



## Key SEND Services' Information and Contact Details

Often parents like to receive information by attending one of the Hackney SEND Parent Carer Forum workshops or information sessions. Local Authority and Health service representatives attend these sessions to help parents and support with resolving issues. You can find past and future events run by the forum here ([link to events page](#))

### **Hackney 0-25 SEND Local Offer website**

All Local Authorities and their SEND Partners have a duty to provide information about services and support that make up their 0-25 SEND Local Offer to families. For information about local services and support see Hackney's 0-25 SEND Local Offer website. [www.hackneylocaloffer.co.uk](http://www.hackneylocaloffer.co.uk)

On this website you can find out what services do, their contact and referral details, processes related to SEND including templates and guidance, SEND Consultations, how the Local Area SEND Partnership has responded to what parents and carers have told us needs changing.

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/advice.page?id=qzgJVTm90qo> ).

If you are not digitally confident or can't find what you are looking for there is a contact form available at the top of each page. The Local Offer lead will receive messages sent via this form. The Local Offer lead is not a case worker and is not an alternative route to directly contacting a service but they will try to help with your query. They may try to; link you in with the information you need, forward your email to a relevant service, or call you back for a short discussion if you have provided a phone number to understand more about the information you need or that may be helpful to you.

## Services and support in Education

**Hackney SENDIAGS** (Special Educational Needs and Disability Information, Advice, Guidance and Support)

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=VjthH04BZoM>

If you are looking for information, advice and support (IAS) about your child (or yourself if you are a young person under 25 with additional needs and or a disability) you can contact Hackney free impartial service SENDIAGS.

- Telephone 020 7275 6036 (Advice Line)
- E-mail [sendiags@hackney.gov.uk](mailto:sendiags@hackney.gov.uk)
- Web [www.hackneylocaloffer.co.uk/sendiags](http://www.hackneylocaloffer.co.uk/sendiags)

### Global Mediation

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=grSaLOCfzVo>

Global Mediation is the statutory, free, independent disagreement and resolution and mediation service for Hackney's Parents and Carers. This service helps support parent-carers and children and young people being assessed for or who have an Education Health and Care Plan.

- Phone 0800 064 44 88 or 0208 441 1355
- Email [sen@globalmediation.co.uk](mailto:sen@globalmediation.co.uk)
- Website [www.globalmediation.co.uk](http://www.globalmediation.co.uk)

### Hackney's Educational Psychology Parents Advice Sessions

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=xAjcg1YWf18&localofferchannel=0>

Bookable FREE advice sessions during term time.

This is an opportunity for parents and carers to have a discussion about concerns that they may have about their children or young person. If you would like support and advice, this service offers an opportunity for you to talk about your child/children with an educational psychologist for up to 30 minutes on our phone line.

Wednesday afternoons 1pm to 3pm term time only. Book by phone or online.

- Phone 020 8820 7519 or 020 8820 7000 (Extension 4)
- Email [eps.admin@hackney.gov.uk](mailto:eps.admin@hackney.gov.uk)

### **(IPSEA) Independent Provider of Special Education Advice**

IPSEA is the leading charity in the field of SEND Law in England. They can provide information and advice to help you navigate the SEND system and secure education that your child is legally entitled to. They offer free guides, resources and template letters, run helplines, an email information service, a SEND Tribunal Support Service and training on specific aspects of the law relating to SEND. IPSEA receives lots of calls a day and asks that parents and carers contacting them read the information on preparing for your call and book a slot for you to call via their website.

- IPSEA advice line  
<https://www.ipsea.org.uk/advice-line>
- IPSEA helpline  
<https://www.ipsea.org.uk/call-in-helpline>
- IPSEA SEND Tribunal helpline  
<https://www.ipsea.org.uk/tribunal-helpline>
- IPSEA information service  
<https://www.ipsea.org.uk/information-service>

### **SOS SEN**

SOS!SEN is an independent registered charity started in 2002 by a small group who had spent much of their lives in education or related services. We help parents secure the right educational support for children and young people with special educational needs and disabilities (SEND). They now have a team of over 70 volunteers advising parents, many of whom have been in your shoes, seeking to get the right provision for their children.

- SOS SEN contact and query form.  
<https://sossen.org.uk/contact-us/>
- SOS SEN helpline  
<https://sossen.org.uk/services/helpline/>
- SOS SEN walk in advice centres  
<https://sossen.org.uk/services/walk-in-advice-centres/>

## **Services and support for you as a Parent-Carer**

### **City and Hackney Carers centre**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=WN0u2Zl3w48>

Information and support service for unpaid carers including; counselling, benefits advice, community projects, carers right events. Host of Hackney's Parent Carer Forum.

- Telephone 020 8533 0951
- Email [info@hackneycarers.org.uk](mailto:info@hackneycarers.org.uk)

### **Carers First**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=16i2w3ei2CM>

Providing information, advice, guidance, carers assessments, emotional support, training and activities. Offering carers opportunities to have a break from caring roles and get the help and support they need.

- Telephone 0300 303 1555
- Email [hello@carersfirst.org.uk](mailto:hello@carersfirst.org.uk)

### **Family Coach (SEND)**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=LN0eTl1JMc>

Specialist support for parents who have children with additional needs, disabilities or SEND. Three tiers of support are on offer from self-sign-up to professional referral. Regular FREE parent workshops.

Contact Names Emily or Rachel

Contact Position Family Coach Service (SEND)

- Phone 0208 356 7344.
- Email [familycoach@hackney.gov.uk](mailto:familycoach@hackney.gov.uk)

### **Family Fund**

Family Fund delivers grants for families on a low income who are raising a disabled or seriously ill child or young person. To help make a decision about your grant application, they need information about your child's disability. Your child does not need to have had a formal diagnosis. If your child needs a high level of support in at least three of these areas you may be eligible to apply; Personal Care, Access to social activities, Education, Communication, Medical treatment, Supervision, their Physical Environment.

You will need to send a copy of your most recent benefit entitlement. This can be a letter or a screenshot, showing the name of your family's main carer, and current address. You can still apply if you don't receive any benefits but will need to provide some extra information about your household income, or speak to someone to confirm your family income and situation.

- Website: <https://www.familyfund.org.uk/>
- Helpline: 01904 550055
- Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

## **Services and support in Health and Mental Health**

### **Hackney Ark - Centre for children and young people with special educational needs and or disabilities**

[https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=vp2KHdrAJ\\_4](https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=vp2KHdrAJ_4)

Specialist multidisciplinary health teams based in the community. Information, advice and support specific to the needs of disabled children and families. Assessment and diagnostic services, therapy services, key work team and Resource Centre. Some drop in sessions are run from Hackney Ark but most services are referral services with some self-referrals accepted for some support.

## **CAMHS Alliance**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=BRW4hml8T80>

A partnership of organisations and teams who work together to deliver mental health and wellbeing support services that reach more children, young people, families, schools and the wider community. A range of options are available to meet a range of needs. Professional referral via a single point of access. Online access to Kooth support and resources. Self-referral accepted by First Steps.

## **City and Hackney NHS Talking Therapies**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=N5Djn9EX3y8>

Psychological Talking Therapies delivered by trained NHS professionals. Deal with negative thoughts and feelings and learn new coping skills. Employment advice and support for current patients. Some therapist are trained specifically in adapting therapy for people who are autistic.

- Telephone 020 7683 4278
- Email [huh-tr.talkingtherapy@nhs.net](mailto:huh-tr.talkingtherapy@nhs.net)
- Online self-referral accepted.

## **Urgent Mental Health Support in East London**

If you need urgent support or advice because you are feeling overwhelmed, have out-of-control thoughts, or are worried you might harm yourself or someone else, you should call an NHS crisis line immediately.

These are free, open 24 hours a day 7 days a week, and available to adults, children, and young people. You will speak to experienced staff who can help you.

### **East London CAMHS Crisis Service**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=q9SGbxLL5qA>

The East London CAMHS Crisis Service aims to provide the right care, in the right place, at the right time to promote safety and recovery from crisis.

We provide the following to children and young people:

- Therapeutic assessment
- Formulation of collaborative safety and coping plans
- Multi-agency liaison to support appropriate follow-up
- Telephone callbacks for children, young people, their families or professionals contacting the All Age Mental Health Crisis Line
- Crisis resolution and solution focused brief therapy for 17 ½ year olds
- How to access our service?

If you are experiencing a mental health crisis, please contact the City and Hackney mental health crisis line on 0800 073 0006

You can also access our service by attending the A&E (Accident and Emergency) department at the Homerton University Hospital which is available 24 hours a day 7 days a week.

If you are concerned about someone you know please encourage them to call. While it's quicker if they can call themselves you can also call on their behalf if that isn't possible.

City and Hackney's crisis services offer immediate help if you are in distress or crisis. They will also follow up with a range of support to help you find new ways to cope with difficulties and avoid a future crisis.

### **Crisis cafe**

Walk-in Crisis Café As well as offering a welcome cup of tea or coffee, the Crisis Café is a safe, supportive place for anyone who feels they are struggling or not coping. Opening hours are 6 pm - 9 pm on weekdays and 12 pm - 4 pm on weekends.

- [Walk-in Crisis cafe](#)  
The Raybould Centre  
City and Hackney Centre for Mental Health  
Homerton Row  
E9 6SR
- Email address [elft.crisiscafe2@nhs.net](mailto:elft.crisiscafe2@nhs.net)
- Phone 07393 762 366

### **Community Eating Disorders Service (CEDS) for Children and Young People (East London)**

NHS team and part of CAMHS to help young people under 18 years of age who are experiencing issues with food, eating, body shape or weight concerns. East London CEDS-CYP provides specialist assessment, treatment and clinical management for individuals who are experiencing an eating disorder and their families. New referrals will be received via borough-based CAMHS teams. We accept self-referrals from young people, parents and carers.

The service recommends that you make an appointment with your GP to discuss a referral however if you would like to speak to us about referring yourself or your child please call us on 0207 426 2556

- Phone 0208 215 5270
- Email [elf-tr.ELCEDS-CYP@nhs.net](mailto:elf-tr.ELCEDS-CYP@nhs.net)
- Website: <https://www.elft.nhs.uk/services/camhs-community-eating-disorder-service-east-london>

### **Beat - Eating Disorders**

The UK's leading charity supporting those affected by eating disorders and campaigning on their behalf. Eating disorders include bulimia, binge eating disorder, avoidant/restrictive food intake disorder (ARFID), other specified feeding or eating disorders (OSFED), and anorexia. Beat provides; a helpline Monday to Friday 3 pm to 8 pm, workshops for parents and peer support, resources, peer support and online development support hub for carers.

- Phone 0808 801 0677 (Helpline Monday to Friday 3 pm to 8 pm)
- Email [help@beateatingdisorders.org.uk](mailto:help@beateatingdisorders.org.uk)
- Website <https://www.beateatingdisorders.org.uk/>

## Services and support in Social Care

The following information and contact details are for key services and crisis support if you live in Hackney and need urgent support.

Please use the relevant service details provided to make contact with the relevant service.

### Social Care and Safeguarding

If you are concerned a child is in immediate danger call the Police on 999

#### Hackney Multi-Agency Safeguarding Hub (MASH)

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=B7Bm1XBLBM>

Safeguarding and social care queries about children in Hackney can be raised through

- Hackney's Children and Families MASH.
- Email [MASH@hackney.gov.uk](mailto:MASH@hackney.gov.uk)
- Phone: 0208 356 5500

#### Disabled Children's Social Care (DCS)

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=o5R-Ki0oP2l>

The route to an assessment via DCS is through MASH (Multi-Agency Safeguarding Hub) who triage referrals to the correct service. MASH officers understand asking for help if you have a disabled child or young person is often unrelated to safeguarding concerns and will triage to DCS as appropriate.

- Phone: 020 8356 6789 OR 020 8356 4865
- Duty Line: 0208 356 6789 9 am to 5 pm
- Email [MASH@hackney.gov.uk](mailto:MASH@hackney.gov.uk)

#### Adult Safeguarding for over 18's.

If you are concerned an adult is in immediate danger call the Police on 999

#### Information and Access Team - Adult Social Care

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=MgQ-mBO5fC8>

Information and Access Team (IAT) is a "front door" service for Adult Social Care. The service provides information and advice on Adult Social Care services and related issues to the public and other professionals. All **referrals including self-referrals can be made using the online referral form listed on Hackney Council's adult services web page.**

If you need help to complete this form please call 020 8356 6262 for support.

### **Emergency Duty Team - Adults Social Care**

- Out of hours contact the Emergency Duty Team 5 pm – 9 am and weekends  
Phone: 0208 356 2710
- Email: [emergency.duty@hackney.gov.uk](mailto:emergency.duty@hackney.gov.uk)

### **Autism Advice Session**

[https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=h\\_SAn-4h5-A](https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=h_SAn-4h5-A)

Specialist autism advice session for or on behalf of young people aged 16 and over who live or work in Hackney. Bookable time slots on Wednesdays from 9:30 to 12:30. Phone or WhatsApp options are available if preferred

- To book a space phone or email [kadine.james@hackney.gov.uk](mailto:kadine.james@hackney.gov.uk)
- Phone, SMS, or WhatsApp: 07858681387

If you feel unable to attend a face-to-face meeting we can also facilitate a text/chat-based meeting, a phone call, or a virtual meeting.

### **Integrated Learning Disabilities Service (ILDS)**

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=A-79IfWqdZM>

Specialist services for adults over 18 years of age who have an eligible learning disability ( this will be assessed by the service if you do not have medical evidence already). The team includes professionals from different Health and Social Care services.

- Phone 020 8356 7444
- Email [learningdisabilitiesduty@hackney.gov.uk](mailto:learningdisabilitiesduty@hackney.gov.uk)

## **Services in Housing**

### **Housing Options and Advice (local authority service)**

If you are worried about becoming homeless, you can ask for help from the Council who will give you information or discuss your housing options with you based on your circumstances.

- Finding somewhere to stay tonight.  
<https://hackney.gov.uk/find-somewhere-tonight>
- Apply for homeless help.  
<https://hackney.gov.uk/apply-homeless-help>
- Housing advice contact line: 020 8356 2929 (9 am - 6 PM)
- Phone: 2020 8356 2300 (from 6 pm to 9 am)

### **Shelter**

[https://england.shelter.org.uk/get\\_help/local\\_services/london/hackney](https://england.shelter.org.uk/get_help/local_services/london/hackney)

Shelter is a national charity for people who have housing problems. They can help you understand your rights and get the support you need.



## Engage Hackney

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=sagBuOSkNBY>

Engage Hackney is the commissioned service for people over 18 years old with additional needs relating to well-being, independence and accommodation. Engage Hackney provides a Floating Support service for people in specific groups with specific needs who require additional housing related support to live more independently.

- Telephone 0800 953 4044
- Email [EngageHackney@riverside.org.uk](mailto:EngageHackney@riverside.org.uk)
- Website [www.riverside.org.uk/engage-hackney](http://www.riverside.org.uk/engage-hackney)

## Other services

### Here To Help (previously Hackney Money Hub)

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=ep5FILG-dXA>

A benefits maximisation advice and support team within Hackney Council. The team includes specialist disability benefits advisors. Referral including online self-referral required, Support from the councils **Here to Help Team** available to complete the online referral if required.

### CHOICE in Hackney

<https://www.hackneylocaloffer.co.uk/kb5/hackney/localoffer/service.page?id=4ynV1ecMn4>

Choice is a Disabled People User-Led organisation providing specialist; Information, Guidance and Advocacy, Hate Crime Advocacy, Volunteer matching for Befriending, Shopping and or Gardening, and Training and Employment opportunities. CHOICE offer Information Guidance and Advice to disabled people on; Benefits, Housing, Health, Social Care, and other independent living services.

- Phone 020 7613 3206
- Text phone: 020 7613 3208
- Email [info@choiceinhackney.org](mailto:info@choiceinhackney.org)
- Website <https://choiceinhackney.org/>

### Contact - The National Charity for Families with Disabled Children

The Contact website has [advice and information](#) about concerns a family might have about raising a child with additional needs. They run [a free helpline](#) and offer a [Listening Ear support service](#). We produce [a range of email newsletters](#) and [parent guides](#) available to download or order. Contact run information sessions on a range of [topic workshops and events](#) from speech and language therapy to toilet training, welfare benefits and more.

- Contact Helpline 0808 808 3555
- Web <https://contact.org.uk/>