilot Project set up in partnership with the LA to address the growing needs of primary students who are being referred to the service for intensive intervention programmes. The age groups for this provision range from Reception to Year 2 pupils and it operates along a 6/12-week programme. This provision is currently based at Southville Infant School.
- **KS2** provides education for primary-aged pupils who have been permanently excluded from a Hounslow LA maintained school.
- **The Bridge Outreach** is a service available to all mainstream primary schools in Hounslow. Pupils will have been identified as needing additional support with social, emotional and/or behavioural difficulties. Pupils will have been identified at SEN Support and will have received support and advice from the Early Intervention Service; however, their behaviour is still a cause for concern.
- **The CATE Centre** provides a holistic approach which offers full time education to students until they are able to return to their home school, reintegrate to a new school or move on to a suitable specialist long term educational placement. Hospital School provision within the Starlight Ward at West Middlesex Hospital and Home Tuition is delivered from CATE.



Key areas of support on offer

The service aims to support schools to:

- Maintain a low percentage of permanent and fixed term exclusions compared to the national average
- Maintain high levels of pupils with Social, Emotional and Mental Health (SEMH) needs in mainstream schools
- Ensure that all pupils referred are provided with support and/or placed in appropriate settings within a reasonable time frame

The Bridge offers:

- A professional, qualified and experienced team of specialists
- Experienced Team Teach trainers
- A wide range of intervention programmes to support pupils
- A wide range of training packages for staff
- A strong collaborative link with a range of services



Service description

Providing support, advice and training to mainstream schools to enhance schools' capacity to promote inclusion, good behaviour and healthy emotional well-being for all pupils with SEMH.

Pathway 1 (Advice/Support)

In-school support - preventing the development of problem behaviour.

Increasing levels of support and specialist help. The emphasis is on building capacity at local level to support learners rather than referring them on. This support tier would be free to schools pending whether they require further specialist support from The Bridge.

Pathway 2 (Outreach)

In-school targeted individual support for pupils with a **McSherry score*** of 60% plus:

* **McSherry score** - Readiness scale for reintegrating children with social, emotional and behavioural difficulties into mainstream classrooms.

- Reducing the frequency, intensity and complexity of incidents of problem behaviour for pupils not responding to whole school behaviour policies
- Providing more focused, intensive outreach support for pupils within a multi-agency approach to tackling often complex problems

Pathway 3 (Preventative Model)

Learners at risk of exclusion, with a McSherry score between 60 and 70%, could be offered anopiopi enrichment programmes at The Bridge. It is usual that a pupil accepted for off-site intervention has already been on the Pathway 2 Outreach Programme.

The cost of a pupil attending the programme is dependent on whether a school subscribes to Pathways.



Key contacts

Head Teacher: **Ian Berryman**
 Email: **iberryman.313@lgflmail.org**
 Website: **wpes.org.uk**

London Borough of Hounslow Directory for Schools



DIRECTORS

Executive Director Children's and Adults' Services	Steven Forbes		steven.forbes@hounslow.gov.uk
Executive Business Partner	Karen Blake	020 8583 3002	karen.blake@hounslow.gov.uk
Assistant Directors Education and Early Intervention	Vicki Taylor (Education & Skills)	020 8583 6903	vicki.taylor@hounslow.gov.uk
	Annita Cornish (SEN & Disability)	020 8583 2850	annita.cornish@hounslow.gov.uk
Administration Business Partner	Kavita Gadhoke	020 8583 3246	kavita.gadhoke@hounslow.gov.uk
Interim Assistant Director Operational Children's Safeguarding and Specialist Services	Martin Forshaw	020 8583 3446	martin.forshaw@hounslow.gov.uk
Administration Business Partner	Monica Singh	020 8583 2301	monica.singh@hounslow.gov.uk

EDUCATION AND EARLY INTERVENTION – SENIOR OFFICERS

Early Years and Childcare – first point of contact	Akwal Gill	020 8583 2606	akwal.gill@hounslow.gov.uk
Early Years and Childcare Childcare Sufficiency and Family Information Service	Angela Doidge-Nelson (Acting Head)	020 8583 4294	angela.doidge-nelson@hounslow.gov.uk
Early Years and Childcare Early Years Registered Childcare and HAF	Jan Milstead (Acting Head)	020 8583 2734	jan.milstead@hounslow.gov.uk
Early Years and Childcare Children Centres	Sandra Jones (Acting Head)	0208583 8347	sandra.jones1@hounslow.gov.uk
Head of School Organisation and Access to Education	Sheena Poley	020 8583 2640	sheena.poley@hounslow.gov.uk
Head of Transport Co-ordination	Mandy Walker	020 8583 5468	mandy.walker@hounslow.gov.uk
Principal Educational Psychologist	Helen Booth	020 8583 4188	helen.booth@hounslow.gov.uk
School Improvement Adviser	Lyn Gray	07792 337708	lyn.gray@hounslow.gov.uk
	Liz Strong	07983 630541	liz.strong@hounslow.gov.uk
SEND Adviser	Hannah Clements	TBC	hannah.clements@hounslow.gov.uk
Senior Education Adviser – Primary & Secondary	Akwal Gill	020 8583 2606	akwal.gill@hounslow.gov.uk

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SPECIALIST SERVICES – SENIOR OFFICERS

Head of Corporate Parenting	Chris Chalmers (Interim)	020 8583 4353	chris.chalmers@hounslow.gov.uk
Head of Adolescent Services	Phil Hopkins	020 8583 6482	phil.hopkins@hounslow.gov.uk
Head of Early Help and Front Door Service	Sharon Richards (Interim)	TBC	sharon.richards@hounslow.gov.uk
Head of Safeguarding and Support Service	Elizna Visser (Acting)	020 8583 3685	elizna.visser@hounslow.gov.uk
	Jennifer Hopper	020 8583 3369	jennifer.hopper@hounslow.gov.uk

DIRECTORY (arranged alphabetically)

Business Support Manager First point of contact for Schools	Debbie Noad	020 8583 2878	debbie.noad@hounslow.gov.uk
Major Emergencies - terrorist attack, bomb threat, fire, explosion, evacuation or closure	Debbie Noad	020 8583 2878	debbie.noad@hounslow.gov.uk
	Heidi Shearn	020 8583 3112	heidi.shearn@hounslow.gov.uk
	Outside office hours: 5pm – 9am	020 8583 2222	schoolsemergencies@hounslow.gov.uk
The out of hours number is through Linkline: 020 8583 2222 , ask for the Emergency Duty Officer and you will be put through to Contingency Planning or wider on-call team.			
Emergency Duty Team Outside of office hours: 5pm – 9am	Wider on-call team	020 8583 2222	
14-19 Service/Connexions	David Scott	020 8583 4158	david.scott@hounslow.gov.uk
Access to Education Team Leader (Exclusions, CME, Child Entertainment and Employment)	Hilary Baker	020 8583 2784	hilary.baker@hounslow.gov.uk CEE@hounslow.gov.uk cme@hounslow.gov.uk exclusions@hounslow.gov.uk
Admissions	General	020 8583 2711 020 8583 2721	admissions@hounslow.gov.uk
Adoption Team	Duty Team	020 8583 3437	adoption.duty@hounslow.gov.uk
Asset Team (Buildings)	General	020 8583 5422	asset.management@hounslow.gov.uk
AV Services	Gary Burnham	020 8583 2960	av.services@hounslow.gov.uk
Children with Disabilities Social Work Team	Duty Line	020 8583 3177	childrenwithDisSWT@hounslow.gov.uk

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Children's Social Care	Social Care team (Option 2) Children's Services Option 1 existing open cases. Option 3 new referrals.	020 8583 6600	childrensocialcare@hounslow.gov.uk
	Duty Manager (West)	020 8583 3257	
	Duty Manager (East)	020 8583 4573	
Connexions	Carol Black	020 8583 5151	carol.black@hounslow.gov.uk
Early Help Hub	Duty Team	020 8583 6653	earlyhelphub@hounslow.gov.uk
Early Years and Childcare	Christine Hicks	020 8583 2436	christine.hicks@hounslow.gov.uk
ECT Manager – Early Careers Teachers			
Co-ordinator	Liz Strong	07983 630541	liz.strong@hounslow.gov.uk
Administrator	Aleksandra Kovac	020 8583 5472	aleksandra.kovac@hounslow.gov.uk
Administrator	Lesley Parker	020 8583 3661	lesley.parker@hounslow.gov.uk
Educational Psychology Service	Raquel Villaruel	020 8583 4188	edpsychs@hounslow.gov.uk
Education Welfare	Duty Line	020 8583 2622	EWSDuty@hounslow.gov.uk
Education Welfare Team Leader and Attendance Support Team	Marie Hosain	020 8583 3049	marie.hosain@hounslow.gov.uk
Elective Home Education Enquiries	Anahid Avakyan	020 8583 5419	ElectiveHomeEducation@hounslow.gov.uk
Emergency Planning - General	Twm Palmer	020 8583 5111	contingency.planning@hounslow.gov.uk
Family Information Service	General	020 8583 3470	fis@hounslow.gov.uk
Finance Team - Schools	Birenda Shrestha	020 8583 5042	SchoolsFinanceSupport@hounslow.gov.uk
	Abdirizak Hussain	020 8583 2371	
	Sheilender Pathak	020 8583 2427	
Fostering	Duty Team	020 8583 3426	fostering.duty@hounslow.gov.uk
Free School Meals	General	020 3949 7743 020 3949 7746	schoolmeals@hounslow.gov.uk
Head of Governing Body Support Service	Paula Passee	020 8583 4845	paula.passee@hounslow.gov.uk
Governor Services	General	020 8583 2702	GovernorServices@hounslow.gov.uk
Health and Safety (Schools & Education)	Adam Stonely	202 8583 2610	adam.stonely@hounslow.gov.uk



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Hounslow Professional Development Centre	Allison Wadden	020 8583 4190	allison.wadden@hounslow.gov.uk
Hounslow Services for Schools	General		servicesforschools@hounslow.gov.uk www.hounslowservicesforschools.co.uk
Schools and Commercial HR Manager (HR Advisory Service)	Yvette Mayers	020 8583 3366	yvette.mayers@hounslow.gov.uk
Liberata Transactional HR Services for Schools	General	020 3949 7738	schoolshr@hounslow.gov.uk
ICT – Platinum ICT	General/SIMS	020 8583 4161	platinumICT@hounslow.gov.uk
Inclusion Manager	Jan Hedges	020 8583 2772	jan.hedges@hounslow.gov.uk
Insurance	Geeta Chana	020 8583 8323	geeta.chana@hounslow.gov.uk
Late Entry Team	Duty Team	020 8583 3578	LateEntryTeam@hounslow.gov.uk
Leaving Care Team	Duty Team	020 8583 7347 020 8583 4580	cfleavingcare@hounslow.gov.uk
Payroll Services for Schools	General	020 3949 7742	schoolspayroll@hounslow.gov.uk
Pensions	General	01325 746031	hounslow.pensions@capita.co.uk
Performance and Data Team (Team Manager for Education & Early Intervention)	Tom Berry	020 8583 2362	tom.berry@hounslow.gov.uk
Performance and Data Team (Education Analyst)	Neal Richards	020 8583 2617	neal.richards1@hounslow.gov.uk
	Nikita Khasriya	020 8583 3084	nikita.khasriya@hounslow.gov.uk
Performance and Data Team (LAC & Vulnerable Groups Analyst)	Lorna Harrison	020 8583 4031	lorna.harrison@hounslow.gov.uk
Performance and Data Team (Families First Analyst)	Bhav Makwana	020 8583 2884	bhav.makwana@hounslow.gov.uk
	Joe Sanders-Wilde	020 8583 2727	joe.sanders-wilde@hounslow.gov.uk
Performance and Data Team (Team Manager for Children's Social Care)	Daniel Stacey	020 8583 3135	daniel.stacey@hounslow.gov.uk
Placements	Duty Team	020 8583 3448	placements.duty@hounslow.gov.uk
Portage	General	020 8583 6270	portage@hounslow.gov.uk
Recruitment	Louise Butt	020 8583 4146	louise.butt@hounslow.gov.uk



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School Uniform Grants Service	General	020 3949 7746	uniform.grants@hounslow.gov.uk
SEN	General	020 8583 2672 020 8583 2624	sen@hounslow.gov.uk
SEN Specialist Support	General	020 8583 2874	enquiries.senss@hounslow.gov.uk
SEND IASS Co-ordinator	General	020 8583 2607	SENDIASS@hounslow.gov.uk
Through Care Team Manager	Joanna Woodward	020 8583 3141	joanna.woodward@hounslow.gov.uk
Through Care Team	Duty Line	020 8583 3173	throughcareteam@hounslow.gov.uk
Through Care Team, Safeguarding & Intake Emergency Duty	Out of Hours	020 8583 2222	
Traveller Education Thursday - Friday	Aleksandra Kovac	07946 703579	travellereducation@hounslow.gov.uk
Virtual College	Kate Elliott	020 8583 2745	kate.elliott@hounslow.gov.uk
Youth Offending Service Team Manager	Robert Wyatt	020 8583 4470	robert.wyatt@hounslow.gov.uk
Youth Offending Service	General	020 8583 6363	youthoffendingservice@hounslow.gov.uk
Contact for updates of Directory for Schools	Anahid Avakyan	020 8583 5419	anahid.avakyan@hounslow.gov.uk

SAFEGUARDING

First Point of Contact New referrals/all new enquiries to the LADO should be made through the Safeguarding Advice and Allegations Management (SAAM) duty system	LADO/ SAAM Duty Line Emergency Duty Team 5pm-9am	020 8583 5730 020 8583 2222	LADO@hounslow.gov.uk
Designated Officer, LADO; Monday - Wednesday	Sarah Paltenghi	020 8583 3423 07970 198380	sarah.paltenghi@hounslow.gov.uk
Designated Officer, LADO; Monday - Friday	Natasha Hofmans	07929 709673	natasha.hofmans@hounslow.gov.uk
Safeguarding and QA, LADO Line Manager	Elizna Visser	020 8583 3685	elizna.visser@hounslow.gov.uk

Glossary of Acronyms

Agresso	Tool used by Schools Finance Team for monthly reporting	HPDC	Hounslow Professional Development Centre
AMP	Assessment Management Plan	HR	Human Resources
Anopiopi	An enrichment programme used in Pathway 3's preventative model at The Bridge (<i>See Woodbridge Park Education Service</i>)	HSCP	Hounslow Safeguarding Children Partnership
CADA	Children Affected by Domestic Abuse	LA	Local Authority
CAMHS	Child and Adolescent Mental Health Service	LADO	Local Authority Designated Officer
CAPP	Community Action Partnership Panel	LBH	London Borough of Hounslow
CAS	Children's and Adults' Services	MASH	Multi Agency Safeguarding Hub
CATE	Continuing Access to Education Service (<i>See Woodbridge Park Education Service</i>)	McSherry Score	Readiness scale for reintegrating children with social, emotional and behavioural difficulties into mainstream classrooms
CBT	Cognitive Behaviour Therapy	MHST	Mental Health Support Team
CFAN	Child and Family Assessment/Notification	NQT	Newly Qualified Teacher
CME	Children Missing Education	PCDAWs	Parent and Child Domestic Abuse Worker
CONTEST	Counter Terrorism Strategy	QA	Quality Assurance
CPD	Continued Professional Development	RIDDOR	Reportable Injuries, Diseases and Dangerous Occurrences Regulations
CPU	Community Partnership Unit	SAAM	Safeguarding Advice and Allegations Management
CWPs	Children's Wellbeing Practitioners	SAP	School Attendance Panel
DfE	Department for Education	SEMH	Social, Emotional and Mental Health
DSG	Dedicated Schools Grant	SEND	Special Educational Needs and Disability
EHC	Education Health Care	SENDIASS	SEN and Disability Information, Advice and Support Service
EHP	Early Help Practitioners	SLA	Service Level Agreement
EP	Educational Psychologist	SLIGs	School-Led Improvement Group - Secondary
EWPs	Educational Wellbeing Practitioners	SLIPs	School-Led Improvement Group - Primary
EWS	Education Welfare Service	SLT	Senior Leadership Team
EYFS	Early Years Foundation Stage	SWDT	School Workforce Development Team
FAP	Fair Access Panel	TAF	Team Around the Family
FiTs	Feed-in Tariffs	TFCloud	Online cloud system premises database (<i>see Corporate Property</i>)
FPN	Fixed Penalty Notices	VPC	Volunteer Police Cadets
FSD	Family Services Directory	VSSG	Vulnerable Student and SEND Group
GSH	Guided Self-help		
HEP	Hounslow Education Partnership		



Hounslow
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