



# Connected Persons (Family and Friends) Care Policy

June 2016

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## **1. Introduction**

This policy sets out how Hackney Council will support family and friends carers and the children they are caring for. Children who are unable to live with their birth parents may be living with other family members, friends or other people connected to them with whom they have an existing relationship. Some of these children may be in care.

This policy statement sets out how Hackney Council, through Children's Social Care, will support people who are caring for other people's children and explain what kind of support they can access.

The policy is available and publicised on the Council's website and will be regularly updated. This policy is also available on request from Hackney Children and Young People's Service, Safeguarding & Learning Service, 3<sup>rd</sup> Floor, 1 Hillman Street, Hackney, London, E8 1DY (Tel: 020 8356 7568).

## **2. Values, principles and objectives**

This policy is underpinned by the principles of the Children Act 1989; the key principle being that a child should be enabled to live within their family unless this is not consistent with their welfare.

Hackney Council is committed to ensuring that all children in the borough grow up as part of a loving family that can meet their developmental needs. Where possible, this should be with their birth parents or, if this is not possible, with a relative or a member of the child's social network. Hackney Council will only place children in care if it is believed to be necessary and only for as long as they need to be.

Children are at the centre of any decisions made about them. Hackney Council will ensure that children are active participants and their wishes and feelings will be taken into account in all relevant processes when adults are trying to solve problems and make decisions about them.

All family and friends arrangements will be assessed to make sure that they are able to meet the child's specific needs and keep them safe. The assessment will take into account the particular situation of the child, carers and the relationships within the family.

The 'Hackney Promise to Looked-After Children and Young People' was written by children, young people and Hackney staff to focus on how services for all looked after children, including those living with family and friends carers, will be child-centred. The Promise is available here:

<https://www.younghackney.org/advice/looked-after-children/the-hackney-promise/>

## **3. Management accountability**

Management responsibility for the Family and Friends Care Policy rests with the Head of Corporate Parenting, whose service is responsible for commissioning all children's placements.

## 4. Legal framework for children living away from their parents

4.1 The following statutory powers and duties provide the legal basis for departmental involvement in private/informal/family and friends care arrangements:

- The Children Act 1989
- The Children and Young Person Act 2008
- The Children Act 1989 Guidance and Regulations Volume 2: Care Planning, Placement and Case review
- Family and Friends Care; Statutory Guidance for Local Authorities
- The Children (Private Arrangements for Fostering) regulations 2005

### 4.2 Children who are in need living with family

Hackney Children's Social Care (CSC) may carry out an assessment of the child to see if any services or support are needed to meet the child's needs or support the carer or family under section 17 of the Children Act 1989.

Where concerns arise in relation to the welfare of a child living with family, normal processes for referral and assessment under section 17 or section 47 of the Children Act 1989 will apply.

### 4.3 Private Fostering

A privately fostered child is a child under 16 years (or 18 if disabled) who is cared for by an adult who is not a parent or close relative and where the child is likely to be cared for in that home for 28 days or more. In a private fostering arrangement, the parent still holds parental responsibility and agrees the arrangement with the private foster carer.

A close relative is defined as:

- Parent or step parent (or someone who holds parental responsibility)
- Grandparent
- Aunt or uncle (whether related to the child by blood or through marriage or civil partnership)
- Sibling (including half-siblings and step-siblings)
- Anyone who holds a court order in relation to the child (for example, a child arrangement order)

Hackney Council has a legal duty to ensure that children and young people in this situation are safe and properly cared for. Under the Children Act, parents/carers must tell the Council if they are entering into a private fostering arrangement. The First Access and Screening Team can be contacted on 020 8356 5500/5116 for advice on the process.

**Please note:** it is an offence not to notify the Council of such an arrangement.

In Hackney the assessment, review and monitoring arrangements for private fostering are the responsibility of the Head of Children in Need, in conjunction with the Head of Access, Assessment and Family Support Services.

Private fostering arrangements are ratified at a Care Planning Panel. This ensures robust scrutiny of, and consistency in private fostering decision making.

For further information Hackney's Private Fostering Statement of Purpose is available on the Council's website:

[http://www.hackney.gov.uk/Assets/Documents/Private\\_Fostering\\_Statement\\_of\\_Purpose.pdf](http://www.hackney.gov.uk/Assets/Documents/Private_Fostering_Statement_of_Purpose.pdf)

Further guidance on private fostering is also available:

<http://www.hackney.gov.uk/sf-cypf-fostering-private.htm#.UoEZ43DFGil>

Information can be sent by post on request by contacting 020 8356 5500/5116.

#### **4.4 Looked after children family and friends care**

If, following an assessment, the recommendation is for a child to become looked after, we will first try to identify a relative or family friend who is able to care for them. If the arrangement is likely to continue past 16 weeks, the law states that the carer must be formally assessed and approved by Hackney's Fostering Service as a Hackney foster carer.

Support services will be put in place by Hackney Council Fostering Support Units, this will include training family and friends foster carers in accordance with Fostering Services Regulations, National Minimum Standards (NMS) and Training, Support and Development (TSD) standards. Support will also be provided to the child to meet their needs, including a health plan and personal education plan. They may also be entitled to leaving care support services.

Looked after children living with family or friends carers will be supported by the case holding social work units within the Children in Need (CIN) service or the Looked After Children (LAC) service in Hackney.

### **5. Permanence Options**

For most children living with family and friends carers, whether in private arrangements or looked after by Hackney, the plan for their long term care will be to return to their parents. If this is not possible, and they need to remain living with their family and friends carer, there are various legal options for carers to put the arrangements on a more permanent footing.

The legal orders will help carers share parental responsibility for the child with the birth parents; this means that they will have shared rights and responsibilities regarding the child and this will allow them to make decisions on the child's day to day care and make plans for their future.

The legal orders set out below may be made either as an outcome of care proceedings initiated by the local authority or of applications made to the court by the carer.

### **5.1 Child Arrangement Order**

A Child Arrangement Order (CAO) can be applied for by relatives who have been looking after the child for more than one year. Where carers have a CAO for a child, the child will be able to live with them and they will be responsible for their day to day care, sharing parental responsibility with parents. The order lasts until the child is 18 years.

Local authorities may pay a CAO allowance to support family and friends carers who choose to take out a CAO. This allowance is at the local authority's discretion and is means tested.

### **5.2 Special Guardianship Orders**

Special Guardianship Orders (SGO) can be applied for by a child's carers who have been looking after a child for more than one year. When a family and friends carer is granted an SGO and becomes the child's Special Guardian, they will share parental responsibility for the child but will have exclusive rights to exercise parental responsibility for the child in terms of their day to day care.

Special Guardianship provides carers with wider powers regarding the child's care but does not require a complete break with the birth family as in adoption. For this reason, the order is suitable for children who are being cared for by family members or friends but who still have links with their birth parents.

### **5.3 Adoption Orders**

A family and friends carer may apply for an Adoption Order for a child for whom they have looked after continuously for at least one year. An Adoption Order transfers all legal rights and responsibilities for a child from their birth parents to the adoptive parents and the child legally becomes part of the adoptive parent's family.

## **6. Financial support**

### **6.1 Financial support for looked after children placed with family and friends carers**

When a child is looked after by Hackney, the Council is responsible for providing support.

Family and friends carers who are assessed by Hackney will be assessed as foster carers and receive the same fostering allowances as other Hackney foster carers, this is also applicable where temporary approval is granted whilst being assessed (Annex A).

## **6.2 Child Arrangement Order**

Entitlement to a CAO allowance remains at the discretion of the local authority where payment is intended to help meet the welfare needs of a child residing with a carer. Any financial support is not designed to replace benefits such as Child Tax Credit and will not effect benefits entitlement. CAO allowances are means tested and are capped at the basic foster carer's rate minus child benefits.

## **6.3 Special Guardianship Order**

Where the child was previously looked after immediately prior to the granting of the court order, the Special Guardianship Order (SGO) allowance will be paid, means tested and capped at the basic fostering rate minus child benefit.

Foster carers who are granted a SGO on a child in their care, will receive two years continued remuneration in line with the fostering allowance minus Child Benefit plus the reward element. After two years the reward element will cease and then be means tested capped at the fostering rate minus child benefit

If the child is not looked after immediately prior to the granting of the court order, the SGO allowance is means tested and capped at the basic foster carer rate minus child benefits.

Any financial support is not designed to replace benefits such as Child Benefit and Child Tax Credit and will not affect benefit entitlement

Please refer to our SGO Financial Support Policy (Annex B).

## **6.4 Adoption**

All adoption allowances are based on an assessment of need to ensure the child's care needs are met.

Please refer to our adoption allowance policy for further information.

## **7. Supporting contact**

All children who are living away from their parents should have an opportunity to keep in touch with family members where this is in their best interests. Where a child is living in an informal family and friends care arrangement, the carers should agree with the family on contact arrangements, which may be facilitated by Hackney.

## **8. Family Network Meetings (FNMs)**

The Family Network Meeting (FNM) in Hackney Children's Social Care utilises the core elements from the Family Group Conference with adjustments to deliver a rapid response service. FNMs are meetings of family members where they are helped to think through issues surrounding the care of a child about whom Hackney is concerned, and to come up with their own solutions. The meetings are organised and facilitated by trained staff who are not part of the service

working with the family (although they may still be employed by the local authority). The FNM co-ordinator is independent from the caseworker, which means that they have not and will not be involved in making any decisions about the child.

Where Hackney is so concerned about the welfare of a child that it is considering legal proceedings, a FNM will be convened to help the family explore alternative care arrangements. Although there is no guarantee that Hackney will feel that any plan put forward by family members following a FNM is suitable, experience suggests that in many cases families will be able to come up with plans which would perhaps not otherwise have been suggested.

## **9. Information about services and support**

There are a number of services both locally and nationally that are able to offer advice and support to connected person carers and to children and young people. The social work unit can also assist in finding suitable support groups.

Further information about services and support can be found in Annex C (local support) and Annex D (national support).

## **10. Complaints**

Hackney Children's Social Care aims to provide the best possible service at all times. If a carer is unhappy with any aspect of our service or the decisions we make, they can make a complaint. Hackney Council has a complaints procedure which sets out the process in relation to the three stages of our complaints investigation process.

Records of investigations and the outcome of complaints are held by the Safeguarding and Learning service and the information is used for quality assurance monitoring and service improvement.

Information on how to make a complaint can be obtained from:

Safeguarding and Learning Service  
London Borough of Hackney  
Hackney Service Centre  
1 Hillman Street  
London  
E8 1DY

Tel: 0208 356 5800

Email: [children.complaints@hackney.gov.uk](mailto:children.complaints@hackney.gov.uk)

Information is also available to view at:

[www.hackney.gov.uk/Childrens-Social-Care-Complaints](http://www.hackney.gov.uk/Childrens-Social-Care-Complaints)

## **13. How to contact us**

If you want to talk to someone about family and friends care arrangements in Hackney, contact:

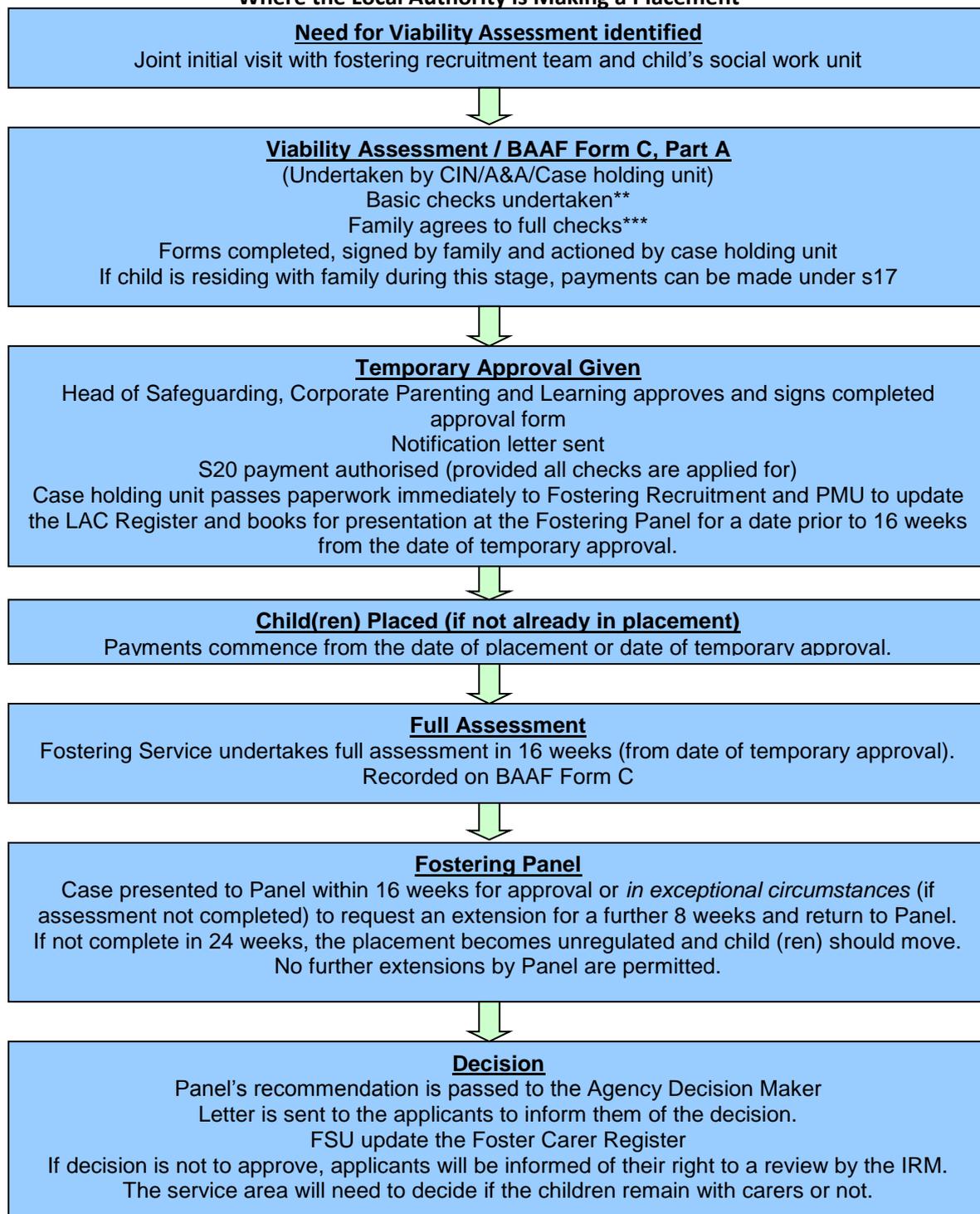
Corporate Parenting Service  
London Borough of Hackney  
Hackney Service Centre  
1 Hillman Street  
London  
E8 1DY

Tel: 020 8356 4920

## Annex A

### **LONDON BOROUGH OF HACKNEY Becoming a Family and Friends Carer**

#### **Where the Local Authority is Making a Placement**



\*A family and friends carer is a relative (Section 105 Children Act 1989, as amended by Section 75 of the Civil Partnership Act 2004), friend or other person connected with the looked after child where there is a pre-existing relationship. Becoming a family and friends carer where the local authority makes a placement and is separate from private fostering agreements and private family arrangements connected with a looked after child. [http://hackneychildcare.proceduresonline.com/chapters/p\\_place\\_fam\\_friend.html](http://hackneychildcare.proceduresonline.com/chapters/p_place_fam_friend.html)

\*\* Home environment seen / identity checks / capacity to provide adequate care and safeguard the child / child's wishes and feelings / parents views / details of family composition / LA checks / criminal offences

\*\*\* including DBS

## **Annex B**

### **Protocol for Special Guardianship Financial Support**

This protocol has been written and agreed following a consultation process between all the Local Authority signatories with the aim of providing a standardised approach to financial support for special guardians in accordance with the Special Guardianship Regulations 2005 (“the Regulations”) and the DfES Special Guardianship Guidance (“the guidance”).

It is intended that this protocol will be reviewed 6 months after it comes into effect and thereafter annually.

#### **1. The Special Guardianship Regulations 2005 and the DfES guidance to the Regulations**

**1.1.** The Regulations, supported by the guidance, govern the processes by which local authorities exercise their discretion in determining requests for special guardianship support services, including financial support. This protocol relates to **financial support only**.

**1.2.** Carers who are proposing to care for a child under a Special Guardianship Order or who are caring for a child under a Special Guardianship order can request an assessment for support, including financial support, under the Special Guardianship regulations 2005.

**1.3.** According to Regulation 6 of the 2005 Regulations, financial support may be paid to a special guardian or prospective special guardian:

- a.** to facilitate arrangements for a person to become the special guardian of a child where the local authority consider such arrangements to be beneficial to the child’s welfare; or
- b.** to support the continuation of such arrangements after a special guardianship order is made.

**1.4.** Such support is payable only in the following circumstances:

- a.** where the Local Authority consider that it is necessary to ensure that the special guardian or prospective special guardian can look after the child;
- b.** where the Local Authority consider that the child needs special care which requires a greater expenditure of resources than would otherwise be the case because of his illness, disability, emotional or behavioural difficulties or the consequences of his past abuse or neglect;
- c.** where the Local Authority consider that it is appropriate to contribute to any legal costs, including court fees, of a special guardian or prospective special guardian, as the case may be, associated with:
  - i.** the making of a special guardianship order or any application to vary or discharge such an order;
  - ii.** an application for an order under section 8 of the Act;
  - iii.** an order for financial provision to be made to or for the benefit of the child.

The Regulations have a further point:

(d) where the local authority consider that it is appropriate to contribute to the expenditure necessary for the purposes of accommodating and maintaining the child, including the provision of furniture and domestic equipment, alterations to and adaptations of the home, provision of means of transport and provision of clothing, toys and other items necessary for the purpose of looking after the child.

## **2. The principles underpinning the payment of Special Guardianship allowances and financial support**

**2.1.** No child should be unfairly disadvantaged.

**2.2.** People should be treated equally and fairly.

**2.3.** Allowances and grants are paid for the child. Any extra payments are to cover the specific needs of the child e.g. for protection, safety etc. Support services should not be seen in isolation from mainstream services and it is important to ensure that families are assisted in accessing mainstream services. Special Guardians should be helped to access their entitlements to tax credits and social security benefits. Efforts will be made by the Local Authority to obtain financial support from the child's parents where appropriate.

**2.4.** It is recognised that a foster carer might be able to provide permanency which is in a foster child's best interests, but be deterred from applying for Special Guardianship because of the loss of the fostering allowance and any reward (fee) being paid in respect of the child. This protocol seeks to address that concern by ensuring, consistently with paragraph 43 of the Guidance that a former foster carer has a period of financial stability upon becoming Special Guardian to a former foster child.

## **3. Conditions of support and cessation of support**

**3.1.** The special guardian must agree to the conditions listed in reg.10(1) of the 2005 Regulations and must comply with them. S/he must notify the Local Authority of any change of circumstances and must complete and return the annual statement. Failure to do so may result in payment being suspended or terminated and recovery of any payments made. Additional conditions on the provision of support may be imposed by the Local Authority as considered appropriate in the circumstances.

**3.2.** The Local Authority will review the payment of financial support on receipt of the annual statement each year and, if it proposes to reduce or terminate the support or revise the plan, it will notify the special guardian of the decision and will allow a period of 28 days in which the special guardian may make representations, which will then be considered by the Local Authority and a final decision made.

**3.3.** The payment will cease when any of the events listed in Reg.9 occur, that is, if the child ceases to live with the Special Guardian, ceases full time education or training and commences employment, qualifies for universal credit, income support, jobseekers allowance or employment support allowance in his own right or becomes 18 (unless he is in full time education or training, in which case the allowance may continue until the end of the course or training he is then undertaking).

#### **4. Requests for financial assistance and assessments**

**4.1.** If a request for financial assistance is made by a prospective special guardian of a child who is looked after by the Local Authority or a Special Guardian of a child who was looked after immediately before the making of the special guardianship order, (or such child or the child's parents) then an assessment will be carried out (This is required by Regulation 11(1) of the 2005 Regulations).

**4.2.** Requests for financial support from other persons (not falling within 4.1 above) will be considered, but unless the Local Authority is satisfied that there are exceptional circumstances, a financial assessment, including a means test, will not be conducted. It is not possible to specify the sort of circumstances which might be regarded as exceptional because case by case consideration is required. However, by way of example, if the Local Authority is satisfied, having regard to its history of involvement with the child, that the child would (on the balance of probabilities) have become looked after had the Special Guardian not stepped in to care for them, the Local Authority might consider that to amount to an exceptional circumstance warranting a financial assessment for support. In those circumstances consideration of financial support will be on the assessed needs of the child under regulation 12 and the local authority considering that the award is necessary to ensure that the special guardian can look after the child.

**4.3.** In the event that the Local Authority decides not to conduct a financial assessment, it will notify the applicant of the reasons for the decision and allow him/ her a reasonable period within which to make representations, which will then be considered by the Local Authority. The final decision will be made, and the person requesting assessment notified of it, within a reasonable period of receipt of their representations (Reg.11(2) and 11(3)). The Local Authority will ordinarily consider 28 days to be a reasonable period both for the making of representations and notification of the Authority's decision, however, this period may be extended in the exercise of the Authority's discretion.

#### **5. Non-periodic financial support**

**5.1. Contribution to settling in grant** – This may be awarded where the Local Authority considers appropriate further to an assessment of the needs of the child joining a new family under a special guardianship order. Reference will be

made to a list of Basic Requirements for children of different ages held by the Local Authority. The price of items needed will be based on the price of equivalent items in the Argos or Mothercare catalogues. The grant is not paid if the child was in foster care and the foster carers have applied to be that child's special guardians, unless there are exceptional circumstances which would justify such a grant being made. Where awarded the grant is paid up to an agreed maximum per child. This may be exceeded in exceptional cases.

**5.2. Legal Advice** – Financial support may be available for this, unless the prospective Special Guardian has access to free legal representation, and if so, is paid at the CLS “legal help” rates. It is only paid for children known to the Local Authority prior to the application being made (i.e. Children Looked After, or designated Children in Need subject to child protection plans) and where the Local Authority supports the making of the SGO, unless there are exceptional circumstances and where:

- i. the Local Authority considers that the carer or prospective special guardian requires legal advice about the different care arrangements that could be made for the subject child and the Local Authority? Or the carer? supports the child being placed or remaining in his/her care;
- ii. where he/she is not eligible for legal help or any other financial assistance for example under an insurance policy; and
- iii. the Local Authority considers that his/her financial circumstances are such that it would not be reasonable to expect him/ her to pay his/ her own fees.

This is payable up to the Local Authority's agreed limit for the initial consultation. The solicitor instructed should be a member of the Law Society's Children Panel, unless otherwise agreed by the Local Authority in advance. Itemised bills will be required.

**5.3. Legal fees for representation in court** –

- a) To make an application for a special Guardianship order. These are only paid where:
  - i. the application relates to a child who is Looked After or who was looked after prior to being cared for by the prospective special guardian, or would have been had the special guardian not stepped in; and
  - ii. the Local Authority supports the application; and
  - iii. the Local Authority considers that the prospective special guardian requires separate representation; and
  - iv. the prospective special guardian is not eligible for public funding or any other financial assistance for example under an insurance policy; and
  - v. the Local Authority considers that the prospective special guardian's financial circumstances are such that it would not be reasonable to expect him/ her to pay his/her own fees.

Legal fees are paid at the CLS Public funding rate save for exceptional circumstances. The solicitor instructed should be a member of the Law Society's Children Panel, unless otherwise agreed by the Local Authority in advance. Itemised bills will be required.

- b) Applications for payment of legal fees to defend contact and other applications or to make applications for orders to protect the child (e.g. non-molestation orders and prohibited steps orders during the currency of a special guardianship order)

Advice and representation in respect of any proposed applications will be subject to the criteria listed above and the Local Authority's assessment of the merits of the case.

Non-periodic financial support may, where it is considered appropriate by the Local Authority, be paid without an assessment of the means of the Special Guardian (and/ or child).

## **6. Periodic monthly allowances**

- 6.1.** These allowances are linked to the Local Authority's fostering allowances and are based on the needs of the child. They are not generally paid, unless the child is (or was immediately before the Special Guardianship order was made) a looked after child. However, in exceptional circumstances where the child is not and was not looked after, the allowance may be payable.
- 6.2.** The allowance is paid to foster carers (including friends and family carers) following the making of a special Guardianship order in respect of a previously fostered child. Where foster carers are already receiving a fostering allowance for a child for whom they have applied to be special guardians, the Local Authority will maintain their level of allowance after the order is made but subject to deduction of benefits which the former foster carer can, as a Special Guardian, claim in respect of the child such as child benefit, tax credits etc. Any allowance must be subject to means testing and an annual assessment by the Local Authority (save as specified below in paragraph 6.3).
- 6.3.** The Local Authority has a discretion not to means test in relation to a former looked after child who needs special care which requires a greater expenditure of resources than would otherwise be the case because of his illness, disability, emotional or behavioural difficulties or the consequences of past abuse or neglect (see Reg.6(2)(b) read together with Reg.13(5)(a)(iii)). The Local Authority also has a discretion to disregard means (ie it would not means test) where it is considering payment to a former foster carer (who received a fee when fostering) of an element of special guardianship allowance to reflect lost remuneration. This discretion will only apply where the foster carer received a fee or reward element (in addition to the basic fostering allowance). See also 6.6 below in relation to this. The fee or reward element is not applicable where the special guardian was not a former fully approved foster carer under Section 27 of the Fostering Services (England) Regulations 2011.

- 6.4.** Payment in respect of a child's special needs will generally be subject to a full assessment of that child's needs and the special guardian's financial circumstances. Payments will only be made for the child after all other alternatives in terms of benefits, grants and services have been explored, and the level of the child's needs will be reviewed annually.
- 6.5.** Special Guardianship financial support is payable to the special guardian to care for the child and meet his/her assessed needs, irrespective of where the special guardian is living i.e. including abroad. However, if the special guardian moves abroad from the UK, or is already living abroad when the child moves to their care, the level of allowance may be altered to take into account comparative costs of living in the country of residence. This will be assessed by reference to a comparison between the cost of a "basket" of everyday items such as groceries and clothing, housing costs and utility costs in the UK and the cost of the same or comparable items in the country of residence of the child.
- 6.6.** Where a foster carer was in receipt of a fostering fee, and becomes Special Guardian to the previously fostered child, they will generally continue to receive the fee (remuneration) element as part of the Special Guardianship Allowance, less Child Benefit and Child Tax Credits, in order to maintain their level of income. The Local Authority may where it considers appropriate approve the payment of the fee element without means testing. The fee element ceases to be payable after the expiry of two years from the making of the special guardianship order, unless the Local Authority considers its continuation to be necessary, having regard to the exceptional needs of the child or any other exceptional circumstances. Where the foster carer was approved by an Independent Fostering Provider, the allowance and fee payment may be negotiated individually as there may be significant disparity between the allowance and fee paid to a Local Authority foster carer and that which has been received from an Independent Fostering Provider.
- 6.7.** The allowance includes payment for birthdays, festivals, holidays and school uniform and separate additional payments in respect of these items will not be made.
- 6.8.** Contact expenses: It is recognised that there may be a need for contact to be maintained between the child and his/her birth family or other persons after the special guardianship order is made. The principle employed by the Local Authority is that the special guardian is expected to be able to manage contact themselves or is working towards taking responsibility for this within a reasonable timeframe. The Local Authority may, however, where it considers appropriate, make payment of contact expenses without assessment of the means of the special guardian. The payment of expenses in respect of contact will be based on an assessment of the child's needs, the circumstances of the individuals involved and the nature of the contact arrangements,. Such support, when agreed, must be recorded in the Special Guardianship support plan and is subject to annual review. If contact supervision is needed, this should be based on a risk assessment by the Local Authority.

- 6.9.** The Local Authority may use the Government's Model Means Test to assess eligibility for allowances in all circumstances in which it is required, or decides, to means test in respect of Special Guardianship financial support applications, and to calculate the proportion of the full allowance payable (on a sliding scale according to the special guardian's means).
- 6.10.** Eligibility for the allowance, and the proportion payable to a particular special guardian, are subject to review every year to take account of both the changing needs and circumstances of the child and special guardian. The Model Means test, if used, or such other calculation of means as it considered appropriate, will be applied annually or on receipt of notification of a change in circumstances prior to the annual review.
- 6.11.** The level of the full Special Guardianship allowance will be reviewed annually by each Local Authority.
- 6.12.** Ongoing financial support for a child living with a special guardian outside the area of the placing authority will remain the responsibility of the placing authority where the decision to provide that support is made before the making of the order.

## **Annex C**

### **Local support services for family and friends carers and children and young people**

#### **The Hackney Directory**

The Hackney Directory has information on childcare, paying for childcare and services for families with children aged 0-19

<http://apps.hackney.gov.uk/servapps/hackneydirectory/Search.aspx>

#### **Hackney Foster Carers Council**

Hackney Foster Carers' Council (HFCC) aims to ensure that all foster families are well supported by sharing information, providing guidance and offering friendship. HFCC is a fully constituted voluntary organisation set up by Hackney foster carers independent of, but working in partnership with, the Corporate Parenting service.

All foster carers gain automatic membership to the HFCC once fully approved at the Fostering Panel and they are encouraged to take advantage of the opportunities HFCC membership provides. Carers can simply enjoy taking part in the organised activities or become an active member of the HFCC management committee which meets regularly to discuss and decide actions in relation to information, ideas or issues reported to them by Hackney foster carers.

For further information contact:

The Chair

Hackney Foster Carers' Council

e-mail: [hackneyfostercarerscouncil@gmail.com](mailto:hackneyfostercarerscouncil@gmail.com)

Website: <http://www.hackneyfostercarerscouncil.co.uk/415588237>

#### **Discretionary Housing payments**

##### **What is a discretionary housing payment?**

Carers who are in receipt of housing benefit may be eligible for extra help through Hackney Council to help with temporary difficulties paying rent. The payment is called a discretionary housing payment and is meant to prevent hardship for people in financial difficulties.

##### **How does it work?**

The payments are temporary and can only be paid for a short time (how long will depend on personal circumstances). The amount of money paid is limited, and will be based on an assessment.

For further information and application forms are available at:

<http://www.hackney.gov.uk/f-discretionary-housing-payments.htm>

Or contact the Revenues and Benefits service for help and information.

Phone: 020 8356 3399

Email: [benefits@hackney.gov.uk](mailto:benefits@hackney.gov.uk)

Textphone: 020 8356 3725

In person or by post: Hackney Service Centre, 1 Hillman Street, London, E8 1DY.

Visit us from Monday to Friday from 9am to 5pm.

### **Hackney Virtual School for Looked After Children**

#### **Educational advice and support for children in care**

Educational progress for children in care is monitored and supported through the designated teacher for looked after children in each school (primary, secondary or special). The head of the virtual school for looked after children can be contacted on 020 8820 7227.

Address: Hackney Learning Trust, Technology & Learning Centre (TLC), 1 Reading Lane, London, E8 1GQ

Email: [info@learningtrust.co.uk](mailto:info@learningtrust.co.uk)

<https://www.learningtrust.co.uk/schools/schoolsinfo/Pages/ChildreninCare.aspx>

## Annex D

### Useful national organisations and information for family and friends carers

#### **Action for Prisoners' Families**

Works to reduce the negative impact of imprisonment on prisoners' families. Produces publications and resources, and provides advice, information and training as well as networking opportunities.

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

Address: Unit 21, Carlson Court, 116 Putney Bridge Road, London, SW15 2NQ

Tel: 020 8812 3600

E-mail: [info@actionpf.org.uk](mailto:info@actionpf.org.uk)

Advice line: 0808 808 2003

[info@prisonersfamilieshelpline.org.uk](mailto:info@prisonersfamilieshelpline.org.uk)

#### **Addaction**

Offers a range of support developed for families and carers affected by substance misuse.

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

Address: 67-69 Cowcross Street, London, EC1M 6PU

Tel. 020 7251 5860

Email: [info@addaction.org.uk](mailto:info@addaction.org.uk)

#### **Adfam**

Works with families affected by drugs and alcohol, and supports carers of children whose parents have drug and alcohol problems.

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

Address: 25 Corsham Street, London, N1 6DR

Tel: 020 7553 7640

Email: [admin@adfam.org.uk](mailto:admin@adfam.org.uk)

#### **Advisory Centre for Education (ACE)**

Offers free independent advice and information for parents and carers on a range of state education and schooling issues, including admissions, exclusion, attendance, special educational needs and bullying.

[www.ace-ed.org.uk](http://www.ace-ed.org.uk)

Address: 1c Aberdeen Studios, 22 Highbury Grove, London, N5 2DQ

General advice line: 0808 800 5793

Exclusion advice line: 0808 800 0327

Exclusion information line: 020 7704 9822 (24hr answer phone)

#### **BeGrand.net**

Website offering information and advice to grandparents, plus online and telephone advice.

[www.begrand.net](http://www.begrand.net)

Helpline:

0845 434 6835

#### **CoramBAAF Adoption and Fostering Academy**

Provides information and advice about adoption and fostering and publishes resources.

<http://www.coram.org.uk/corambaaf-adoption-fostering-academy>

### **Children's Legal Centre**

Provides free independent legal advice and fact sheets to children, parents, carers and professionals.

[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Address: University of Essex, Wivenhoe Park, Colchester, Essex, CO4 3SQ

Tel: 01206 877 910

E-mail: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

**Child Law Advice Line:**

0808 802 0008

Community Legal Advice - Education: 0845 345 4345

### **Citizens Advice Bureau**

Helps people resolve their legal, money and other problems by providing free, independent and confidential advice through local bureaux and website.

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

### **Department for Education**

Lists details of telephone help lines and online services to provide information, advice and support, on a range of issues that parents and families may face in bringing up children and young people.

[www.education.gov.uk/childrenandyoungpeople/families](http://www.education.gov.uk/childrenandyoungpeople/families)

### **Family Fund Trust**

Helps families with severely disabled or seriously ill children to have choices and the opportunity to enjoy ordinary life. Gives grants for things that make life easier and more enjoyable for the disabled child and their family.

Address: 4 Alpha Court, Monks Cross Drive, York, YO32 9WN

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

Tel: 0845 130 4542

Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

### **Family Rights Group**

Provides advice to parents and other family members, whose children are involved with or require children's social care services because of welfare needs or concerns.

Publishes resources, helps to develop support groups for family and friends carers, and runs a discussion board.

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

Address: Second Floor, The Print House, 18 Ashwin Street, London, E8 3DL

Tel: 020 7923 2628

Advice line: 0800 801 0366

Email: [advice@frg.org.uk](mailto:advice@frg.org.uk)

### **The Fostering Network**

Supports foster carers and anyone with an interest in fostering to improve the lives of children in care. Publishes resources and runs Fosterline, a confidential advice line for foster carers including concerns about a child's future, allegations and complaints, legislation and financial matters.

[www.fostering.net](http://www.fostering.net)

Address: 87 Blackfriars Road, London, SE1 8HA

Email: [info@fostering.net](mailto:info@fostering.net)

Tel: 020 7620 6400

Fosterline: 0800 040 7675

Email: [fosterline@fostering.net](mailto:fosterline@fostering.net)

### **The Grandparents' Association**

Supports grandparents and their families, especially those who have lost or are losing contact with their grandchildren because of divorce, separation or other family problems, those caring for their grandchildren on a full-time basis, and those with childcare responsibilities for their grandchildren.

[www.grandparents-association.org.uk](http://www.grandparents-association.org.uk)

Address: Moot House, The Stow, Harlow, Essex, CM20 3AG

Tel: 01279 428040

Helpline: 0845 434 9585

Welfare benefits advice and information: 0844 357 1033

Email: [info@grandparents-association.org.uk](mailto:info@grandparents-association.org.uk)

### **Grandparents Plus**

Champions the role of grandparents and the wider family in children's lives, especially when they take on the caring role in difficult family circumstances.

Address: Grandparents Plus, 18 Victoria Park Square, Bethnal Green, London, E2 9PF

Tel: 020 8981 8001

Email: [info@grandparentsplus.org.uk](mailto:info@grandparentsplus.org.uk)

### **Mentor UK**

Promotes the health and wellbeing of children and young people to reduce the damage that drugs can do to lives.

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

Address: Fourth Floor, 74 Great Eastern Street, London, EC2A 3JG

Tel: 020 7739 8494

Email: [admin@mentoruk.org](mailto:admin@mentoruk.org)

### **Family Mediation Helpline**

Provides information and advice about family mediation services and eligibility for public funding.

Tel: 08456 026627

[www.familymediationhelpline.co.uk](http://www.familymediationhelpline.co.uk)

### **National Family Mediation**

Provides mediation services to support couples who are separated, and their children and others affected by this.

<http://nfm.org.uk/>

Address: 4 Barnfield Hill, Exeter, EX1 1SR

Tel: 0300 4000 636

Email: [general@nfm.org.uk](mailto:general@nfm.org.uk)

### **Partners of Prisoners and Families Support Group**

Operates helpline and provides a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies.

[www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk)

Address: Valentine House, 1079 Rochdale Road, Blackley, Manchester, M9 8AJ

Tel: 0161 702 1000

Offenders' Families Helpline Tel: 0808 808 2003

Email: [info@prisonersfamilieshelpline.co.uk](mailto:info@prisonersfamilieshelpline.co.uk)

### **Prison Advice and Care Trust (PACT)**

Provides practical and emotional support to prisoners and to their children and families. The Kinship Care Support Service provides support and advice to family members and friends who care for children whose parents are in HMP Holloway.

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

Address: Park Place, 12 Lawn Lane, Vauxhall, London, SW8 1UD

Telephone: 020 77359535

### **Parents Against Drug Abuse (PADA)**

Delivers support and services to the families of substance users, including a national helpline.

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

Address: The Foundry, Marcus Street, Birkenhead, CH41 1EU

Phone: 0151 649 1580

National Families Helpline: 08457 023867

### **Parentline Plus**

Provides help and support in all aspects of family life, including information, an online chat facility and a 24 hour helpline.

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

Address: CAN Mezzanine, 49-51 East Road, London, N1 6AH

Tel: 020 7553 3080

24hr Advice line: 0808 800 2222

Email: [parentsupport@familylives.org.uk](mailto:parentsupport@familylives.org.uk)

### **TalktoFrank**

The government's national drugs helpline which offers free confidential drugs information and advice 24 hours a day. Information and advice is also available via the website.

[www.talktofrank.com](http://www.talktofrank.com)

24 hour advice line: 0800 77 66 00

Text: 82111

Email: [frank@talktofrank.com](mailto:frank@talktofrank.com)

### **Voice**

Advocacy organisation for children living away from home or in need.

[www.voiceyp.org](http://www.voiceyp.org)

Address: 320 City Road, London, EC1V 2NZ

Tel: 020 7833 5792

Young person's advice line: 0808 800 5792

Email: [info@voiceyp.org](mailto:info@voiceyp.org)

### **Young Minds**

Works to improve the emotional wellbeing and mental health of children and young people and empowering their parents and carers.

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

Address: 48-50 St John Street, London, EC1M 4DG

Tel: 020 7336 8445

Parents helpline: 0808

802 5544