



Hounslow Education Partnership  
**Secondary**



# Introduction to the Secondary Headteacher Handbook

Welcome to the Secondary 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 where relevant and applicable
- 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 Secondary Headteacher Handbook. In addition, the digital version will be reviewed and updated yearly which Headteachers will be able to access in the Resources 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.

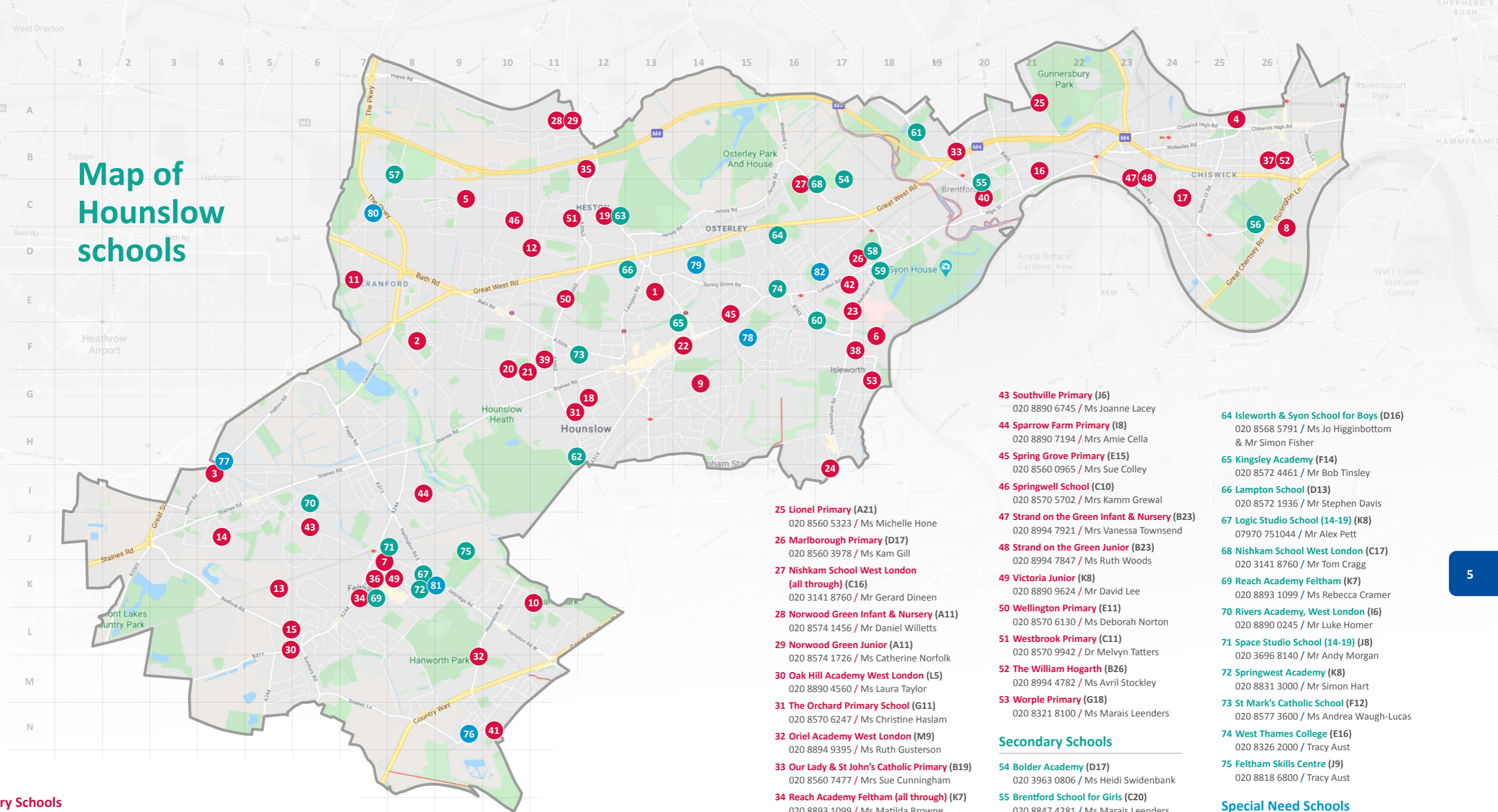


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# Map of Hounslow schools



## Primary Schools

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

- |  |   |   |
|--|---|---|
| <p><b>25 Lionel Primary (A21)</b><br/>020 8560 5323 / Ms Michelle Hone</p> <p><b>26 Marlborough Primary (D17)</b><br/>020 8560 3978 / Ms Kam Gill</p> <p><b>27 Nishkam School West London (all through) (C16)</b><br/>020 3141 8760 / Mr Gerard Dineen</p> <p><b>28 Norwood Green Infant &amp; Nursery (A11)</b><br/>020 8574 1456 / Mr Daniel Willetts</p> <p><b>29 Norwood Green Junior (A11)</b><br/>020 8574 1726 / Ms Catherine Norfolk</p> <p><b>30 Oak Hill Academy West London (L5)</b><br/>020 8890 4560 / Ms Laura Taylor</p> <p><b>31 The Orchard Primary School (G11)</b><br/>020 8570 6247 / Ms Christine Haslam</p> <p><b>32 Oriol Academy West London (M9)</b><br/>020 8894 9395 / Ms Ruth Gusterson</p> <p><b>33 Our Lady &amp; St John's Catholic Primary (B19)</b><br/>020 8560 7477 / Mrs Sue Cunningham</p> <p><b>34 Reach Academy Feltham (all through) (K7)</b><br/>020 8893 1099 / Ms Matilda Browne</p> <p><b>35 The Rosary Catholic Primary (B12)</b><br/>020 8570 4942 / Ms Karen Cunningham</p> <p><b>36 St Lawrence Catholic Primary (K7)</b><br/>020 8890 3878 / Mr Leo Duggan</p> <p><b>37 St Mary's Catholic Primary (Chiswick) (B26)</b><br/>020 8994 5606 / Ms Joan Harte</p> <p><b>38 St Mary's Catholic Primary (Isleworth) (F17)</b><br/>020 8560 7166 / Mr Farley Marsh</p> <p><b>39 St Michael &amp; St Martin Catholic Primary (F11)</b><br/>020 8572 9658 / Mrs Nicola Duggan</p> <p><b>40 St Paul's CE Primary (C20)</b><br/>020 8560 3297 / Mr John Wright</p> <p><b>41 St Richard's CE Primary (N10)</b><br/>020 8898 0848 / Ms Jodie Stilwell</p> <p><b>42 The Smallberry Green Primary (E17)</b><br/>020 8580 2070 / Mrs Helen Holton</p> | <p><b>43 Southville Primary (J6)</b><br/>020 8890 6745 / Ms Joanne Lacey</p> <p><b>44 Sparrow Farm Primary (I8)</b><br/>020 8890 7194 / Mrs Amie Cella</p> <p><b>45 Spring Grove Primary (E15)</b><br/>020 8560 0965 / Mrs Sue Colley</p> <p><b>46 Springwell School (C10)</b><br/>020 8570 5702 / Mrs Kamm Grewal</p> <p><b>47 Strand on the Green Infant &amp; Nursery (B23)</b><br/>020 8994 7921 / Mrs Vanessa Townsend</p> <p><b>48 Strand on the Green Junior (B23)</b><br/>020 8994 7847 / Ms Ruth Woods</p> <p><b>49 Victoria Junior (K8)</b><br/>020 8890 9624 / Mr David Lee</p> <p><b>50 Wellington Primary (E11)</b><br/>020 8570 6130 / Ms Deborah Norton</p> <p><b>51 Westbrook Primary (C11)</b><br/>020 8570 9942 / Dr Melvyn Tatters</p> <p><b>52 The William Hogarth (B26)</b><br/>020 8994 4782 / Ms Avril Stockley</p> <p><b>53 Worple Primary (G18)</b><br/>020 8321 8100 / Ms Marais Leenders</p> | <p><b>64 Isleworth &amp; Syon School for Boys (D16)</b><br/>020 8568 5791 / Ms Jo Higginbottom &amp; Mr Simon Fisher</p> <p><b>65 Kingsley Academy (F14)</b><br/>020 8572 4461 / Mr Bob Tinsley</p> <p><b>66 Lampton School (D13)</b><br/>020 8572 1936 / Mr Stephen Davis</p> <p><b>67 Logic Studio School (14-19) (K8)</b><br/>07970 751044 / Mr Alex Pett</p> <p><b>68 Nishkam School West London (C17)</b><br/>020 3141 8760 / Mr Tom Cragg</p> <p><b>69 Reach Academy Feltham (K7)</b><br/>020 8893 1099 / Ms Rebecca Cramer</p> <p><b>70 Rivers Academy, West London (I6)</b><br/>020 8890 0245 / Mr Luke Homer</p> <p><b>71 Space Studio School (14-19) (J8)</b><br/>020 3696 8140 / Mr Andy Morgan</p> <p><b>72 Springwest Academy (K8)</b><br/>020 8831 3000 / Mr Simon Hart</p> <p><b>73 St Mark's Catholic School (F12)</b><br/>020 8577 3600 / Ms Andrea Waugh-Lucas</p> <p><b>74 West Thames College (E16)</b><br/>020 8326 2000 / Tracy Aust</p> <p><b>75 Feltham Skills Centre (J9)</b><br/>020 8818 6800 / Tracy Aust</p> |
|--|---|---|

## 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

## 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.

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## 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.

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## Key contacts

Chair of Hounslow Education Partnership: **Ed Vainker**  
HEP Secondary Director: **Ed Vainker**

HEP Partnership Director: **Cormac Bourne**  
Email: [c.bourne@hounsloweducationpartnership.co.uk](mailto:c.bourne@hounsloweducationpartnership.co.uk)  
Website: [www.hounsloweducationpartnership.co.uk](http://www.hounsloweducationpartnership.co.uk)

Secondary Chair: **Steve Davis, Lampton School**  
Vice Chair: **Marais Leenders, Brentford School for Girls**  
SLTL Chair: **Laura Ellener, Chiswick School**  
VSSG Chair: **Clare Longhurst, Lindon Bennett School**

## Key meetings

Secondary Partnership Meetings –  
**1 per half term, all Headteachers**

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

School Led Improvement Secondary –  
**1 per half term, nominated reps**

## 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



## Key download and website links

Hounslow Safeguarding Children Partnership: [www.hscb.org.uk](http://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](http://www.hscb.org.uk)

Child & Adolescent Mental Health Service (CAMHS): [www.westlondoncamhs.nhs.uk](http://www.westlondoncamhs.nhs.uk)

Email: [hounslow.camhs@nhs.net](mailto:hounslow.camhs@nhs.net)

Contact CAMHS: **020 8483 2050**

Hounslow Education Partnership: [www.hounsloweducationpartnership.co.uk](http://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](mailto:iberryman.313@lgflmail.org)  
Interim Business Manager: **Adriana Thomas**

Secondary Headteacher  
Representative: **Victoria Eadie, Tudor Park  
Education Trust**  
Email: [v.eadie@tudorparkeducation.org](mailto:v.eadie@tudorparkeducation.org)

HSCP Independent Adviser: **Hannah Miller**

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

All contact to go through  
to [hscb@hounslow.gov.uk](mailto:hscb@hounslow.gov.uk)

## Introduction

The School Effectiveness Service offers cross-phase advice and support to schools in Hounslow.

Although the majority of Hounslow secondary schools are academies, the school effectiveness team is pleased to work in close partnership to pursue shared objectives.

- The service is commissioned by HEP to support its secondary school improvement work, through the ‘Senior Leaders of Teaching and Learning’ group and through supporting the 20+ subject networks.
- The 14-19 Service offers a traded service with schools for careers advice through Connexions, and Senior Adviser support is also available to help with reviews, performance management, or senior appointments.
- The Virtual College for Looked After Children works closely with headteachers and school leads to ensure the best possible outcomes for the children in our care.



## 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.
- CPD support through networks and forums
- Networks and Forums for SEN and CPD support
- 14-19 Careers Advisers Support & Connexions
- Virtual College for Looked After Children



## Key download and website links

- Partnership work with HEP:  
[www.hounsloweducationpartnership.co.uk](http://www.hounsloweducationpartnership.co.uk)
- SEN overview of services:  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)
- Governor Hub: [www.governorhub.com](http://www.governorhub.com)



## Key contacts

Senior Secondary Education Advisor:  
**Akwal Gill**  
 Office: **020 8583 2606**  
 Mobile: **07977 529 957**  
 Email: [akwal.gill@hounslow.gov.uk](mailto:akwal.gill@hounslow.gov.uk)

Head of 14-19 Service & Connexions:  
**David Scott**  
 Office: **020 8583 4158**  
 Email: [david.scott@hounslow.gov.uk](mailto:david.scott@hounslow.gov.uk)

SEND Adviser: **Hannah Clements**  
 Email: [hannah.clements@hounslow.gov.uk](mailto: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](mailto:louise.butt@hounslow.gov.uk)

CPD & Training: **Allison Wadden**  
 Office: **020 8583 4190**  
 Email: [allison.wadden@hounslow.gov.uk](mailto: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](http://www.hounslow.gov.uk/info/20026/school_admissions)

Term and Holiday Dates: [www.hounslow.gov.uk](http://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](http://www.gov.uk/government/publications/school-admissions-code)

Exclusions Code: [www.gov.uk/government/publications/school-exclusion](http://www.gov.uk/government/publications/school-exclusion)

School Attendance: [www.gov.uk/government/publications/school-attendance](http://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](mailto:sheena.Poley@hounslow.gov.uk)

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

Inclusion Manager: **Jan Hedges**  
Office: **020 8583 2722**  
Email: [jan.hedges@hounslow.gov.uk](mailto:jan.hedges@hounslow.gov.uk)

Secondary Admissions Leader: **Jasprit Sandhu**  
Office: **020 8583 2649**  
Email: [jasprit.sandhu@hounslow.gov.uk](mailto:jasprit.sandhu@hounslow.gov.uk)

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

Project Officer: **Annie Haines**  
Office: **020 8583 5017**  
Email: [annie.Haines@hounslow.gov.uk](mailto:annie.Haines@hounslow.gov.uk)

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

## Introduction

Hounslow Services for Schools offers a range of services, resources, support and advice for:

- Public Health
- Health and Safety
- Human Resources
- Schools Finance
- Recruitment and CPD
- Property



## Key download and website links

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

Hounslow Services for Schools: [www.hounslowservicesforschools.co.uk](http://www.hounslowservicesforschools.co.uk)  
is the website for LA traded services.  
Email: [servicesforschools@hounslow.gov.uk](mailto:servicesforschools@hounslow.gov.uk) for a login.

[www.workinhounslowschools.org.uk](http://www.workinhounslowschools.org.uk)

To find out more and to buy into the CPD service, please visit: [Hounslow Services for Schools](#)



## Key contacts

### Public Health

LBH Public Health team:  
[publichealth@hounslow.gov.uk](mailto:publichealth@hounslow.gov.uk)

Director of Public Health: **Kelly O'Neill**  
London Borough of Hounslow  
Office: **020 8583 3142**  
Email: [kelly.oneill@hounslow.gov.uk](mailto:kelly.oneill@hounslow.gov.uk)

### Health & Safety

Corporate Health & Safety Adviser:  
**Adam Stonely**  
Office: **020 8583 2610**  
Mobile: **07970 843 208**  
Email: [adam.stonely@hounslow.gov.uk](mailto:adam.stonely@hounslow.gov.uk)

General Health & Safety Advice and Guidance  
Telephone: **020 8583 2167**  
Email: [health.safety.askus@hounslow.gov.uk](mailto:health.safety.askus@hounslow.gov.uk)

### Schools Finance Team

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

Schools Finance Team – general enquiries  
Email:  
[SchoolsFinanceSupport@hounslow.gov.uk](mailto:SchoolsFinanceSupport@hounslow.gov.uk)

### Recruitment & CPD

Senior Recruitment Manager: **Louise Butt**  
Office: **020 8583 4146**  
Email: [louise.butt@hounslow.gov.uk](mailto:louise.butt@hounslow.gov.uk)

Centre Manager HPDC: **Allison Wadden**  
Office: **020 8583 4190**  
Email: [allison.wadden@hounslow.gov.uk](mailto:allison.wadden@hounslow.gov.uk)  
Or contact the team at: [cpd@hounslow.gov.uk](mailto:cpd@hounslow.gov.uk)

### Corporate Property

Asset and Investment Planning Manager:  
**Sarah Walker**  
Office: **020 8583 2602**  
Email: [sarah.walker@hounslow.gov.uk](mailto: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](mailto:paul.perkins@hounslow.gov.uk)

Compliance Helpdesk:  
Email: [property.compliance@hounslow.gov.uk](mailto:property.compliance@hounslow.gov.uk)  
(All enquires relating to compliance)



## Introduction

We work with schools, colleges and young people in Hounslow to support their participation in education and training and access to high quality **careers education, information, advice and guidance (CEIAG)**. **Connexions** is open to all Hounslow residents not currently in education, employment or training aged 16–19. Young people who have a learning difficulty and/or disability aged 16–25 can also access this service.



## Key areas of support on offer

- Tracking all learner/resident young people's participation in education, employment and training (16-18)
- School level RPA (Raising the participation age) data packs annually (including key participation data and risk of NEET modelling against current cohorts)
- One-to-one Careers Education, Information, Advice and Guidance to young people (14-19) via
  - Telephone helpline and community outreach for young people 16-19 who are NEET (Not in Education, Employment or Training)
  - Targeted support for young people in school at risk of becoming NEET (traded service)
- Universal (whole cohort) careers support in school (traded service)
- Information, advice and guidance for all resident SEND young people with an Education Health Care Plan (EHCP) at key points of transition
- Leading on delivery of the Hounslow Careers Cluster Programme (Expanding Horizons: Raising Aspirations)
- Facilitation of 14-25 Strategic Group (A representative group of education and training stakeholders supporting the development of Hounslow's Youth Employment and Skills Guarantee for young people)



## Key download and website links

Hounslow Connexions:  
[www.hounslow.gov.uk/info/20025/schools\\_and\\_colleges/52/hounslow\\_connexions\\_-\\_careers\\_advice\\_for\\_young\\_people](http://www.hounslow.gov.uk/info/20025/schools_and_colleges/52/hounslow_connexions_-_careers_advice_for_young_people)



## Key contacts

Head of Service: **David Scott**  
Office: **020 8583 4158**  
Mobile: **07968 325 636**  
Email: [david.scott@hounslow.gov.uk](mailto:david.scott@hounslow.gov.uk)

14-19 Development Officer: **Nina Johal**  
Office: **020 8583 5785**  
Email: [nina.johal@hounslow.gov.uk](mailto:nina.johal@hounslow.gov.uk)

Connexions Enquiries: **Carol Black**  
Office: **020 8583 5151**  
Email: [carol.black@hounslow.gov.uk](mailto:carol.black@hounslow.gov.uk)

Careers Cluster Delivery Manager:  
**Nancy Van den Broeck**  
Mobile: **07974 622 759**  
Email: [nancy.vandenbroeck@hounslow.gov.uk](mailto:nancy.vandenbroeck@hounslow.gov.uk)



# Subject Networks



## Introduction

Subject Networks have been established to assist the development of high quality subject teaching in HEP Secondary Schools whilst supporting the CPD of middle leaders. They are led and chaired by a nominated Subject Network Lead (SNL) as agreed annually by Headteachers within HEP. Meetings are attended termly by SLs (or their nominated representative) from all Secondary Schools within HEP.

From 2022/23 Subject Networks will be entirely overseen by HEP.

SNLs are accountable to HEP through their Senior Leaders of Teaching & Learning (SLTL) Group representative. They are responsible for:

- Organising the venue/online platform for the meeting
- Preparing agendas using contributions from members
- Ensuring minutes are taken
- Circulating agendas and minutes to members
- Reporting each meeting's attendance to HEP

SNLs can apply for funding for bespoke, subject-specific training that takes place within SN meetings.



## Key contacts

HEP Secondary Project Manager:  
**Emma Pett**  
Email: [e.pett@hounsloweducationpartnership.co.uk](mailto:e.pett@hounsloweducationpartnership.co.uk)



## Key download and website links

HEP website:  
[www.hounsloweducationpartnership.co.uk/secondary-subject-networks/](http://www.hounsloweducationpartnership.co.uk/secondary-subject-networks/)



## Key areas of support on offer

- To develop professional relationships between colleagues from different schools which facilitates ongoing peer support
- To support Subject Leads/Heads of Department/Curriculum Leads (SLs) in keeping up-to-date with emerging policy and consider with their subject colleagues the implications for strategy and practice
- To facilitate sharing and development of good practice related to subject teaching, learning and assessment
- To provide a mechanism for efficient and effective consultation and information flow between SLs and HEP

# Develop your A level Teaching



## Introduction

Develop your A level teaching is a forum for Hounslow teachers and leaders with a passion and responsibility for excellent provision at post-16 to share their expertise and champion best practice in their subject. This programme is driven by a shared acknowledgement of historic underachievement at post-16 across the borough, despite impressive performance at KS4.

This is a HEP-wide programme of high quality training that is based on current and relevant educational theory and research, supporting the in-school CPD offer.

HEP schools, with or without a sixth form, can opt into this collaborative programme, nominating teachers with any level of experience to attend.



## Key download and website links

Hounslow Education Partnership YouTube channel: containing all previous keynote recordings  
[www.youtube.com](http://www.youtube.com)



## Key contacts

HEP Secondary Project Manager: **Emma Pett**  
Email:  
[e.pett@hounsloweducationpartnership.co.uk](mailto:e.pett@hounsloweducationpartnership.co.uk)



## Key areas of support on offer

- Three meetings held during the year in the autumn and spring term
- Keynote presenters and subject group facilitators sourced by HEP
- Breakout groups where colleagues discuss the implications specific to their students
- HEP-wide collaboration and sharing of best practice specific to A level teaching with subject groups
- Building sustainable networks of subject specialists for support beyond the calendared meetings
- Subjects offered: Maths, English, Biology, Chemistry, Physics, Geography, History, Economics, French, Spanish, Politics

## Introduction

The Virtual College (more commonly known as a Virtual School in most authorities) fulfils the statutory requirements to promote the educational achievement of its looked after children and young people wherever they are placed and that of previously looked after children within its own authority. Additionally, following new DfE guidance, the Virtual College will become strategic leads to champion the children with a social worker within its own authority.

(NB Our full title is The Virtual College for vulnerable children and young people with care experience)

### Statutory guidance states:

**‘Virtual school heads (VSHs) are in charge of promoting the educational achievement of all the children looked after by the local authority they work for.’**

VSHs are responsible for managing pupil premium funding for the children they look after and for allocating it to schools and alternative provision (AP) settings (these are places that provide education for children who can't go to a mainstream school).

VSHs are also responsible for managing the early years pupil premium (EYPP). They're in charge of giving the premium to the early years providers that educate looked-after children (children in local-authority care) who are taking up the free early education entitlement for 3 or 4 year-olds.

Additionally, VSHs offer support to schools and parents of adopted children or those in kinship care.

VSH will enhance partnerships between education settings and the local authority, support and advise key professionals and identify the cohort needs of children with a social worker. They do not work with individual children and their families.



## Key contacts

Principal: **Kate Elliott**  
Email: [kate.elliott@hounslow.gov.uk](mailto:kate.elliott@hounslow.gov.uk)

Primary Phase Leader: **Dawn Mahoon**  
Email: [dawn.mahoon@hounslow.gov.uk](mailto:dawn.mahoon@hounslow.gov.uk)

Secondary Phase Leader: **Julie Lovell**  
Email: [julie.lovell@hounslow.gov.uk](mailto:julie.lovell@hounslow.gov.uk)

Post-16 Phase Leader: **Natasha Woolman**  
Email: [natasha.woolman@hounslow.gov.uk](mailto:natasha.woolman@hounslow.gov.uk)

Children with a social worker: **Laura MacKay**  
Email: [Laura.mackay@hounslow.gov.uk](mailto:Laura.mackay@hounslow.gov.uk)



## Key areas of support on offer

- We support each London Borough of Hounslow (LBH) looked after child (LAC), to the end of the academic year in which they turn 18, with a named caseworker
- We facilitate and attend three Personal Education Planning (PEP) meetings each academic year to support progress
- We work with everyone to put in place support and interventions and can distribute up to £1500 per year from the Pupil Premium grant for LAC to the end of Key Stage 4
- We track and monitor the attendance and progress of LBH LAC
- We ensure that every LBH LAC has a robust personal education plan (PEP)
- We champion the educational needs of LBH LAC, PLAC and children with a social worker (generically ‘vulnerable children’)

## Introduction

Hounslow Governor Services provides support, 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](http://www.gov.uk)

Governor Hub:  
[www.governorhub.com](http://www.governorhub.com)



## Key contacts

Email: [governorservices@hounslow.gov.uk](mailto:governorservices@hounslow.gov.uk)

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

Governor Support Officer: **Alix Reeves**  
Office: **020 8583 2702**  
Email: [alix.reeves@hounslow.gov.uk](mailto:alix.reeves@hounslow.gov.uk)

Governor Training: **Allison Wadden**  
Office: **020 8583 4190**  
Email: [allison.wadden@hounslow.gov.uk](mailto:allison.wadden@hounslow.gov.uk)



## Key areas of support on offer

- Advice and support on process of legality
- Support in the recruitment of governors
- Support for reviews of governance
- Termly training programme
- Clerking service changing from correspondence service & starting in September 2020
- One-to-one support for new chairs of governors, if requested

## 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



## Key download and website links

SEN and Disability 0-25 years Code of Practice:  
[www.gov.uk](http://www.gov.uk)

Hounslow Family Service Directory:  
[fsd.hounslow.gov.uk](http://fsd.hounslow.gov.uk)

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

Disagreement and Resolution Service:  
[www.kids.org.uk/mediation-info](http://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](mailto:annita.cornish@hounslow.gov.uk)

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

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

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

SEND Advisor: **Hannah Clements**  
Email: [hannah.clements@hounslow.gov.uk](mailto:hannah.clements@hounslow.gov.uk)

SEN Specialist Support (HI/ VI/ PD)  
Office: **020 8583 2874**  
Email: [enquiries.senss@hounslow.gov.uk](mailto: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 Secondary 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](mailto:Rachel.Atterton@hounslow.gov.uk) for more information.

# Children Affected by Domestic Abuse (CADA)



## Hounslow Youth Counselling Service (HYCS) – 0208 568 1818

HYCS offers a free, one-to-one counselling service just for young people. The service is confidential and anyone aged 11-25 who lives, works or studies in the Borough of Hounslow can self-refer to the service.

## 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](mailto: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](http://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](mailto:charlotte.Roffey@hounslow.gov.uk)

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

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

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

# Mental Health Support Team (MHST)



## 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 the school senior leadership team 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 secondary school-aged young people is based on guided self-help strategies to manage anxiety and low mood-related issues. Parents/carers and school staff are invited to be part of a backup team to support the young person throughout.



## Key contacts

The MHSTs are working using a blended approach of virtual and face-to-face contacts. Email: [wlm-tr.hounslowmhst@nhs.net](mailto: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 low mood**
- Support, via small **groups** where it is deemed to promote learning and mutual support to embed self-help strategies into daily habits
- **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.

# Mental Health Support Team (MHST)



## Key download and website links

Hounslow Child and Adolescent Mental Health Services (CAMHS): [westlondon.nhs.uk/services/gp-information/cahms](http://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: [anxietyuk.org.uk](http://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)

BEAT: [beateatingdisorders.org.uk](http://beateatingdisorders.org.uk)  
Beat is the UK's eating disorder charity. We exist to end the pain and suffering caused by eating disorders. Call **0808 801 0677** (available 12pm-8pm every day, 4pm-8pm weekends)

Family Matters: [ruils.co.uk/services/family-matters](http://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. Email: [alkatripathi@ruils.co.uk](mailto:alkatripathi@ruils.co.uk)  
Call **07376 354 638/ 020 8831 6083**

Frank: [talktofrank.com](http://talktofrank.com)  
Confidential advice and information about drugs. Call **0300 123 6600** (available 24 hours a day, every day) or text **82111** with a question. Chat **online** (available 2pm-6pm, every day)

Schools in Mind: [annafreud.org/schools-and-colleges](http://annafreud.org/schools-and-colleges)  
Mental health resources for schools and colleges provided by the Anna Freud Centre.

Good Thinking: [good-thinking.uk](http://good-thinking.uk)

A free, NHS-supported service to support individuals in managing their own mental health and building resilience so they can perform at their best.

Kooth: [kooth.com](http://kooth.com) Free, safe and anonymous online counselling for young people. Chat **online** to a trained counsellor (until 10pm, every day)

NSPCC: [nspcc.org.uk](http://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](mailto: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](http://www.nspcc.org.uk/keeping-children-safe/online-safety/talking-child-online-safety)

PAPYRUS (Suicide Prevention Charity): [papyrus-uk.org](http://papyrus-uk.org) Confidential help and advice to young people and anyone worried about a young person. Call **0800 068 4141** or text **07786 209 697** (10am-10pm Monday-Friday, 2pm-10pm weekends) Email [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

Samaritans: [samaritans.org](http://samaritans.org) A 24-hour service offering confidential emotional support to anyone who is in crisis. Call **116 123** (24 hours a day, every day) Email: [jo@samaritans.org](mailto:jo@samaritans.org)

Switchboard (LGBT+ helpline): [switchboard.lgbt](http://switchboard.lgbt)  
A safe space for anyone to discuss anything, including sexuality, gender identity, sexual health and emotional wellbeing. Call **0300 330 0630** (10am-10pm, every day) Chat **online**. Email: [chris@switchboard.lgbt](mailto:chris@switchboard.lgbt)

The Mix: [themix.org.uk](http://themix.org.uk) Online guide to life for 16-25 year-olds in the UK. Emotional support is available 24 hours a day. On the website, you can chat about anything you like on their moderated discussion boards and live chat room. Call **0808 8080 4994** (4pm-11pm, every day) Chat **online** to trained supporter (4pm-11pm, every day) Crisis messenger **text** service (24 hours a day, every day)

Young Minds: [youngminds.org.uk](http://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 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



## Key download and website links

Hounslow Early Help Offer Webpages: [www.hounslow.gov.uk/earlyhelp](http://www.hounslow.gov.uk/earlyhelp)

Hounslow Safeguarding Children Partnership: [www.hscb.org.uk](http://www.hscb.org.uk)

Hounslow Local Offer; Family Services Directory (FSD): [www.hounslow.gov.uk.fsd](http://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](mailto:leigh-Anne.Adamah@Hounslow.gov.uk)

FFISS Early help coordinator: **Kajal Bakshi**  
Email: [FFISEarlyHelpCoordinator@hounslow.gov.uk](mailto:FFISEarlyHelpCoordinator@hounslow.gov.uk)

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



## 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. 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 team delivers the Your Life You Choose programme to Year 7 students. It fits aspects of the KS3 curriculum, depending on how the personal development curriculum is delivered at the school.



## 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
- Police Cadets (10-18 year olds)

### Your Life You Choose aims to:

- One day project delivering a presentation from the multi-agency team followed by carefully targeted workshops



## Key download and website links

Volunteer Police Cadets:

[vpc.police.uk/be-a-cadet/application-of-interest](http://vpc.police.uk/be-a-cadet/application-of-interest)

Metropolitan Police Service:

[www.met.police.uk](http://www.met.police.uk)



## Key contacts

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

Mobile: **07867 165 715**

Email: [david.turtle@met.pnn.police.uk](mailto: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](mailto:adam.justice@met.pnn.police.uk)

Your Life You Choose Coordinator: **PC Rachel Doran**

Office: **020 8246 2051**

Email: [rachel.doran@met.police.uk](mailto:rachel.doran@met.police.uk)

Prevent Education Officer: **Karmjit Rekhi**

Mobile: **07976 721 119**

Email: [karmjit.Rekhi@hounslow.gov.uk](mailto: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](mailto: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](http://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](http://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](http://www.itai.info/wp-content/uploads/2018/04/LTAI_PreventPocketGuide.pdf)

Online Prevent Training:

[www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html](http://www.elearning.prevent.homeoffice.gov.uk/edu/screen1.html)

[www.elearning.prevent.homeoffice.gov.uk/preventreferrals](http://www.elearning.prevent.homeoffice.gov.uk/preventreferrals)

[www.elearning.prevent.homeoffice.gov.uk/channelawareness](http://www.elearning.prevent.homeoffice.gov.uk/channelawareness)



## Key contacts

Prevent Education Officer: **Karmjit Rekhi**

Office: **020 8583 4146**

Mobile: **07976 721 119**

Email: [karmjit.Rekhi@hounslow.gov.uk](mailto: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](mailto: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](mailto:najeeb.ahmed@hounslow.gov.uk)

## 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](http://www.hounsloweducationpartnership.co.uk/members-area)

Managed Moves email: [managedmoves@hounsloweducationpartnership.co.uk](mailto:managedmoves@hounsloweducationpartnership.co.uk)

Contact: **Cormac Bourne**

Email: [c.bourne@hounsloweducationpartnership.co.uk](mailto:c.bourne@hounsloweducationpartnership.co.uk)



## Introduction

Woodbridge Park Education Service (WPES) 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.

In partnership with local secondary schools, WPES supports the development of preventative programmes to prevent permanent exclusions.

- **Gateway** is an early intervention programme for pupils who are clearly able to thrive in mainstream following support and intervention. A WPES Gateway application must be submitted by the school. Pupils are dual-registered with their mainstream school and Woodbridge Park, with WPES being the subsidiary registration.
- **Gateway PLUS** is an enhanced offer to secondary schools to provide more intensive support and bespoke intervention. It is a service that schools can use when evidence suggests that a pupil has almost reached the end of their journey with them and seek an intensive, holistic programme of intervention to get them back on track. The pupil is dual-registered with Woodbridge Park and with their mainstream school for up to a half-term (or longer by negotiation).
- **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

- Gateway:**
- A range of support to a limited number of pupils
  - Up to 12 weeks' maximum (60 school days) support transition back into a mainstream educational placement
  - Gateway-dedicated services including specialist staff on site
  - use of specialist teaching areas to enhance curriculum
  - Named member of staff from WPES Leadership to oversee programme
- Supports pupils in their self-management and readiness for learning linked to five main areas:**
- Self-control and management of behaviour
  - Social skills
  - Self-awareness and confidence
  - Skills for learning
  - Approach to learning
- The Head of Gateway & requesting school will determine the length of provision.**



## Key areas of support on offer

### Gateway PLUS:

- Initial assessment and induction for a short period of time
- Assigned full time to a KS3 or KS4 Woodbridge Park Centre to attend normal lessons with other Woodbridge Park learners
- Assessment and monitoring using a Personal Learning Development Toolkit provides a mainstream school with a detailed holistic picture of the learner, their triggers and strategies which support them in accessing learning.
- Full access to all WPES curriculum resources including:
  - Computing and Coding Suite
  - Design & Technology (DT) Facility
  - Calm Room
  - Music Hub
  - Cookery Base
- Time with an experienced intervention manager
- A wide range of intervention programmes to address specific barriers

**Initial referrals for Gateway PLUS are made to the Headteacher of WPES via phone or email contact.**

### Managed Moves:

- A support package might include:
- 1 day per week at a WPES site to access small group tuition
  - Access to the full range of curriculum areas and resources
  - Access to an engagement and intervention manager
  - Access to a bespoke intervention programme
- The support package might be more intensive and see a child accessing two or three days a week of WPES support for a minimum of four weeks.
- Every child or young person on this programme will be assessed using the WPES Personal Learning and Development Passport to provide schools with a holistic assessment of need, triggers for negative behaviour and a deep insight into the causes of a negative behaviour cycle.



## Key contacts

For further information and for full costings contact:

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



# 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

Key elements of support on offer:

- Providing advice and guidance to employers and voluntary organisations.
- The management and oversight of allegations against staff and volunteers who work with children.
- Liaising with the police and other agencies.
- Monitoring the progress of cases to ensure they are dealt with as quickly as possible and that the processes followed are fair and consistent.

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



## Key download and website links

[LADO referral form](#)

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



## Key contacts

Local Authority Designated Officer:

**Natasha Hofmans**

(Monday – Friday 9am-5pm)

Office: **020 8583 3423**

Mobile: **07929 709 673**

Email: [natasha.hofmans@hounslow.gov.uk](mailto:natasha.hofmans@hounslow.gov.uk)

**Sarah Paltenghi**

(Monday – Wednesday 9am-5pm)

Office: **020 8583 3423**

Mobile: **07970 198 380**

Email: [sarah.paltenghi@hounslow.gov.uk](mailto: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](mailto:elizna.visser@hounslow.gov.uk)

# London Borough of Hounslow Directory for Schools



## DIRECTORS

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

## EDUCATION AND EARLY INTERVENTION – SENIOR OFFICERS

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



# London Borough of Hounslow Directory for Schools



## SPECIALIST SERVICES – SENIOR OFFICERS

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

## DIRECTORY (arranged alphabetically)

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



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



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

# London Borough of Hounslow Directory for Schools



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

## SAFEGUARDING

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



# Glossary of Acronyms

<b>AP</b>	Alternative Provision	<b>LAC</b>	Looked After Child
<b>CADA</b>	Children Affected by Domestic Abuse	<b>LADO</b>	Local Authority Designated Officer
<b>CAMHS</b>	Child and Adolescent Mental Health Service	<b>LBH</b>	London Borough of Hounslow
<b>CAPP</b>	Community Action Partnership Panel	<b>MASH</b>	Multi Agency Safeguarding Hub
<b>CATE</b>	Continuing Access to Education Service (See Woodbridge Park Education Service)	<b>MHST</b>	Mental Health Support Team
<b>CBT</b>	Cognitive Behaviour Therapy	<b>NEET</b>	Not in Education Employment or Training
<b>CEIAG</b>	Careers Education Information Advice and Guidance	<b>NQT</b>	Newly Qualified Teacher
<b>CFAN</b>	Child and Family Assessment/Notification	<b>PCDAWs</b>	Parent and Child Domestic Abuse Worker
<b>CLs</b>	Care Leavers	<b>PEP</b>	Personal Education Plan
<b>CME</b>	Children Missing Education	<b>PLAC</b>	Previously Looked After Child
<b>CONTEST</b>	Counter Terrorism Strategy	<b>QA</b>	Quality Assurance
<b>CPU</b>	Community Partnership Unit	<b>SAAM</b>	Safeguarding Advice and Allegations Management
<b>CWPs</b>	Children's Wellbeing Practitioners	<b>SAP</b>	School Attendance Panel
<b>DAT</b>	Develop your A Level teaching	<b>SEMH</b>	Social, Emotional and Mental Health
<b>DfE</b>	Department for Education	<b>SEND</b>	Special Educational Needs and Disability
<b>EHC</b>	Education Health Care	<b>SENDIASS</b>	SEN and Disability Information, Advice and Support Service
<b>EHCP</b>	Education Health Care Plan	<b>SLA</b>	Service Level Agreement
<b>EHP</b>	Early Help Practitioners	<b>SLIGs</b>	School-Led Improvement Group - Secondary
<b>EP</b>	Educational Psychologist	<b>SLIPs</b>	School-Led Improvement Group - Primary
<b>EWPs</b>	Educational Wellbeing Practitioners	<b>SLT</b>	Senior Leadership Team
<b>EWS</b>	Education Welfare Service	<b>SLTL</b>	Senior Leaders of Teaching and Learning
<b>EYPP</b>	Early Years Pupil Premium	<b>SN</b>	Subject Networks
<b>FAP</b>	Fair Access Panel	<b>SNL</b>	Subject Network Leader
<b>FPN</b>	Fixed Penalty Notices	<b>SWDT</b>	School Workforce Development Team
<b>FSD</b>	Family Services Directory	<b>TAF</b>	Team Around the Family
<b>GLA</b>	Greater London Authority	<b>VPC</b>	Volunteer Police Cadets
<b>GSH</b>	Guided Self-help	<b>VSH</b>	Virtual School Heads
<b>HEP</b>	Hounslow Education Partnership	<b>VSSG</b>	Vulnerable Student and SEND Group
<b>HSCP</b>	Hounslow Safeguarding Children Partnership	<b>WPES</b>	Woodbridge Park Education Service
<b>LA</b>	Local Authority	<b>YP</b>	Young Person



## An introduction to HEP



HEP is about delivering excellence in all we do for all the children and young people of Hounslow. We work with great energy to encourage our members' shared responsibility, collective moral purpose and vision. Achieved through a collaborative and inclusive school-led improvement partnership, we draw on the skills and expertise in our schools and beyond, promoting a rigorous culture of:

**Review / Reflection / Challenge / Support**

**Together we will grow our success.**

## Supporting you - our priorities



To raise standards through continued school improvement



By building and promoting beneficial connections and partnerships, within and outside HEP



Through identifying and meeting the needs of our most vulnerable children and young people



By investing in support for high quality teaching and inspirational school leadership

## HEP Membership offer

From school-led improvement partnerships to supporting vulnerable pupils, our commitment to providing opportunities for collaborating, networking, sharing and supporting is at the core of HEP's membership offer.

**By schools, for schools**



Partnership meetings and the associated working groups, led by Headteachers are the driving force of HEP's work and set the strategic direction for HEP activity.



HEP supports high quality teaching, learning and leadership through its training programmes by identifying needs and building capacity in the school-led system.



In response to schools' emerging needs from across the partnership, HEP is committed to growing its services with the support of member schools, the local authority and external funders.



From curriculum resources and handbooks to excellent training partners, HEP shares members' ambition to improve the quality of education for every child and young person.

The unique strength of the partnership lies in the engagement of schools as both members and contributors.





Hounslow  
Education  
Partnership  
**Secondary**