

## Guidance Note for Completing a Service Request Form to Children's Services

### When should a Service Request form be used?

The Service Request form is used to access a single service. The services available Children's Services are:

- Integrated Services for Learning (see page 3 for definitive list)
- Targeted Advice Service
- Targeted Youth Support Services
- Thriving Families
- Young Carers

### Guide to completing the Service Request form

**Child/Young person's details** – a Service Request form is a request related to only one child or young person, with exception of requests for Thriving Families Service which is for the whole family.

**Reason for Request** – put as much specific information in here as possible.

**Desired Outcomes** – include both longer term expectations of outcomes and immediate expectations around the service involvement.

**What other services are involved** – provide as much information as possible about current involvement of services and what help is being provided. Is this request part of the CAF Team Around the Family process? If so, include details of service/agencies attending the TAF meetings.

**Remember** – IF THERE ARE ANY CONCERNS THAT A CHILD OR YOUNG PERSON IS AT RISK OF HARM PLEASE SEEK ADVICE FROM THE CUSTOMER SERVICE CENTRE ON **0300 123 4043** WITHOUT DELAY AND COMPLETE THE **RED CHILD PROTECTION REFERRAL FORM**.

**If a child or young person is at risk of immediate harm call 999**

### Additional Information

Consider if there is anything else about the child/young person/family, which is important for the requested service to know so they can work effectively with the child/young person and family

Including:

- Concerns about general health, including physical development, hearing and vision
- Issues relating to concerns about emotional and social development, e.g. risking/actual self harm, coping with stress, relationships with peers and family.
- Behaviours in the community, offending behaviour, caring responsibilities.
- Home environment, financial issues, domestic violence, impact of mental health issues, substance misuse.

### Gaining Consent

We should be working in a consensual way with parents. It helps with information sharing and enabling services to work together. You will need to obtain the parents/main carer signature as evidence of consent.

Young people should also be aware of the concerns/issues and be asked for their consent to share information. You will need to make a professional decision about appropriate age.

In most cases the form must be signed by the parent/carers or young person if appropriate. Practitioners can still send the Service Request form when they do not have consent for services that have a statutory responsibility, for example poor school attendance (where attempts by the school to contact/engage parents have been unsuccessful). If you are unsure about the consent required, contact the service you wish to send the form to for advice.

### Attaching Additional Information

It is important that full information is provided on the Service Request Form and additional documents are provided at the time the Service Request form is submitted. When services need to contact a requester/referrer to seek additional information or clarify needs, this may delay service delivery to children/young people and their families. If you are uncertain about what to include please contact the relevant service directly.

When attaching additional information to the SR, ensure that the parents/carers or young person have consented to the sharing of this additional information.

### Storage and Sending the Form

**The completed Service Request form contains confidential information. Copies must be stored securely in line with your agency/service guidelines on safe/secure storage.**

### Completed Forms requesting a single service should be sent to:

Requests for a single service from Children's Services **must be either posted by Special Delivery or by Secure Encrypted/Password Protected Email** to the appropriate address in the table below.

The team to which the request is being made should be specified clearly on page 1 of the form. Referrals for a single service from other agencies (e.g. NHS, CAMHS etc) must also be **securely sent directly** to the appropriate address for that service.

**GCSX users Email:** [protectedreferrals.cs@hertscc.gcsx.gov.uk](mailto:protectedreferrals.cs@hertscc.gcsx.gov.uk)

**Non GCSX users Email:** [protectedreferrals.cs@hertfordshire.gov.uk](mailto:protectedreferrals.cs@hertfordshire.gov.uk)

Post: Customer Service Centre  
PO Box 153  
Stevenage  
Hertfordshire  
SG1 2GH

**Completed Forms requesting a single service from Integrated Services for Learning should be sent directly to the relevant team from the list below by secure email or secure post.**

**Integrated Services for Learning (ISL) include:**

Access to Education for Refugees and Travellers, Behaviour and Attendance, Central Attendance and Employment Support, Communication Disorders, Early Years SEND, Educational Psychology, Education Support Centre (ESC), Education Support Team for Medical Absence (ESTMA), Sensory/Physical Needs.

**Postal and email address for Children's Services and ISL see below.**

**A list of where to send completed Service Request Form or Child Protection Referral in Children's Services**

**For Service Request or Child Protection Referrals to Children's Services – *ONLY* use the Customer Service Centre address and Protected Referrals email address.**

Service / Area / District	Address	Email
<b>Safeguarding and Specialist Services – Child Protection</b> <b>Disabled Children's Services (Social Care)</b> <b>Targeted Advice Service</b> <b>Young Carers</b> <b>Targeted Youth Support</b> <b>Thriving Families</b>	Customer Service Centre PO Box 153 Stevenage SG1 2GH	<b>GCSX users</b> <a href="mailto:protectedreferrals.cs@hertscc.gcsx.gov.uk">protectedreferrals.cs@hertscc.gcsx.gov.uk</a>  <b>Non GCSX users</b> <a href="mailto:protectedreferrals.cs@hertfordshire.gov.uk">protectedreferrals.cs@hertfordshire.gov.uk</a>
<p><b>Integrated Services for Learning (ISL) Please ensure the correct address or email is used when sending your request directly to the relevant team as set out below.</b></p> <p>Access to Education for Refugees and Travellers, Behaviour and Attendance, Central Attendance and Employment Support, Communication Disorders, Early Years SEND, Educational Psychology, Education Support Centre (ESC), Education Support Team for Medical Absence (ESTMA), Sensory/Physical Needs</p>		
<p><b>Please note that a parental signature must be included on all requests</b></p>		
<b>North Herts and Stevenage</b>	SFAR600 Farnham House Six Hills Way Stevenage Herts SG1 2FQ	<a href="mailto:NH&amp;STEV.ISLTEAM@HERTSCC.GOV.UK">NH&amp;STEV.ISLTEAM@HERTSCC.GOV.UK</a>
<b>East Herts and Broxbourne</b>	CHN600 County Hall Pegs Lane Hertford Herts SG13 8DQ	<a href="mailto:EH&amp;BROX.ISLTEAM@HERTFORDSHIRE.GOV.UK">EH&amp;BROX.ISLTEAM@HERTFORDSHIRE.GOV.UK</a>
<b>Welwyn/Hatfield and Hertsmere</b>	MU204 2 <sup>nd</sup> Floor The Mundalls WGC Herts AL7 1FT	<a href="mailto:WHH.ISLTEAM@HERTFORDSHIRE.GOV.UK">WHH.ISLTEAM@HERTFORDSHIRE.GOV.UK</a>
<b>St Albans and Dacorum</b>	AP2600 Apsley Two Brindley Way Hemel Hempstead Herts HP3 9BF	<a href="mailto:STA&amp;DAC.ISLTEAM@HERTFORDSHIRE.GOV.UK">STA&amp;DAC.ISLTEAM@HERTFORDSHIRE.GOV.UK</a>
<b>Watford, 3 Rivers,</b>	Apsley (as above)	<a href="mailto:WAT&amp;3RIV.ISLTEAM@HERTFORDSHIRE.GOV.UK">WAT&amp;3RIV.ISLTEAM@HERTFORDSHIRE.GOV.UK</a>

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