



# London Borough of Hillingdon

## Stronger Families Portal

Building Stronger Families



Version No	Revision Date	Portal Version	Created By	Version Information
1.0	24/07/2023	Portal V5.0	N. Ashton	Amendments to Services selectable. Insertion of additional CME questions

For anyone making a Referral via the Stronger Families Portal to the London Borough of Hillingdon, some alterations have been made to improve the information capture at the point of referral. These are details below.

### 1. Facility to select Multiple Services when making a referral

The ability to select Multiple Services has been re-enabled, where appropriate this will open a sub section of the form in relation to that service to provide further information.

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### Request for Support

- Portal Early Help Referral and Assessment
- Your Details
- Additional Details
- Relationships and the Wider Family Details
- Request for Support**
- Consent
- Attendance Support Team
- Services
- The Child and their Family's Assessment
- Upload Documents
- Submit Referral

Which Service is your referral for? \*

- Adolescent Development Service
- Children's Centres - including Family Information Service (FIS)
- Attendance Support Team (school attendance / child missing from education)
- Portage Team
- Safeguarding / MASH
- Special Educational Needs or Disabilities Services (SEND) / SEND Advisory Service (SAS)
- Early Help / Parenting Apart Programme
- Notify us that a child may have long-term Special Education Needs using the Statutory Early Health Notification (NHS / Health Professionals only)
- I am not sure

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## 2. Participation Team – Updated to Attendance Support team

When selecting request for Service, a name update has been made to reflect that Participation team is now known as Attendance Support team. The related sub section has also been updated to read “Attendance Support Team”.

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### Attendance Support Team

- Portal Early Help Referral and Assessment
- Your Details
- Additional Details
- Relationships and the Wider Family Details
- Request for Support
- Consent
- Attendance Support Team**
- Services

Referrer's Name \*

Referrer's Email \*

Referrer's Telephone Number \*

Type of support required \*

- Support regarding a child / young person's attendance at school
- Support regarding a child that is missing from Education

## 3. Additional Questions with Attendance Support Section relating to CME (Child Missing Education)

A number of additional questions have been added within this section, a red star next to the question denotes those that are mandatory.

**7 Attendance Support Team**

8 Services

9 The Child and their Family's Assessment

10 Upload Documents

11 Submit Referral

Type of support required \*

Support regarding a child / young person's attendance at school

Support regarding a child that is missing from Education

### Child Missing from Education

Last date the child was at school \*

Last known address:

Who the address is for:	Relationship to child :	Address details	Postcode *
<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

Full screen
+
-

Any other contact details for parents, carers, guardians

### Checklist for Schools

**Referrals to the CME officer for investigations into children missing education will only be accepted if the following checks have been undertaken by the school:**

- Has contact been made with parents/carers/family members of any other emergency contacts either in writing or by phone? \*

Yes  No
- Has the school checked possible whereabouts with staff and pupils, including anyone who may be in touch via social media/mobile phone? Is there any soft information (other students say family is on holiday) \*

Yes  No
- Are there any other safeguarding issues? \*

Yes  No
- Has a home visit been undertaken? \*

Yes  No
- Has the family made any request for

Yes  No

Has the family made any request for holiday/emergency leave? \*  Yes  No

Has the child/family been missing for 10 days or more? \*  Yes  No

What was the attendance prior to child going missing? \*

*Please record as a numeric %*

Have the parents identified a new school/move to a new area? \*  Yes  No

*Please contact the new school /LA before making a referral to CME*

**Children should NOT be off rolled until the CME officer has made enquiries and approved the off roll.**

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END