

Islington Community Multi Agency Risk Assessment Conference Directory



Community MARAC Directory

This directory details partners from a range of services who are involved in providing support to high risk complex cases of anti social behaviour at Community MARAC (Multi Agency Risk Assessment Conference) meetings.

Contents

Community MARAC Directory.....	1
Islington Practice Based Mental Health team.....	2
Better Lives.....	3
Single Homeless Project (SHP).....	5
Integrated Networks.....	6
Supported Accomodation Referrals team.....	7
Complex Needs schemes – Peabody (was Family Mosaic).....	7
General Information about all sites.....	7
Mental Health Services.....	8
Islington Vulnerable Adults Team.....	9
Islington Substance Misuse team.....	9
Islington Single Homeless Service.....	9
Victim Support.....	10
Pause.....	10
London Fire Brigade.....	11
The Islington MASH (Multi-Agency Safeguarding Hub).....	11
Integrated Offender Management (IOM).....	12
Islington Integrated Gangs team (IGT).....	13
The Appropriate Adult Service (TAAS).....	14
Home Group.....	14
Islington Dedicated Ward Officer (MPS).....	15

Islington Practice Based Mental Health

- The Islington practice based mental health team works in liaison with the patients' GP to ensure joint, collaborative working that is coordinated by the GP.
- Our service is a pan-diagnostic service. We provide specialist mental health support to adults (18yrs+) who are registered with an Islington GP practice and who are experiencing significant mental health problems that are affecting their functioning.
- We will accept referrals for adults with any type of mental health condition. This includes, but is not exclusive to:
 - ❖ Depression when non-response to pharmacological and psychological treatments in primary care/iCope has been ineffective or there is a significant risk of harm to self or others
 - ❖ Anxiety related disorders when treatment has been ineffective in iCope/primary care and/or severe functional impairment is apparent
 - ❖ People with chronic or severe mental illness for whom specialist services are not currently appropriate (clusters 4-8 and 11)
 - ❖ People with a personality difficulties or diagnosis of personality disorder but who are not managed by local PD services
 - ❖ People with medically unexplained symptoms (MUS)
 - ❖ People with an eating disorder who do not meet the criteria for referral to specialist eating disorder services (BMI>17.5)
- Majority of our referrals come directly from Islington GPs. However, referrals will also be accepted from other sources and professionals if the patient is registered with an Islington GP practice.
- This includes referrals from other primary care based services (e.g. PCADS and iCope) and other agencies including, but not limited to adult social services, other primary care partners, local authority housing, housing associations and London ambulance service (LAS).

Referrals

- Referrals are currently accepted by email only at the team NHS mail address at cim-tr.PBMHS@nhs.net a referral form is available for formal referrals to the team
- All referrals must meet the eligibility criteria
- The referrer must inform the patient they are being referred to the PBMH service

Eligibility Criteria

- People over the age of 17.5 years at the time of the referral being received - There is no upper age limit for referrals
- Registered with an Islington GP practice
- People with significant mental health problems affecting their functioning

Exclusion Criteria

- GP practice not in Islington
- The person is under 17.5 years
- Referrals for crisis care
- People whose primary problem is substance abuse (drug and alcohol issues) and there is no evidence of co-morbid mental illness
- People under the care of secondary mental health services provided by the Trust. In these instances, the referrer will be advised to make contact directly with appropriate Trust service

Contact details

Islington Practice Based Mental Health Team
Camley Centre
St Pancras Hospital
4 St Pancras Way
Email: cim-tr.PBMHS@nhs.net
Tel: 0203 317 7513

Better Lives - Islington's Drug and Alcohol Service

What we do

- Better Lives is an integrated drug and alcohol service delivered by Camden and Islington NHS Foundation Trust in partnership with WDP and Blenheim.
- We offer a free and confidential support service for individuals and their families affected by drug and alcohol problems.
- Our specialist team include substance misuse practitioners, doctors, nurses, social workers, psychologists and pharmacists, as well as complementary therapists, volunteers and peer

mentors. Together we offer a high quality and professional service that supports individuals and their families who wish to receive advice, assessment and treatment for their drug and/or alcohol problems. We also offer advice and training to local community organisations

What we offer

- One-to-one key working
- Group work and day programme
- BBV testing and treatment
- Treatment in GP's surgeries
- Assessment and access to residential detoxification and rehabilitation
- Debt and housing advice
- Specialist women's groups and support
- Psychological therapy, counselling and group work
- Self-help and mutual aid groups
- Aftercare services including skills coaching
- A health and wellbeing service for people who use substances at lower levels, including alcohol, club drugs, cannabis and cocaine
- Reintegration and Aftercare - education, training and employment (ETE) support
- Family and carers' support and advice

Age range treated

- 18+

Who is the service for?

- Our service is free and open to all Islington residents aged 18 or over, as well as their families and carers.

Better Lives Family Service

- Better Lives also offers a service to families living in Islington who have a child or children under 18 years of age where the parent is using drugs or alcohol and adults who are affected by the drug or alcohol problems of someone close to them

Where we are based

- 99-101 Seven Sisters Road, N7 7QP: **020 3317 6099**
- 309 Gray's Inn Road, WC1X 8QS: **020 3317 6650**
- 28b King Henry's Walk, N1 4NX: **020 3317 7277**
- Family Service: **020 3317 7437**

Email

cim-tr.betterlives@nhs.net

Single Homeless Project (SHP)

- SHP is a London-wide charity working to prevent homelessness and help vulnerable and socially excluded people to transform their lives. Each day our staff work with individuals to tackle the underlying causes of homelessness, such as poor mental health or drug and alcohol dependency. From supporting people in crisis to helping them take the final steps towards independence and employment, we make a difference to 7,000 lives every year.
- SHP's Multidisciplinary Floating Support Service provides one-on-one support to vulnerable, Islington residents with a housing-related need. Our service operates from
 - Monday to Friday between the core hours of **10:00 – 17:00**. We also offer a limited service on Saturdays between **10:00 – 16:00** and an evening service on Thursdays until **20:00**.
 - Our service is made up of three teams, each with a different focus.
 - ❖ A young person's team working with 16 -18 year olds and care leavers up to the age of 24.
 - ❖ A complex needs team, working with adults who have enduring mental health issues and substance use problems.
 - ❖ We also have a generic, adult floating support team working with a wide number of vulnerabilities such as offending issues, disabilities, mental health problems and hoarding.
- In addition to the main service we have a small Justice Link team who work with people with mental health issues who come into contact with the criminal justice system.
- We are also partnered with Centre 404, who provide support to those with a diagnosed learning difficulty.
- We can work with each client for up to 12 months. Our support workers will usually visit the person in their home and have the primary aim of preventing them from losing their tenancy.



- We achieve this by establishing each client's personal, housing related goals, then via a mutually agreed support plan, we link them in with the appropriate services and resources in their community to meet these needs.
- We encourage our clients to reflect on their strengths and develop their confidence to overcome the challenges they may be facing
- Our hope is they will increase their independent living skills and avoid homelessness.
- We are a registered charity and we take referrals from all sources, including direct applications.
- Enquiries can be made via islingtonreferrals@shp.org.uk

Integrated Networks

- We are basically the Social Services and Housing reps on CCG-organised MDTs that happen weekly/fortnightly based around hubs of GP surgeries.
- Deal with people with complex physical/mental health or social care/housing issues can be referred in by any agency for discussion and professional advice is provided on how to plan the necessary support/intervention

Senior Practitioners role description:

- Attending 4-6 network meetings per week and one tele-conference per month to jointly discuss cases with a range of different professionals.
- Actively building relationships and developing links with the other professionals and organisations involved in the networks.
- Contributing a social care perspective to case discussions, articulating social care approaches and values and explaining the remit of adult care services.
- Being co-located within Housing Needs for half of the week, linking in with different teams within Housing and being trained on aspects of housing legislation including the new Housing and Planning Act, Housing Act 1996 and Homelessness Act 2002.
- Acting as a gateway to social services and housing, actively taking verbal referrals back to the appropriate teams and pulling in professionals as needed.
- Ensuring network discussions are recorded in the case notes and providing feedback to named professionals in a timely way.
- Being co-located within either the NICS or SICS teams for half of the working week and actively contributing to the continued roll out of Integrated ways of working within these teams.



- Acting as the liaison with relevant teams within social care, housing and the third sector to support with case identification to ensure those cases that could benefit from a multidisciplinary approach are brought to the network meetings for discussion.
- Managing the Integrated networks in-tray and liaising directly with the Integrated networks Business Support Team to manage referrals from social care, housing and third sector partners.
- Participating in other activities which link in to the further development of the Integrated networks e.g. the monthly Locality operating Group, working groups for Care My Way etc.
- Promoting the Integrated networks within wider teams across health, social care, housing and the third sector.

Supported accommodation referrals team

- Manage the referrals into and out of supported accommodation.
- They manage the pathways for mental health, ex-offender, substance use, single homeless and sheltered housing pathways.
- If you are working with someone that you think would benefit from support accommodation or sheltered housing, please call a member of them team for advice in the first instance.
- Georgina Earthy **020 7527 3360**, Eimear Nicreamoinn **020 7527 4656** and Tracy Brahaj **020 7527 3358**.

Complex Needs schemes – Peabody (was Family Mosaic)

General information about all sites

- All services have security on site from 9pm-8am 7 nights a week (apart from Canonbury Lane).
- Our customers are all allocated a keyworker who will support them to set goals and work towards move on in to lower support or independence, all our referrals come via the supported housing team but we are also happy to arrange visits to the schemes for services who are interested in finding out more about our accommodation.
- Camhurst House and Eagle Dwellings share a move on worker who will meet with customers from when they first move in to identify their possible pathway with them, Camhurst house has a drop in with Better Lives to offer onsite support around alcohol use and we have close links with referrals to other external services.



Marlborough House

- Abstinence scheme that offers weekly testing for referrals who are not using substances and alcohol but need to be supported to remain abstinent. Staff are on site 8am-9pm Mon-Fri.
- Our customers at Marlborough house often have an offending history and may come to us from custody or from completing a residential rehab.
- The accommodation is mainly self-contained one bed flats but we also have a shared unit of two rooms with a shared kitchen/lounge and bathroom.

Eagle Dwellings

- Medium support scheme for single homeless referrals who have complex needs – alcohol, substance use, offending, mental health, however referrals need to be engaged with services and willing to use the support on offer.
- Staff are on site 8am-9pm Mon – Fri and 1pm-9pm Saturday and Sunday and bank holidays.
- Our customers at Marlborough house often have an offending history and may come to us from custody or from completing a residential rehab.

Camhurst House

- High support service for referrals who predominantly have an issue with alcohol dependency but whose secondary need may be mental health, substance use or offending. Staff are on site 8am-9pm 7 days a week.
- All the accommodation is one bed flats at this service, there is no lift and referrals would need to be physically able to manage stairs.

Mental Health Services

Southwood Smith Street

- High support mental health scheme that also accepts referrals with a forensic history, this is shared accommodation, the customers share a 2 bed flat with a room each and a communal lounge, kitchen and bathroom between them.
- Staff are on site 8am-9pm 7 days a week, we accept referrals that have substance/alcohol use but would expect that they are willing to engage with support around it.

Canonbury Lane

- A small (6 bed) high support mental health scheme, we accept referrals with a forensic background however we can't accept active substance or alcohol users.



- The accommodation is a self-contained one bed flat so we would also need referrals to be able to manage this level of accommodation safely.
- Staff are on site 24/7 (sleep in staff) they mostly lone work and this site does not use security at night.

Young People

- We have one young person's scheme in Islington, our referrals will be aged between 16-21 and are often young care leavers, this is a low support service that is not always staffed at all hours (although someone is on site daily)
- We can't accept referrals that have any gang affiliations, violent offending or active substance use

Islington Vulnerable Adults Team:

(1) Islington Substance Misuse Team

- Semi-independent housing for single people with low support needs.
- There are three different properties with staff on site 7 days a week daytime only, there is some night security cover in some of the projects.
- One service has 22 self-contained studio flats, one service is for over 50s drinkers and one service is all male in a shared house.
- People referred into the service are expected to be engaging well with substance use services, and be meaningfully occupied.
- All residents are expected to use the key worker system and start planning for realistic move on at an early stage of their placement.

(2) Islington Single Homeless Service

- General low needs semi-independent housing across seven properties.
- There is floating support day time only, visiting night security across all properties.
- There are two women only properties one of which is self-contained studios.
- All other properties are shared housing.
- People referred into the service are expected to be engaging well with support services, and be meaningfully occupied.
- All residents are expected to use the key worker system and start planning for realistic move on at an early stage of their placement.

Victim Support

- Victim Support is a National Charity which provides emotional, practical and advocacy support to all victims of crime in England and Wales for more than 40 Years.
- Our service is free and confidential and accessible to all types of crimes and victims independent of the crime being reported to the police and is available to all tenants of LBI and PFI housing. We work with the ASB teams involved to advocate and obtain feedback to keep the client heard and informed.
- Information only to be added if client has given explicit consent for their personal details to be stored by Victim Support.
- Victim Support / ASB support project offers residents support when they are experiencing ASB.
- We can provide emotional and practical support to individuals or neighbours affected, for example gathering evidence, i.e. keeping diaries, reporting to local police and housing teams, advocating.
- Emotional support is provided by phone and face to face meetings. Giving time to listen and manage expectations of timescales, and offer reassurances, regular contact during the investigation, providing updates on actions and clarifying the process and policies.
- Additionally, support at Civil court if legal action is needed.
- We also offer a mediation service to help resolve the issues between neighbours in a neutral environment.
- Victim Support Referral form to be sent to : north.area@victimsupport.cjsm.net
- Referrals for both ASB and Mediation can be made with the clients permission, please contact us on Islington.ASB@victimsupport.org.uk

Pause Islington

- Works with women who:
 - ❖ Are Islington residents
 - ❖ Have had their children removed from their care
 - ❖ Are at risk of repeat pregnancies and repeat removals
 - ❖ Are not currently pregnant or caring for a child.
- Pause provides 18 months of intensive, one to one emotional, practical and behavioural support to women. The programme is completely voluntary, and we focus on the woman's priorities and goals. We work flexibly and creatively to help women make changes to their lives and develop new skills so they can continue to solve their own difficulties in the future.

- In order to participate in Pause, women need to agree to take up effective contraception for the duration of time they work with Pause. This gives them a break from child protection processes and proceedings, so they (and we) can focus on them.
- We prioritize women based on their level of risk of repeat pregnancies and their level of need, rather than on a first come, first served basis. Please complete the attached referral form to refer to Pause.

London Fire Brigade

- London Fire Brigade regularly attends MARAC meetings and provides information on any involvement we may have had at an address over a period of time (usually 5 years).
- This information can be in relation to any incident or fire safety visit carried out by our crews.
- If any case referred to the MARAC is identified as at increased risk of fire the Fire Brigade Officer attending the meeting will arrange for a Home Fire Safety Visit (HFSV) to be carried out ASAP.
- Should any partner agency wish to request a HFSV for an individual at any time, this can be done via the Brigade web site London-fire.gov.uk or by telephone 0800 028 4428.
- A Home Fire Safety Visit involves a crew from your local fire station visiting the residents address and providing personalised advice on the following,
 - ❖ Cooking & Smoking
 - ❖ Heaters & Heating
 - ❖ Candles & Fireplaces
 - ❖ Detection Systems (Smoke & Heat Alarms)
 - ❖ Bedtime Checks
 - ❖ What to do if there is a fire
- If required, we will also provide and fit free smoke alarms in any room where a fire might start.

The Islington MASH (Multi-Agency Safeguarding Hub)

- Is based at 222 Upper Street. We are co-located with Children's Services, Adult Social Care one floor up, with other agencies such as education, health and probation available for checks.
- The idea behind MASH is to provide safeguarding to vulnerable adults and children.



- The MASH receives reports from police officers on the street, triages them, researches history and ensures that relevant referrals are made.
- We liaise with police units within the Metropolitan area and nationwide, following up lines or fast-time enquiries often alongside our CSCT social workers.
- We assist social workers and other professionals with information on continuing investigations and are on the spot to get a good overall idea of who is coming to notice frequently, and where the concerns are.
- Contact: **0207 527 (x6166)** or **0203 276 3731** or email NI-PublicProtectionDesk@met.pnn.police.uk

Integrated Offender Management (IOM)

- IOM is a multi-agency partnership approach that brings together a number of stakeholders to supervise, manage and positively impact on the criminal activity of offenders in the community.
- Under this model, partners with specific areas of expertise work jointly to manage offenders recognised as requiring an IOM approach.

IOM Criteria

- Must be on a Probation Order
- Offenders with OGRS scores of 75% and more that are current to NPS/CRC
- Offenders with an OGRS score of 50% - 74% and whose index offence of robbery or burglary was committed that are current to NPS/CRC
- Offending behaviour causing significant impact on levels of crime or community issues
- Offenders involved in SIP priority areas (multiple and complex needs)
- And any other individuals, judged by the multiagency partnership, on a case by case basis, that would see their risk of harm and reoffending reduced by the resources available to the Islington IOM partnership. This should take into consideration other available offender management approaches which might be more appropriate.

Monthly Panels

- Case management and Panel meeting is held once a month to focus on interventions and offer a full proactive discussion with those who work directly with the offenders.
- Cases from the cohort are discussed where there is concern about their behaviour, offending or engagement with services – and services connected with clients will be asked to attend.



- Each month the agenda consists of the following items

- ❖ New referrals
- ❖ Case reviews
- ❖ Other cases of concern
- ❖ Recent custody releases
- ❖ Expected release dates
- ❖ Cases to consider for removal

Islington Integrated Gangs Team (IGT)

- Works with 10-24 year olds who are at high risk of involvement in gang-related criminality or violence, or who have been victims of serious youth violence.
- The IGT is comprised of staff from the police, the council, (Children's Services, Youth Offending Service and Community Safety), Probation, Job Centre Plus, the NHS, and the voluntary and community sector organisations such as Victim Support and Abianda.
- The team is working to improve outcomes for offenders, victims and the whole community. Our objectives are to:
 - ❖ reduce violence committed by, and against, offenders
 - ❖ reduce the seriousness of offences, and the re-offending rate of individuals connected to gangs
 - ❖ reduce the number of people who are victims of gang-related violence
 - ❖ provide victims of violent crime connected to gang activity with the appropriate support
 - ❖ improve safeguarding for children and vulnerable adults at risk of gang related harm

The IGT approach

- The co-location of staff means that it is easier to co-ordinate work across a range of organisations and helps to ensure that joint resources are used effectively. The IGT core offer is:
 - ❖ individual support which challenges and reduces offending behaviours and provides options for leaving gangs
 - ❖ help with accessing education, employment, training and other positive opportunities or activities
 - ❖ intensive support in areas such as housing, mental health and substance misuse
 - ❖ work with young women affected by gangs to help them navigate risk and make positive changes in their lives
 - ❖ enforcement activity where gang members continue to offend and pose a risk to themselves and others

Referral process

- If you have concerns about a young person at risk of joining a gang, please complete the 'Islington Childrens Services: Request for Service' form and email this securely to: CSCT@islington.gcsx.gov.uk
- You can also contact the Children's Services Contact team to discuss the case further on **0207 527 7400** Mon to Fri 9am-5pm
- For emergency enquires out of hours call **0207 527 0992**

The Appropriate Adult Service (TAAS)

- TAAS is jointly commissioned by the London Boroughs of Islington and Camden to provide Appropriate Adults for detainees in custody for both juveniles and vulnerable adults.

Home Group

- Is a national Housing Association for both general needs housing and Care and Support.
- Norman House is a 15 bed space supported accommodation for high support male ex-offenders.
- Placements are for up to 1 year, where clients access support to address any barriers that may be preventing them from living independently.
- We work closely with other organisations within Islington, including probation, police, Better Lives, St Giles, and other housing providers within the Borough.



ISLINGTON DWOs

Wards		
East		
Finsbury Park	FinsburyPark.snt@met.police.uk	0203 276 3032
Highbury East	HighburyEast.snt@met.police.uk	0203 276 3031
Highbury West	HighburyWest.snt@met.police.uk	0203 276 3031
Mildmay	Mildmay.snt@met.police.uk	0208 345 0182
North		
Hillrise	Hillrise.snt@met.police.uk	0208 345 0585
Junction	Junction.snt@met.police.uk	0208 345 0585
St Georges	StGeorge.snt@met.police.uk	0203 276 3032
Tollington	Tollington.snt@met.police.uk	0208 345 0585
South		
Bunhill	Bunhill.snt@met.police.uk	0208 345 0181
Canonbury	Canonbury.snt@met.police.uk	0208 345 0182
Clerkenwell	Clerkenwell.snt@met.police.uk	0208 345 0181
St Peters	StPeters.snt@met.police.uk	0208 345 0286
West		
Barnsbury	Barnsbury.snt@met.police.uk	0208 345 0286
Caledonian	Caledonian.snt@met.police.uk	0208 345 0328
Holloway	Holloway.snt@met.police.uk	0208 345 0328
St Marys	StMarys.snt@met.police.uk	0208 345 0286

