

Quick guide to

Ealing Family Support Services

Second Edition, November 2014



Children & Families

About this guide

This is a guide to services provided by Ealing Council and immediate partners for children, young people and families.


It has been produced in print, in this size and format, as a result of feedback received from practitioners using the first edition.

Every effort has been made to ensure the information within the guide is correct at time of going to print – however, as with any printed resource, some information may go out of date. We are therefore making family support services information available online as well at:

www.childrenscentres.org.uk (in 'Family Support Services')

www.ealing.gov.uk/fsd

(online directory managed by the Family Information Service)



A virtual copy of this guide as well as the PDF download are available from:

www.childrenscentres.org.uk (Publications section)

www.ealing.gov.uk/EHAP (Related downloads)

If you come across something that needs changing or you would like more print copies of this guide please email the Family Information Service children@ealing.gov.uk

If you prefer to talk to someone call
020 8825 5588

Don't forget
to give us your
feedback.

Use the Freepost
reply card on the
back cover.

Introduction

By Judith Finlay, Director of Children and Families

I am very pleased to introduce this second edition of the *Quick Guide to Ealing Family Support Services*.

The first edition proved extremely popular and we are very grateful to those practitioners who took the time to complete the feedback form. Feedback is invaluable as it tells us what worked well and what could be better.

In response to our feedback questions we learned that the guide was useful, was shared amongst practitioners, was ordered in quantity for colleagues, told you something you didn't already know and most rewarding of all - helped you do something differently or better in your work with families. So I hope you find this edition equally useful if not better; once again we welcome your feedback.

2014 saw the launch of the *EHAP (Early Help Assessment and Plan)* which took over from the CAF (Common Assessment Framework) as Ealing's single assessment of need, action plan and review - offering a process whereby early help may be delivered to children and young people in an organised and coherent way to achieve the best possible results for the family.

This year we also published *Ealing's Assessment Protocol and Thresholds of Need Guide 2014* to assist effective identification of needs for the safety and wellbeing of children and young people and to help practitioners understand referral and assessment processes used within the council.

At the time of going to print, the revised edition of the *Ealing Safeguarding Children Guidance*, or the 'Yellow Book' as it is more commonly known, is being finalised ready for publication.

The purpose of all these resources is to ensure that everyone working with children, young people and families has access to quality information to enable them to deliver the very best help and support for the families in their care.

And of course for all of us to be able to work together better.

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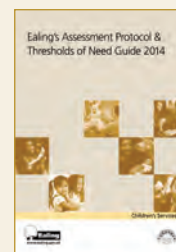
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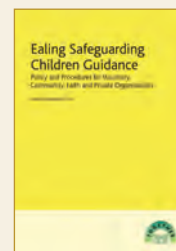
Key publications



Ealing's Assessment Protocol & Thresholds of Need Guide 2014

Download at www.ealing.gov.uk/EHAP or in print from children@ealing.gov.uk

Published to promote effective early identification of needs and to assist professionals in deciding how best to help and protect children and young people. The assessment protocol explains what assessments are carried out at each threshold of need – their process, purpose, the services involved, how to make a referral and what happens next.



Ealing Safeguarding Children Guidance 2014 Policy and Procedures for Voluntary, Community, Faith and Private Organisations

Download at www.ealingcvs.org.uk

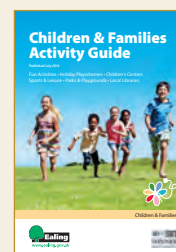
This guide includes information and advice for people who work with children and young people such as: overviews of the different child protection issues, examples of good practice, recruitment and selection, code of conduct for staff and volunteers, risk assessment, allegations against staff and much more.



Ealing's Child Poverty Toolkit

Download at www.ealing.gov.uk/cps or in print from children@ealing.gov.uk

This short booklet is a simple and effective tool to assist those working with families at all levels (including frontline services) to 'unravel' what child poverty actually means to children and families living in the London Borough of Ealing at present. In your teams and within your services, you can use the toolkit to focus on what can be done slightly differently or better to support local children and families experiencing different levels of poverty.

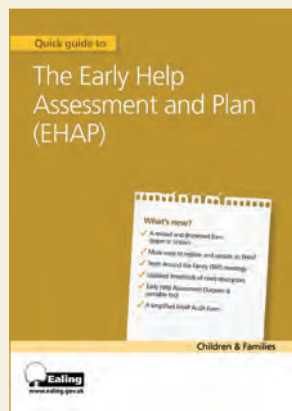


Children & Families Activity Guide

Download at www.childrenscentres.org.uk or order print copies from children@ealing.gov.uk

Clubs, groups, after-school activities, parks and open spaces, libraries, leisure centres, specialist facilities etc.

Are you using the EHAP yet?



The EHAP (Early Help Assessment and Plan) is based on the CAF (Common Assessment Framework) and replaces the CAF in Ealing following its launch in May 2014. EHAP is a way of working whereby the needs of a child/young person and their family are assessed and an action plan agreed for how those needs will be met. The action plan is reviewed at intervals and updated until the desired results are achieved.

EHAP offers all practitioners working with families a common and shared process, a way to identify and deliver early help (i.e. help at a time when a problem is first emerging) in an organised, coherent and consistent way.

It also offers the family, particularly the children and young people within the family, an opportunity to be heard and to express their own feelings and views about their situation and the help they may need or want.

Once in progress and upon completion, an EHAP offers invaluable insight into what the core issues are for a child/young person and their family. The reviewing process identifies what has worked and what hasn't, and what more needs to happen.

The **most poignant** feedback from families who have used the CAF and now the EHAP is how much better they felt simply because their situation was being taken seriously and because professionals from different services were working together to help improve their lives.

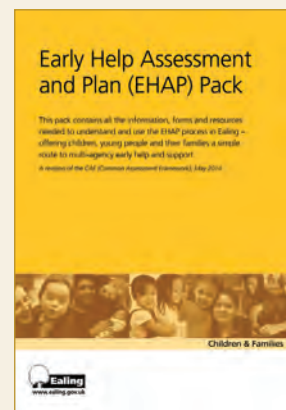
Families feel valued and cared for and know that if they need help in future - help is there. 9

More successful early help

It is worth noting that the more successful EHAPs are those where the professionals closest to the family initiate and/or progress the process; as the family will have already established some level of trust and are more likely to open up about their problems. This could be staff from the child's school who have some knowledge of the family or are at least in daily or regular contact, or a health professional or community/voluntary worker otherwise involved with the family.

Here in Ealing Children's Services, we strongly believe in the EHAP process and want to see it working well for as many families as need it. So we are encouraging everyone working with families to become familiar with it, to get hold of the materials and to start incorporating EHAP into their working practice.

EHAP support and materials



The Family Information Service (FIS) as well as handling over 2000 enquires a month from the general public – is also responsible for providing support, guidance and training to anyone using the EHAP process. Get in touch to find out more or visit www.ealing.gov.uk/EHAP

Family Information Service
020 8825 5588
EHAP@ealing.gov.uk

↓ The EHAP Pack contains all the necessary guidance and forms to enable you to use the EHAP process and is available to download at www.ealing.gov.uk/EHAP or in print by emailing the FIS.

Early Start Ealing

A new service and way of working

In Ealing, we want to ensure children and families receive the very best services and support to reach their full potential and have the very best start in life. To make sure this happens, we are making changes to the way services work together.

We are forming a new service called Early Start Ealing, bringing together staff from children's centres, early years and health visiting.

In their new teams Early Start Ealing staff will be able to work better together, communicate more effectively, be available to families more easily and directly, i.e. through children's centres and other community settings.

The service will be aimed at pregnant mums, babies and children up to the age of five; and will focus on health and wellbeing, speech and language development and early learning.

Early Start Ealing teams include:

- Health visitors
- Children's centre staff
- Community nurses/Family Nurse Partnership
- Family outreach workers

Early Start Ealing will:

- ✓ Provide all families with a clear point of contact and clear communications.
- ✓ Work with families and communities to improve health and education outcomes.
- ✓ Support families to keep children safe from harm.
- ✓ Support early intervention to deliver the right help when it is needed.
- ✓ Deliver additional services for families in greater need.
- ✓ Be flexible to respond to the needs of the family, i.e. through home-visiting, and delivery of services locally such as through children's centres or other community venues.
- ✓ Develop family support in partnership with other services where ongoing help is required.
- ✓ Support the community by developing a range of services that help families to raise their children well, i.e. with access to appropriate services and activities.

Help us shape the service

Working closely with families day to day – you will be aware of the challenges faced and the needs that could be met through better cross-agency communication and better working together.

Help us to shape Early Years Ealing by giving your feedback, comments or suggestions about what services would be useful, what could be done differently, what information delivery there needs to be for families to fully engage and make best use of services.

Are there services you or the families you work with would wish to see in your area to do with pregnancy, child development, health and, wellbeing etc for the 0-5 age range?



You can talk to a member of the Early Start Ealing team at a children's centre or send your feedback to children@ealing.gov.uk putting 'Early Start Ealing' in the email subject bar and someone will get back to you.

Keep up to date with how the service is developing by visiting www.ealing.gov.uk or www.childrenscentres.org.uk.



Integrated Services



Adult Social Care

Social care provides a number of services for adults who need support with daily life. This includes services for people with physical and learning disabilities, mental health needs, HIV/AIDS, older people, carers and people who misuse drugs or alcohol.

Notify Adult Social Care if you are concerned about the safety of a vulnerable person.

Services include:

- Assessment and care management.
- Services to help people live in their own homes (mobile meals, occupational therapy, help with mobility).
- Assessment and provision of equipment for people with hearing or vision impairment.
- Residential care services.
- Supported housing.
- Freedom passes (travel permits).
- Blue badges (parking badges for people with disabilities).

Ealing residents must meet the Council's eligibility criteria (known as Fair Access to Care Services) to receive support from Adult Social Care.

↓ Download the information and resource directory for Adult Social Care Customers in Ealing www.ealing.gov.uk/download/downloads/id/601/my_social_care_support_guide

CONTACT

Social Care Customer Contact Centre

Ealing Council, Perceval House, 14-16 Uxbridge Road, W5 2HL

020 8825 8000

Adults with Physical Disabilities (Young Physical Disabilities Team)

020 8825 9363/9626

Community Team for Adults with Learning Disabilities

020 8566 2360

Ealing Children's Integrated Response Service (ECIRS)

ECIRS is the single point of entry for all professional referrals and self-referrals in Ealing for both urgent and non-urgent cases, including for families wishing to access SAFE 0-18 services.

A single point of entry provides an effective way of ensuring a child gets the right help at the right time as soon as a concern is raised. It also reduces the need for information sharing between different services which guards against children 'slipping through the net'.

The ECIRS team comprises of a team manager, deputy team managers, social workers, family support workers and business support officers. Calls to ECIRS are initially handled by a business support officer who will obtain an overview of the enquiry. In the case of a safeguarding referral, the caller has the opportunity to speak to a social worker who will note the concerns and advise the next steps.

Examples of when a parent may self-refer:

- ✓ When there is concern that a child/young person may be at risk of harm.
- ✓ Concern that a child/young person may be experiencing verbal or physical abuse.
- ✓ Concern about a child's behaviour either at home or at school.
- ✓ Difficult parenting issues such as drug and alcohol use.

Making a referral:

- ▶ Obtain consent from the young person or parents/carers of the child to make a referral to ECIRS (except in cases where this may cause the child/young person risk of harm).
- ▶ Call ECIRS and have ready basic details about the child/young person in question. You will then be asked to complete a Child & Family Enquiry/Referral Form which can be emailed securely to ECIRS@ealing.gov.uk.
- ▶ For non-urgent cases where there is potential for the situation to turn into a safeguarding concern but no immediate action warranted - professionals will be asked to provide a copy of the child/family's EHAP (Early Help Assessment and Plan) in order to make a referral. ECIRS may then make a referral to the appropriate social care locality team for a CFA (Child and Family Assessment) and further investigation.
- ▶ For non-urgent cases where the child has needs but the issues don't involve a potential safeguarding concern - professionals will be asked for the family's completed EHAP.

Where it is evident that a child is at risk or in need of a high level of support, the case will be referred to one of the Ealing Council's six social care locality teams, responsible for child protection and complex children in need cases.



Child & Family Enquiry/Referral Form can be downloaded at www.ealing.gov.uk/download/downloads/id/4337/children_and_family_enquiry_referral

CONTACT

Perceval House, 2nd Floor blue area, 14-16 Uxbridge Road, Ealing W5 2HL
020 8825 8000
ecirs@ealing.gov.uk
Duty Desk 9am to 5pm, Mon-Fri and 24hrs for urgent cases

OTHER EMERGENCY CONTACTS

Police
999

Police Child Abuse Investigation Team (Ealing & Hillingdon)
020 8246 1903

Childline
0800 1111

NSPCC helpline
0808 800 5000

SAFE 0-18 (Supportive Action for Families in Ealing)

This is a multi-agency service based on a partnership between Ealing Council, the West London Mental Health Trust and Ealing Primary Care Trust.

SAFE 0-18 teams consist of health professionals, psychologists, therapists, counsellors, school and family workers and social workers. SAFE 0-18 works with children, young people and their families offering a holistic approach to dealing with family situations to try and prevent difficulties from escalating to a point where intervention from social services or other specialist/statutory agencies becomes necessary.

Help and support is delivered through:

- Family therapy
- Parenting programmes
- Behavioural programmes (both family and school focused)
- One-to-one solution focused sessions
- Group work
- Substance misuse assessment and support
- Cognitive Behaviour Therapy (CBT)
- Narrative Therapy
- Learning needs assessment
- Advice and information

When to use SAFE 0-18:

- ✓ When there is concern about a child's behaviour at home or at school.
 - ✓ When there is a problem at school that needs the support of a school and family worker to arrive at a workable solution.
 - ✓ When there is domestic violence, abuse or relationship breakdown in the home.
 - ✓ For families dealing with multiple problems including social issues such as debt and housing.
 - ✓ When there is addiction or substance misuse in the home.
 - ✓ For mental health issues that impact on the wellbeing of a child or young person.
 - ✓ For parenting issues and family stress.
- Professionals as well as families wishing to self-refer must in the first instance contact the Ealing Children's Integrated Response Service (ECIRS) so that the needs of the family and threshold level of each case can be assessed and then referral made to the most relevant service(s), which includes SAFE 0-18.

CONTACT

020 8825 8000

ECIRS@ealing.gov.uk

Additional Needs & Disability



Ealing Service for Children with Additional Needs (ESCAN)

ESCAN is a multi-agency service resulting from a joint initiative between the NHS and Ealing Council. The service acts as a single point of contact for information, referrals and assessments and appropriate help for children and young people with disabilities living in the borough.

ESCAN is based at Carmelita House, which is a specialist centre with access to services and facilities such as treatment rooms and resources such as the parent information room and internet access.

ESCAN is made up of these services:

Children and families social care

- Children with disabilities team
- Family Link and Sitting Service

Education – special educational needs

- Educational Psychology
- Portage
- SENS
- SEN admin
- SEN transport
- Early support keywork team

Health – child development team

- Paediatric Occupational Therapy
- Paediatric Physiotherapy
- Paediatric Speech and Language Therapy
- Community Consultant Paediatricians and Registrars
- Specialist Health Visitors
- Clinical Psychology
- Dieticians
- Audiology

Services from ESCAN may be invited to participate in a Team Around the Family (TAF) meeting where an EHAP (Early Help Assessment and Plan) is being used for multi-agency work with the family.

- ▶ Professional referrals normally come through GPs, Health Visitors, the NHS, SEN Workers in schools. However, access and eligibility to these services vary. You will need to contact the service directly to find out how to refer a child.

CONTACT

Carmelita House, 21-22 The Mall, Ealing W5 6PJ
020 8825 8700

Early Years Placement Panel (EYPP)

The Early Years Placement Panel is responsible for allocating part-time funded childcare places at children's centres (within the borough), for children in need (CIN).

Section 17 (10) of the Children Act 1989 defines a 'child in need' as a child who, without the provision of local authority services:

- ✓ Is unlikely to achieve or maintain a reasonable standard of health or development.
- ✓ Whose health or development is likely to be significantly impaired.
- ✓ Or a child who is disabled.

The panel meets bi-monthly and is multi-agency including professionals from health, social services, education, SAFE 0-18 and Ealing Children's Centre Family Service.

The panel assesses the needs of each child and applies the eligibility criteria. If appropriate, a part-time childcare placement will be funded within an Ealing Children's Centre.

NB: There may be a waiting list for places at some centres. Priority will be given to children on a Child Protection Plan (CPP).

- ▶ Children may be identified through an EHAP (Early Help Assessment and Plan) where a referral to EYPP may be indicated.
- ▶ Children may also be identified through a social work Child and Family Assessment as being a child in need (CIN) for a referral to the EYPP.

CONTACT

Sally Osmond, Childcare Manager for Children in Need
Early Years, Ealing Council
Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL
020 8825 9466
osmonds@ealing.gov.uk

Family Information Service Officer Additional Needs & Disability

The Family Information Service (FIS) is an Ealing Council service providing information, advice and guidance for children, young people and families (see page 34).

The FIS has a dedicated information officer who provides advice, support and specialist information for families living with an additional need or disability; and for the professionals who work with them.

Services for families:

- Help in finding specialist childcare and leisure activities.
- Help in finding and accessing relevant support services.
- Making referrals to specialist parenting programmes/training.
- Benefits advice and information on funding options available.

Services for professionals:

- Information, guidance and advice to help support families with children who have additional needs.
- Can participate in TAF meetings for a family EHAP/single-assessment.
- Provides training for individuals or teams.
- Consultant to teams/services to support inclusive practices.

CONTACT

Marriane Sherlock
FIS Officer, Additional Needs & Disability
020 8825 7435
msherlock@ealing.gov.uk

Short Break Services in Ealing

Short breaks are family support services provided with the aim of enhancing personal, social and emotional development for children and young people (up to age 25) with disabilities, complex medical needs or both.

Short break services range from supporting a disabled child or young person within the home to providing opportunities for disabled children and young people to spend time away from their primary carers in addition to help in accessing universal or mainstream services.

The Short Break booklet provides:

- An explanation of short breaks
- Eligibility criteria
- Information of how to access short breaks.
- An overview of targeted short break services.
- A list of approved play, leisure and recreation providers.
- Details of short break services for holidays and weekends.
- Information on available leisure services.



Download at:

www.ealinghelp.org.uk/Portals/0/Short_Breaks_Services_Ealing.pdf



Ealing Play Service – Inclusive Commissioning

Ealing Council's Play Service is responsible for providing children and their families with inclusive, high quality play provision across the borough (see page 48).

An important part of the service offer is inclusion commissioning. Funding is offered to breakfast clubs, after school clubs and holiday playschemes, to ensure they are able to be inclusive to all children. Funds are available to ensure adequate staffing, resources and equipment so that children with additional needs and/or disabilities can participate in clubs and activities fully.

The commission funding (available only to mainstream childcare providers) means providers do not incur additional costs to accommodate the needs of an individual child and the parent/carer only pays the standard childcare fees.

- ▶ Childcare providers can apply for commission funding to support the needs of a child in their care or a child who wants to attend their setting.
- ▶ Parents/carers are able to make enquiries direct if they have identified a childcare provision they would like to use and need the support.

Limited funds are available and applications are reviewed and assessed on an individual basis.

CONTACT

For a list of out of school childcare providers:

Play Service

020 8825 8205

playservice@ealing.gov.uk

Family Information Service

020 8825 5588

children@ealing.gov.uk

For professionals seeking advice on commissioning:

Fran Regan

Childcare Development Officer

SEN/Inclusion

020 8825 5431

franregan@ealing.gov.uk

For parents of children with additional needs and disabilities seeking out-of-school childcare:

Marriane Sherlock

FIS Officer, Additional Needs & Disability

020 8825 7435

msherlock@ealing.gov.uk

Family Action & I SAID

Family Action is a voluntary organisation, committed to supporting families living with additional needs and disability - to realise their full potential.

Family Action (previously known as the Parent Partnership) has an extended remit to provide impartial advice, information and support in the areas of education, health and social care to children and young people (aged 0-25) and their families.

The service delivered in Ealing is called I SAID which stands for **I**mpartial **S**upport, **A**dvice and **I**nformation about **D**isability and Special Educational Needs.

Service offer includes:

- Independent support including information, casework and informal advocacy and support in meetings, reviews and assessments.
- Support in resolving disputes and facilitating communication between families and other services and practitioners such as from schools, health etc.
- Informal disagreement resolution/mediation.
- Resource library on education, health and social care.
- Support for parents and young people to understand relevant procedures and legislation either through one-to-one appointments or workshops/training courses.

CONTACT

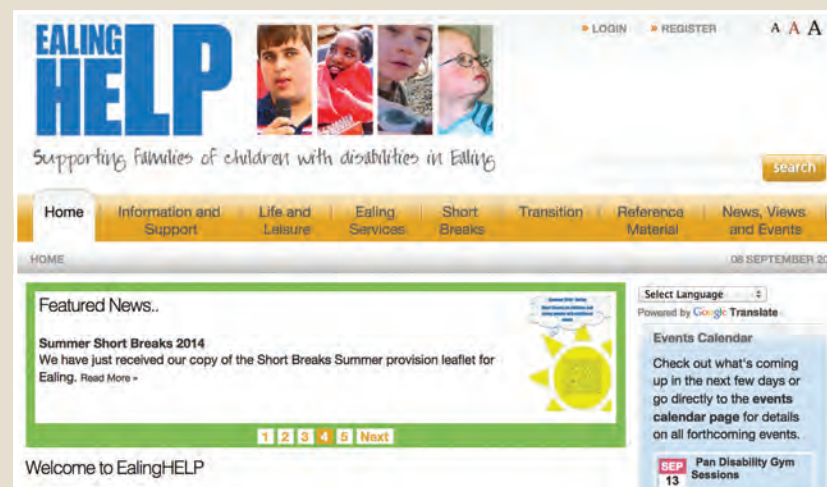
020 8280 2251 (Helpline)

Isaidealing@family-action.org.uk

EalingHELP

www.ealinghelp.org.uk

This website, supported by Ealing Council, is a one-stop-shop for families with children with additional needs or disabilities and practitioners who work with them. Up-to-date information and advice on local and national services and organisations is provided. Parents can keep up with the latest news, exchange ideas and share experiences on the parent forum.



CONTACT

info@ealinghelp.org.uk

www.ealinghelp.org.uk

Day Centres

Cowgate and Carlton Road Day Centres are council-run day services for adults with learning disabilities and challenging needs. Services on offer include access to psychologists, psychiatrists and therapists. Activities include arts and crafts, healthy living and lifestyle, personal care, access to the community, sports and other leisure opportunities including gardening.

Attending the centres

An assessment will be undertaken by the Learning Disabilities Care Team to assess whether a placement is suitable for the individual.

Call **020 8566 2360** for more information and to request an assessment.

Cowgate Day Centre

18 Cowgate Road, Greenford UB6 8HQ

020 8575 9100 Mon-Fri, 9am-4pm

Service users attend between 9am-3pm or 10am-4pm

Carlton Road Day Centre

8-10 Carlton Road, Acton W4 5DY

020 8995 7186 Mon-Fri, 9am-4pm

Service users attend between 9am-3pm or 10am-4pm

Parents of Ealing Self-Help Training Scheme (PESTS)

PESTS is a registered charity and support group for parents and carers of children who have a disability or additional need. Services include advice, information, stay and plays, talks by specialists and other knowledgeable speakers, family fun days and parent and carer meetings.

PESTS also provide paid and volunteer staff to support families. Many staff and volunteers are parents themselves of children with additional needs and know first-hand what a family may be experiencing.

Visit the website to find their latest timetable and details of information sessions and services available.

CONTACT

Heller House Annexe, 124 Norwood Road, Southall UB2 4DX

020 8571 9954

www.pests-ealing.org.uk

Ealing's Local Offer

www.ealing.gov.uk/send



Information on services and support for children and young people with special educational needs and/or disabilities, their parents/carers, and the professionals who work with them.

Provided as part of Ealing's response to the Special Educational Needs and Disability (SEND) Reforms 2014.

Ealing Mencap

Ealing Mencap represents the interests of people with learning disabilities and their carers, providing advocacy support for parent and carers. The service also provides social clubs for different age groups and runs a wide range of programmes:

3Cs Counselling Service is a free, confidential service for families of all children with special needs, living in the borough of Ealing offering individual, couple and family work.

The Asian Advocacy Project offers one-to-one work, home visits, group work at coffee mornings, representation for carers at care plan meetings; reviews meetings with social services or day centres, helping people to access benefits, make the transition from cared for to independent living, moving from secondary schooling to college/training and more.

Carers Together is the name of regular meetings for carers of people with learning disabilities.

The **Disability Advice Bureau (DAB)** offers advocacy and advice to help individuals who have disabilities and their carers to speak up, understand their rights and get the services they are entitled to.

The **Disability Advice Bureau Support Planning and Brokerage** service can offer people with an individual budget, help and guidance with putting together a support plan.

RealMe supports adults with learning disabilities to develop social and life-skills in an innovative and exciting way.

RealMe training sessions help to develop skills and prepare people for different workplace environments.

Transistion works with young people who are preparing to leave school or college and young people who have left college and are at home with nothing to do.

The **Travel Buddy Project** gives adults with disabilities the support they need to travel safely, and more independently, on public transport.

The **Travel Training Project** teaches students with disabilities to travel independently on public transport to their school or college (aged 11 to 25).

CONTACT

The Lido Centre, 63 Mattock Lane

West Ealing W13 9LA

020 8280 2222 (Switchboard)

020 8280 2265 (Travel Training/Buddying)

020 8280 2259 (Transition)

020 8280 2264 (Access)

www.ealingmencap.org.uk

The Log Cabin

The Log Cabin is an inclusive facility for children and young people aged 4-15 who have special needs or disabilities, offering a safe and happy environment for children and their parents and carers to meet up, enjoy activities and make friends.

Services include:

- After school club
- Holiday playschemes
- Stay and play sessions for 0-5 year-olds
- Saturday play sessions for 0-11 year-olds

Facilities include:

- Soft play area
- Sensory room
- Art room
- Games room
- Quiet room
- Large climbing structure outdoors
- Multi-use games area
- Nature area, sand and water play

Family support

A confidential counselling service helps parents/carer and young adults over the age of 14 through difficult times such as: family issues, depression, lack of confidence, relationship difficulties, additive or destructive behaviour or any other personal circumstances that are emotionally difficult.

CONTACT

259 Northfield Avenue
Ealing W5 4UA
020 8840 3400
info@logcabin.org.uk
www.logcabin.org.uk

Contact a Family Ealing & Southall

Contact a Family provides support, advice and information for families with disabled children and a number of services to support professionals who work with families living with a disability.

Services for families:

- Advice on debt management
- A discussion forum for carers, family and friends
- One-on-one advice sessions (by appointment)
- Parent support groups (such as for Autism and ADHD)
- Resource library
- Education advice

Services for professionals:

- Workshops, events and information sessions
- Free resources and publications
- Statistics and research
- Enquiry service

CONTACT

8-12 St George's Community Centre
Lancaster Road, Southall UB1 1NW
020 8571 6381
ealingandsouthall@cafamilly.org.uk
www.cafamilly.org.uk

Disability Advice Bureau

The Disability Advice Bureau provides advocacy and advice to residents of Ealing who have disabilities and their families and carers.

Service offer includes:

- Advocacy
- Individual budget support
- Form filling by appointment (Disability Living Allowance, Carers Allowance, Blue Badge/Freedom Pass, Tax Credit Forms etc).
- Debt advice
- Challenging decisions
- Housing advice and Locata bidding
- Mobility and equipment advice
- Job applications/CVs

- Carers Centre
46 South Ealing Road, London W5 4QA

020 8840 1566

Resource and support centre for all unpaid carers, of any age, in the borough of Ealing – visit website for more information.

CONTACT

Disability Advice Bureau (DAB)

44 South Ealing Road

London

W5 4QA

020 8840 8573

Mon-Fri, 9.30 am to 4pm

www.ecil.org/dab

Children's Centres Family Support Health & Information



Family Information Service (FIS)

The FIS is an Ealing Council service dedicated to providing information for children, young people and families. The FIS team handle over 2000 enquiries a month, do outreach information sessions at events and maintain information points at key locations around the borough.

Families can find out about:

- Ofsted registered childcare including playgroups, nurseries and childminders.
- Out of school provision including holiday playschemes, breakfast clubs, after school clubs and play centres.
- Funding schemes to help with the cost of childcare (including Tax Credits).
- Whether they are eligible for the free nursery places for two-year-olds scheme (a quick check can be carried out using the parent/carer's National Insurance Number).
- Children's centres and the services on offer.
- Leisure activities including sports and clubs.
- Parenting classes.
- Services for young people.
- Family support and much more...

For professionals:

- The FIS is the key support service for professionals using the EHAP, including EHAP registration, EHAP training and advice, information and guidance.
- The FIS can be invited to deliver outreach information sessions to venues and at events.
- The FIS supports development of your information points and information delivery to families.

CONTACT

Ealing Council, Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL
020 8825 5588 Mon-Fri, 9am-5pm
children@ealing.gov.uk or EHAP@ealing.gov.uk



Search the Family Services Directory at www.ealing.gov.uk/fsd

Children's Centres in Ealing

There are 27 children's centres in the London Borough of Ealing offering a range of activities and services aimed at families with children aged 0-5 (pregnant mums to children aged five).

Services include:

- Early education/nursery and childcare
- Stay and plays
- Out of school clubs
- Support and information for parents and access to specialist services
- Child and family health services
- Help into work, volunteering and training
- Courses such as maths, computing and English
- Parenting support
- Community events

A full programme of activities and services at each centre is available at www.childrenscentres.org.uk

The Children's Centre Guide highlights services, gives contact details, maps and transport links for each centre.



Requests for bulk stock of the guide for distribution to local families are welcomed and encouraged – please get in touch with the Family Information Service for stock.

Phone **020 8825 5588** or email your details to children@ealing.gov.uk

Volunteering opportunities are available at our children's centres

A-Z of Ealing Children's Centres

Academy Gardens Children's Centre

1 Academy Gardens,
Northolt UB5 5QN
020 8842 0220

Acton Park Children's Centre

Acton Park, East Acton Lane,
Acton W3 7LJ
020 8743 6133

Copley Close Children's Centre

Hanwell Community Centre
Westcott Crescent
Hanwell W7 1PD
020 8575 6139

Dormers Wells Children's Centre

Dormers Wells Lane
Southall UB1 3HX
020 8574 1200

Grange Children's Centre

Church Place, Ealing W5 4HN
020 8799 2509

Greenfields Children's Centre

Recreation Road, Southall UB2 5PF
020 8813 8079

Grove House Children's Centre

77A North Road, Southall UB1 2JG
020 8571 0878

Hanwell Children's Centre

25a Laurel Gardens
Hanwell W7 3JG
020 8825 8200

Hathaway Children's Centre

Hathaway Gardens, Ealing W13 0DH
020 8998 8903

Havelock Children's Centre

17 Trubshaw Road
Southall UB2 4XW
020 8843 0548

Horsenden Primary School and Children's Centre

Horsenden Lane North
Greenford UB6 0PB
020 8422 5985

Islip Manor Children's Centre

Eastcote Lane, Northolt UB5 5RG
020 8845 0601

John Perryn Primary School and Children's Centre

Long Drive, Acton W3 7PD
020 8222 6399

Jubilee Children's Centre

Green Man Gardens
West Ealing W13 0SE
020 8567 6251

Limetrees Children's Centre

Thorndike Avenue
Northolt UB5 5LA
020 8845 3807

Log Cabin Children's Centre

259 Northfield Avenue
Ealing W5 4UA
020 8840 3400

Maples Children's Centre

East Churchfield Road
Acton W3 7LL
020 8743 7128

North Ealing Primary School Children's Centre

Pitshanger Lane, Ealing W5 1RP
020 8997 2653

Northolt Park Children's Centre

Off Newmarket Avenue
Northolt UB5 4DB
020 8864 7614

Perivale Children's Centre

Federal Road, Perivale UB6 7AP
020 8997 0619

Petts Hill Children's Centre

Newmarket Avenue
Northolt UB5 4HB
020 8864 9215

South Acton Children's Centre

Castle Close, Acton W3 8RX
020 8992 0724

Southall Park Children's Centre

Green Drive, Southall UB1 3AZ
020 8813 8275

West Twyford Children's Centre

Twyford Abbey Road
West Twyford NW10 7DN
020 8453 9358

Windmill Children's Centre

135 Windmill Lane
Greenford UB6 9DZ
020 8813 1295

Windmill Park Children's Centre

1 Tulip Close, off Chevy Road
Southall UB2 4UZ
020 8574 5310

Wood End Library and Children's Centre

Whitton Avenue West
Greenford UB6 0EE
020 8825 7292

Visit www.childrenscentres.org.uk for a full programme of services and activities at each children's centre with location maps and transport information.



Children's Centre Family Service (CCFS)

The Children's Centre Family Service works with children (from pre-birth to age five) and families in children's centres and out in the community as well as offering home-visiting. They build and nurture good relationships with families so people feel confident to talk about any issues they may need help with.

Using the EHAP (Early Help Assessment and Plan) they work with families to agree an action plan - offering a package of help and support from within the CCFS and with other services that can provide the help needed.

CCFS helps families:

- With managing child behaviour, offering parenting advice and support.
- By being their advocate, for example at an official meeting where they may struggle to understand and manage their situation or a particular issue.
- Access children's centre services.
- Apply for a nursery place.
- With guidance on applying for the two-year-old free childcare offer and nursery at age three and four.
- Access health services such as Speech and Language Therapy.
- Access specialist services such as disability services, including Children in Need (CIN) childcare and support.
- Understand and complete application forms and formalities.
- By running parenting groups.
- By running stay and play sessions and demonstrating play to parents to encourage bonding and learning through play between parent and child.

Activity and information sessions

Weekly drop-in sessions such as: Bumps to Babies (for pregnant mums and mums with babies) offering advice on weaning, sleep, teething and more. And Stay and Plays in children's centres where parents can meet up and share experiences, learn how to play with their children and understand the value of play in a child's development. These sessions also enable children to socialise and play with each other.

6-weekly pre-booked sessions such as: Eat Better, Start Better – a healthy eating and cooking session, Parent Child Interaction (PCI) – helping children with early language and communication skills and Baby Massage – a massage session for babies to help with bonding, colic, sleep and relaxation.

When to use the service:

- ✓ If a family unit or parent and child are not engaging with local services either because they find it difficult to do so or have not made an attempt at social integration such as attending a Stay and Play session.
 - ✓ When a parent/carer appears to be isolated.
 - ✓ When a family are in need of low-level support and do not know where to go for information, advice and guidance on available services.
 - ✓ Where language is a barrier to accessing services – as CCFS meet people face-to-face and are able to use interpreters.
 - ✓ For a young or vulnerable parent/prospective parent.
-
- ▶ Referrals to CCFS can be made by any professional/practitioner on behalf of a child, young person or family.
 - ▶ Self-referrals are also welcomed.

CONTACT

Call the Family Information Service on

020 8825 5658 or 020 8825 5588

Or get in touch through your local children's centre (see page 36)

Family Lives

Family Lives is a national charity supporting parents to achieve the best possible relationships with their children. Service offer includes:

- Free 24 hour confidential helpline **0808 800 2222**.
- Personalised email service and online peer support.
- Online information and advice on all aspects of family life.
- Live Chat, Facebook, Twitter.
- Face-to-face support groups and workshops.
- Extended individual support for complex and difficult issues.

Family coaching service

In partnership with Ealing's Think Family Plus programme, Family Lives provides volunteer coaching, individual and group support to Ealing families with multiple complex needs.

Volunteer-led support for families

Peer-led support for kinship carers, families going through divorce and separation, families with SEN, parents with mental health concerns.

Groups for parents/carers

Run in schools and in the community to share experiences and gain new skills to get the best out of family life. Topics include: bringing up confident children, dealing with tantrums/behaviour issues, living with teenagers, managing anger.

One-to-one support

Delivered by professional parenting practitioners to help parents struggling with family issues.

Young people - teen boundaries

Workshops for young people aged 10 to 18 years and their parents, to prevent sexual bullying and peer on peer sexual exploitation. Young people are taught skills to help them manage relationships, maintain boundaries, use social media responsibly. Workshops also aim to raise awareness of the effects of pornography and cyberbullying.

CONTACT

Kath Collins **01707 630 100**
kathc@familylives.org.uk
www.familylives.org.uk

Free 24 hour confidential helpline
0808 800 2222

Home-Start Ealing

Home-Start Ealing is a local charity that supports families going through challenging times that live in the borough and have at least one child under the age of five.

Home-Start support families dealing with:

- Poverty
- Feelings of isolation
- Post-natal depression
- A child's illness or disability
- Death of a family member
- Multiple births (twins, triplets) or children under five
- Relationship difficulties
- Exhaustion and depression
- Own illness or disability
- Domestic violence

Volunteers are matched with a family and regularly visit the family, in their own home, offering emotional and practical support through difficult times for as long as it is helpful or needed.

Home-Start Ealing also runs a group for families who are not assessed as needing a one-to-one volunteer but who would benefit from a supportive environment on a weekly basis.

- ▶ Family consent is required for a referral. Health practitioners or any other professional working with a family can call to discuss suitability of that family for support from Home-Start. A referral form must then be completed (available from the website or by email).
- ▶ Families are also able to ask for help directly.

CONTACT

21 Cowings Mead, Northolt UB5 5SA
020 8842 1617
admin@homestartealing.org
www.homestartealing.org

Health Visiting

Health visitors are qualified nurses, trained and experienced in child health, health promotion and health education. Health visitors offer practical support and advice with the aim of helping people to stay healthy and avoid illness. Health visitors work from health centres, clinics and children's centres.

For young children

Every family with children under the age of five years have a named health visitor who can advise on everyday issues such as breast-feeding, sleep and nutrition, immunisation, parenting programmes, child behaviour and developmental needs of the child.

For young people

Health visitors can also offer support and advice to parents of teenagers on teenage health matters.

For adults

Health promotion groups/sessions run by health visitors include advice on keeping fit, stress management, stopping smoking. They can also advise on HIV/AIDS screening, alcohol and drug misuse, disability, isolation, depression and much more.

- Health visitors in Ealing have begun to use EHAPs to help families access multi-agency help locally.
- Professionals seeking collaboration or partnerships with their local health visiting team can contact the duty desks for each area below.

CONTACT

Health visiting teams in the borough

Acton 020 8383 8748

Central Ealing & Hanwell 020 8383 5733

Northolt & Greenford 020 3313 7500

Southall 020 3313 7831

Family Nurse Partnership

The Family Nurse Partnership Programme is an intensive, preventative home-visiting programme that supports first-time, vulnerable young mothers (up to the age of 19) from early pregnancy until their child reaches the age of two.

The programme goals are to:

- Improve antenatal health
- Improve child health and development and future school readiness
- Improve parents' economic self-sufficiency

Family Nurse visits focus on six key areas:

1. Relationships
2. Attachment
3. Life goals
4. Care giving
5. Behaviour change
6. Social resources

This is achieved through frequent visits to build a trusting relationship with the young parents, allowing them to talk openly and honestly about sensitive and complex issues. Good relationships also mean that young vulnerable parents become more trusting of services on offer and get the help they need from the Family Nurses to access appropriate services such as Connexions, housing support, children's centres etc.

Referrals can be made through a GP, midwife, health visitor or other health professional and through any other professional working with the young person.

CONTACT

FNP Ealing

020 8825 8244

www.fnp.nhs.uk

Chance for Children Trust

Chance for Children Trust offers several tailor-made children's programmes, to address the experience of trauma. The arts are used as a therapeutic tool to enable children and young people to deal with complex situations, build confidence and open up about their feelings and emotions.

Sessions are delivered through school-based programmes, supported through the Council's Extended Schools programme. Sessions are also delivered through early years' settings and children's centres.

Chance for Children Trust is a charity receiving donations through grant making trusts and foundations.

Play, Sing & Move - programmes for babies and young children

A programme for babies and young children, with their parents and carers, delivered through early years' settings and children's centres. The programme is based on attachment/bonding and works with music.

Statutory services as well as early years' settings, voluntary organisations and community groups, may apply for this programme to be delivered.

Children in Transition - therapeutic arts groups for children of all ages

Groups designed to encourage participation and build confidence through art, story making, poetry and music for children who:

- are moving from one stage of education to another
- are thought to be under achieving
- may be grieving, experiencing loss or isolation
- have come from war zones
- have recently arrived in the UK
- have experienced domestic abuse
- need to address issues such as bullying and violence

Family Support

Assistance is offered for parents who may need support through a difficult time. This may include help for families who have experienced domestic abuse or where there has been an allegation of a sexual offence having been committed.

Some individual counselling and therapeutic play sessions are offered. Support is also offered to families who are fostering and adopting children and young people.

Training & Professional Development

Many training programmes are offered in support of continued professional development for statutory services, schools and early years' settings, and for voluntary and community groups.

Programmes are aimed at those who work with different age groups of children so that there is a sharing of experience amongst participants and to gain an understanding of the different age appropriate responses to trauma and the importance of early intervention.

CONTACT

PO Box 54194

London W5 9FJ

0844 248 4701

office@chancearts.org.uk

www.chancearts.org.uk

Ealing Libraries

Acton Library

High Street
Acton W3 6NA
020 3700 1056
Mon, Wed, Fri, Sat 9am–5pm
Tue, Thu 9am–7pm

Ealing Central Library

Unit 103
Ealing Broadway Centre
Ealing W5 5JY
020 3700 1052
Mon, Fri, Sat 9am–5pm
Tue, Wed 9am–7pm
Thu 9am–8pm
Sun 1–4pm

Greenford Library

Oldfield Lane South
Greenford UB6 9LG
020 3700 1062
Tue, Thu 9am–7pm
Wed, Fri, Sat 9am–5pm

Hanwell Library

Cherington Road
Hanwell W7 3HL
020 3700 1076
Tue, Thu 10am–1pm, 2–6pm
Fri, Sat 9am–1pm, 2–5pm

Jubilee Gardens Library

Jubilee Gardens Health Centre
Southall UB1 2TJ
020 3700 1088
Tue–Thu 10am–6pm
Fri 10am–5pm
Sat 9am–5pm

Northfields Library

Northfield Avenue
Ealing W5 4UA
020 3700 1082
Tue, Thu 9am–6pm
Fri, Sat 9am–5pm

Northolt Leisure Library

Eastcote Lane North
Northolt UB5 4AB
020 3700 1080
Mon–Fri 11am–7pm
Sat 11am–5pm

Northolt Library

Church Road
Northolt UB5 5AS
020 3700 1078
Mon, Wed, Fri, Sat 9am–5pm
Tue, Thu 9am–8pm

Perivale Library

Horsenden Lane South
Perivale UB6 7NT
020 3700 1090
Tue, Thu 10am–1pm, 2–6pm
Fri, Sat 9am–1pm, 2–5pm

Pitshanger Library

143 Pitshanger Lane
Ealing W5 1RH
020 3700 1086
Tue, Thu 9am–6pm
Fri, Sat 9am–5pm

Southall Library

112 The Green
Southall UB2 4BQ
020 3700 1059
Mon, Fri, Sat 10am–5pm
Tue–Thu 10am–7pm
Sun 1–4pm

West Ealing Library

Melbourne Avenue
Ealing W13 9BT
020 3700 1065
Tue, Thu 9am–6pm
Wed, Fri, Sat 9am–5pm

Wood End Library & Childrens' Centre

Whitton Avenue West
Greenford UB6 0EE
020 3700 1084
Tue, Thu 9am–6pm
Wed, Fri, Sat 9am–5pm

Home Library Service

020 3700 1070

Ealing Play Service

Ealing Council's Play Service provides a range of services for children up to the age of 12 and their families.

This includes out of school childcare and play provision:

- Play centres (providing indoor/outdoor free open play sessions for children up to the age of 12)
- After school clubs (after school childcare)
- Breakfast clubs (before school childcare)
- Holiday playschemes (Ofsted registered out of school/school holiday childcare).

The Play Service remit also includes:

- Managing a number of the borough's children's centres.
 - Support to the borough's 170+ out-of-school childcare providers to ensure quality of provision/adherence to Ofsted requirements (undertaken by the Out of School Development Team).
 - Promoting the importance of play for children and families; and the role of play in early learning.
 - Responsibility for the borough's response to National Play Day.
 - Maintaining and improving existing play facilities/playgrounds and developing new sites.
 - Commissioning additional resources and equipment for children with additional needs and disabilities to ensure equality of opportunity and inclusive practice amongst out of school childcare providers (see page 23).
 - Undertaking targeted projects such as setting up clubs within housing estates to offer children and young people the opportunity to participate in activities that contribute to improved social skills and positive interaction with their peers, confidence building, feelings of inclusion/belonging etc.
- ✓ Holiday playschemes, breakfast clubs, after school clubs etc. are listed on the Council's website as well as the children's centre website.
 - ✓ A list of Ofsted registered providers which can be supplied by locality is available from Play Service directly or the Family Information Service.

- ▶ Professionals working with families can refer school aged children aged 4 to 12 years (up to 14 years for children with additional needs/disabilities) to an out of school provision and obtain placements for those children free of charge or at a significantly reduced rate depending on circumstance.
- ▶ The need for a place may be identified through an Early Help Assessment and Plan or other support plan put in place for the child and their family, for example at times when families are under immense stress or where the children need a distraction or positive activity to engage with during difficult times.

CONTACT

020 8825 8205 (Play Service General Enquiries)

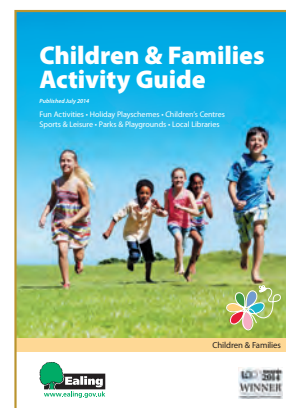
020 8825 5606 (Out of School Development Team)

020 8825 5588 (Family Information Service)

playservice@ealing.gov.uk

www.ealing.gov.uk

www.childrenscentres.org.uk



Order copies of the Children & Families Activity Guide

This is a free guide produced each year that gives details of all known activity providers in the borough including clubs, out of school childcare, children's centres, sports and leisure, parks and playgrounds, local libraries and much more.

Copies are free of charge and you can order as much stock as your service can use to hand out to the children and families you work with.

Email: children@ealing.gov.uk with your details and quantity you'd like to receive.

Choices Pregnancy Support Centre

Choices supports women facing an unplanned pregnancy, offering a sympathetic ear and advice and information to help them make the right decision for their situation.

Choices is a registered charity run by volunteers.

The service is confidential and free offering:

- Free pregnancy testing
 - Counselling
 - Post-abortion counselling
 - Ongoing support and advice
 - Baby clothes and equipment lending service
- For baby clothes and equipment a referral is required from a midwife, health visitor or other healthcare worker, support worker or other social care professional.

CONTACT

43 St Mary's Road

Ealing W5 5RG

020 8840 8034

Opening times vary – people should call before visiting

London-Ealing@careconfidential.com

www.careconfidential.com/London-Ealing



Baby clothes and equipment in good condition are always welcome.

Healthy Lifestyle



Ealing Healthy Lifestyle Programme (EHLP)

Ealing Healthy Lifestyle is a free health improvement and weight loss and maintenance programme, commissioned by Ealing Council and delivered by Hounslow and Richmond Community Healthcare NHS Trust.

The 12-week programme runs in venues across the London Borough of Ealing to make it more accessible. Each weekly session is two hours long and combines healthy lifestyle advice with physical activity.

The programme is specifically designed to help people achieve a healthier weight and follow a healthier lifestyle with the aim of reducing the risk of developing health conditions such as type 2 diabetes, heart disease and stroke. The healthy eating sessions are run by registered dieticians and the exercise component is run by fully qualified exercise instructors.

The programme is open to anyone aged between 16 and 74 years, who is:

- ✓ Registered with an Ealing GP; or is
- ✓ An Ealing resident and who has a Body Mass Index (BMI) greater than 25 (greater than 23 for South Asian ethnicities).
- ▶ Suitability for the programme is assessed through submitting information that allows BMI to be calculated (height, weight, DOB).
- ▶ Health practitioners can make a referral to the programme.
- ▶ Self-referrals are welcome from anyone over the age of 16.

Eligible participants can have a partner accompany them (family or friend). Sessions are sometimes run in other languages according to need.

CONTACT

Ealing Healthy Lifestyle Programme Team
Health and Wellbeing Service
Heart of Hounslow Centre for Health
92 Bath Road
Hounslow TW3 3EL
020 8630 1929
ealinghealthylifestyle@nhs.net

Ealing Health Trainer Programme

The Ealing Health Trainer Programme is a free service for people who want to make changes to their lifestyle in order to achieve better health in both the short and long-term.

Health trainers give one-to-one support to adults on being more active, eating healthily, losing weight and mental health and wellbeing. The aim is to prevent health problems that can be avoided through a change in lifestyle, such as the risk of heart attacks, strokes, high/low blood pressure, type two diabetes and some cancers.

A health trainer will help people make healthy choices such as:

- Making choices about lifestyle changes.
- Planning and supporting individuals in behavioural changes.
- Identifying barriers to achieving goals.
- Drawing up personalised health plans with realistic and attainable goals.
- Meeting individuals or visiting groups of people in community settings.
- Provide Body Mass Index (BMI), weight, height and waist circumference measurements.
- Signposting to local services.
- ✓ The Health Trainer programme is for anyone aged 18 or over, who lives/works or is registered with a GP in Ealing.
- ✓ Appointments last around 30 minutes and can take place at a variety of community settings.
- ▶ Referrals can be made through GPs and other health professionals.
- ▶ Self-referrals are also welcome.

CONTACT

020 8825 6454
ealccg.ealinghealthtrainers@nhs.net

MEND and Boost

MEND is a free 10-week programme for children and their parents or carers. Its purpose is to empower families to become fitter, healthier and happier and to gain the knowledge, understanding and enthusiasm needed to maintain a healthier weight and lifestyle.

Sessions are developed by dietitians, nutritionists, physical activity experts and behaviour change specialists using detailed research and evidence.

Sessions are offered by age group of the children in the family (2-4, 5-7 and 7-13) who may be above a healthy weight and include:

- Fun interactive healthy eating
- Active play and multi-sports activities
- Label reading and portion sizes
- Healthy habits for the whole family
- Tips to motivate changes for life

MEND programmes run throughout Ealing by age group. There is also a new 'family' programme called BOOST.

MEND 5-7 and/or 7-13 Programmes & BOOST

In Ealing the programmes are funded by Ealing Council's Public Health Team.

Only children at an unhealthy weight at the start of the programme qualify. A BMI calculator is available online at www.mendcentral.org

Parents/carers must attend the sessions with their child over the 10-week period.

- ▶ Professionals wishing to refer a child MUST first discuss this and gain consent from the child's parents/carers.
- ▶ Referral to these programmes is preferably made by a health professional.
- ▶ Parents/carers concerned about a child who is above a healthy weight may enquire about a place directly.

BOOST

BOOST was developed to complement the MEND Programmes and like MEND is a multi-component family intervention aimed at families with children aged 5-7 and 7-13 who are an unhealthy weight. Families attend the 12-week programme for structured nutrition sessions led by a dietician and physical activity specialists.

CONTACT

020 8825 6455

ealccg.mend@nhs.net

www.mendprogramme.org

MEND 2-4 Programme

Referral to the 2-4 year-old programme can be made by a health professional where a child or their parent/carer is above a healthy weight or by the parent/carer themselves with the help of any professional working with the family (as a referral form needs to be completed).

Outreach information sessions are also provided in children's centres, community centres and for organisations across the borough and are aimed at the birth to five years age group.

- ▶ Professionals wishing to refer a child MUST first discuss this and gain the consent of the child's parents/carers.
- ▶ Outreach sessions aimed at children under five, do not need a referral.

CONTACT

Eileen Cameron

020 8567 5247

Eileen.cameron@pre-school.org.uk

MEND.Alliance@pre-school.org.uk

Health Centres in Ealing

Acton Health Centre

35-61 Church Road, Acton W3 8QE
020 8383 8700

Featherstone Road Clinic

Hartington Road, Southall UB2 5BQ
020 8383 5454

Grand Union Village Health Centre

Taywood Road, Northolt UB5 6WL
020 3313 7500

Greenford Green Clinic

Wadham Gardens, Greenford UB6 0BP
020 8383 8844

Hanwell Health Centre

20 Church Road, Hanwell W7 1DR
020 8567 5788

Jubilee Gardens Medical Centre

Jubilee Gardens, Southall UB1 2TJ
020 3313 7848

Mattock Lane Health Centre

78 Mattock Lane, Ealing W13 9NZ
020 8383 5757

The Broadway Health Centre

71-73 The Broadway, Southall UB1 1LA
020 8383 6006

For fast medical help that is NOT a 999 emergency people can call the **NHS 111** team free of charge 24 hours a day, seven days a week - dial 111.

Dentists and GPs





www.nhs.uk

It is important that families register with a GP and a dentist and for parents/carers to take responsibility for ensuring they take their children to a GP when necessary and to a dentist regularly and when advised.

When working with families, please consider an appropriate opportunity to promote health and dental care for the whole family and especially for children.

Key messages to share with families:

1. Healthcare/seeing a GP is free of charge for people of all ages. Families should register with a GP. They can find their nearest GP by entering their postcode into the 'Health services near you' database on the NHS website.
2. Prescriptions are free of charge for children under the age of 16 (up to 18 if in full-time education), pregnant women (and those who have a baby under 12 months) and people claiming benefits. A full list of exemptions can be found here:
www.nhs.uk/nhsengland/Healthcosts/pages/Prescriptioncosts.aspx
3. In addition, people on a low income may be eligible to receive financial help through the NHS Low Income Scheme by obtaining an HC2 certificate. In order to get the certificate, a form called HC1 must be completed (available from Jobcentre Plus) and most NHS hospitals. A GP, dentist or optician may have the forms also, or call 0845 610 1112 to request one.
4. Dental care/treatment is also free of charge for children under the age of 18 (19 if in full time education), pregnant women (and those who have a baby under 12 months) and for people claiming certain benefits. The low income scheme applies for dental treatment too. Find out more here:
www.nhs.uk/NHSEngland/Healthcosts/Pages/Dentalcosts.aspx

-  Children should be seen by a dentist at least once a year.
-  Babies need their teeth brushed too – as soon as they appear.
-  Children as young as one year should attend regularly so early signs of problems can be picked up, and to get children used to going.
-  Children should be encouraged to brush twice a day.

Healthy Start

Healthy Start is a UK-wide government scheme to improve the health of low-income pregnant women and families with young children on benefits and tax credits. It provides a great opportunity for health professionals and others working with pregnant women and families to offer encouragement, information and advice on issues such as healthy eating, breastfeeding and vitamins.

The scheme offers pregnant women, or those with a child under the age of four, vouchers to exchange for basic foods and milk at local retailers and vitamins from local distribution centres. The scheme is means-tested and based on receipt of:

- Income Support
- Income-based Jobseeker's Allowance
- Child Tax Credit (see website for more detail)
- *And for all pregnant young women (under 18) irrespective of benefit claims or entitlement.*

The vouchers can be spent on:

- Plain cow's milk – whole, semi-skimmed or skimmed. It can be pasteurised, sterilised, long life or UHT.
- Infant formula milk that says it can be used from birth and is based on cow's milk.
- Plain fresh or frozen fruit and veg (fruit and vegetables with no added ingredients), whole or chopped, packaged or loose.

Healthy Start vitamins

Healthy Start vitamins are specifically designed for pregnant and breastfeeding women and growing children. In Ealing Healthy Start vitamins are distributed through most health centres (please check with the health centre before sending anyone to them).

Health professionals should have a list of all local retailers who accept the vouchers and vitamin distribution centres.

- ▶ The scheme is by application only and the application form must be completed and signed by a health professional. This can be a GP, midwife, nurse, health visitor etc.
- ▶ There is a quick and simple eligibility checker on the Healthy Start website <http://www.healthystart.nhs.uk/healthy-start-vouchers/do-i-qualify/>
- ▶ All professionals can support the scheme by helping to identify mothers who are eligible and by printing off a form and encouraging the pregnant woman or mother to take it along to a health professional for them to complete and sign.

CONTACT

Healthy Start Issuing Unit

0845 607 6823

www.healthystart.nhs.uk

Schools & Parenting



School Admissions & Attendance

School Admissions helps families register children for a school place to access education at primary level (infants and juniors) and secondary level (high school).

Main Round Admissions: deal with applications for children starting their primary education in Reception class (at an infant school), continuing the primary phase in Year 3 (at junior school) and starting their secondary education in Year 7 (high school).

(For a September start at an infant or junior school – the deadline for applications is mid-January the same year. For high school the deadline is end of October each year for the following September.)

In-Year Admissions: deal with all applications that come about once the school year has started such as children new to the area and transfers from one school to another (for all school-aged children).

Children Missing Education: tracks children who leave schools without a known destination, accepts referrals for those without a school place and ensures access to education.

School Attendance Service: offers support to schools and families to resolve attendance issues.

CONTACT

2nd Floor NE2, Perceval House
14-16 Uxbridge Road
Ealing W5 2HL

Main Round Admissions

020 8825 5511 (Primary)
020 8825 5522 (Secondary)
Mon-Fri, 9am-12pm

mainroundadmissions@ealing.gov.uk

www.ealing.gov.uk/admissions

In-Year Admissions

020 8825 6339

(Mon-Fri, 9am-12pm)

in-yearadmissions@ealing.gov.uk

Travel, Free School Meals

Enquiries

020 8825 5566 (Mon-Fri, 9am-5pm)

Children Missing Education

020 8825 9447

020 8825 9647

School Attendance Service

020 8825 5973

School Nursing Service

School nurses (formerly known as School Health Advisers) are public health practitioners working in multi-skilled teams within schools and other settings. They support school-aged children (from reception class to Year 13/sixth form).

School nurses work with teachers, school welfare officers, pastoral care, family support services etc to ensure the child/young person's health and wellbeing is well considered and supported in their educational environment.

They also work with parents/carers to promote healthier lifestyles and to deal with any issues that may affect the child's health and wellbeing both in school and at home.

Service offer includes:

- Assessing the health needs of children and school communities and making recommendations.
- Being advocates for children to reduce any inequalities due to health or any other issues that may affect their wellbeing - to ensure social and educational inclusion.
- Agreeing individual health plans to ensure any illness or condition is well managed and supported; working together with the child, parent/carer and school.
- Playing a lead role in immunisation and vaccination programmes, e.g. Human Papilloma Virus Vaccination (HPV), Diphtheria, Tetanus and Polio Booster (DTP) and Meningitis C Booster (MenC).
- Contributing to learning in the areas of: Personal Social Health Education (PSHE), including Sex and Relationship Education (SRE) and Citizenship.
- Contributing to national and local obesity strategies through the National Child Measurement Programme (NCMP) as well as talking to families about healthier eating and increased activity for a child who is an unhealthy weight and supporting access to weight management services.
- Offering support to promote positive physical and mental health in children and young people through drop-in clinics located in schools.
- Working with relevant agencies to support and safeguard vulnerable children/young people.
- Promoting positive parenting, signposting to parenting support and referrals to Ealing's Parenting Service.

- ▶ Referrals to the School Nurse Service for primary school aged children can be made by any professional working with the child/family.
- ▶ Parents/carers can also self-refer.
- ▶ High school aged children may self-refer without school/parental involvement and discuss issues in confidence (exceptions apply, i.e. in situations where harm/abuse or risk of harm/abuse is reported).

To access the School Nurse Service please call the team covering the area in which the child/young person attends school.

CONTACT

Acton, Hanwell & Central Ealing

Team Leader: Nicky Thomas based at Acton Health Centre

Duty desk: **020 8383 8756**

Northolt & Greenford

Team Leader: TBC

Duty desk: **020 3313 7518**

Southall

Team Leader: Linda Abraham based at Jubilee Gardens Health Centre

Duty desk: **020 3313 7880**

Ealing Parenting Service

Ealing's Parenting Service offers parenting programmes held in groups and one-to-one sessions. The service aims to support all parents with parenting needs however the focus is on families with complex needs who may already be receiving multi-agency intervention.

The service delivers internationally recognised parenting programmes including: Triple P, Strengthening Families, Strengthening Communities, Family Links and Webster Stratton Incredible Years. Specialist group support is delivered in several community languages and for parents of children with additional needs and disabilities.

Examples of when to refer parents:

- ✓ In situations where it is clear the parents are not coping with their child's behaviour at school or at home, which can be due to a number of issues.
 - ✓ Where there has been a relationship breakdown between parent and child and for example the child no longer responds to requests from the parent.
 - ✓ Where family conflict may be affecting the child and the parent needs help in supporting their child to deal with their feelings.
-
- ▶ Self-referrals are not accepted.
 - ▶ Any professional working with a family can make a referral. A referral form must be completed and consent gained from the parent.
 - ▶ Ealing Parenting Service may be invited to participate in a Team Around the Family (TAF) meeting where an EHAP (Early Help Assessment and Plan) is being used for multi-agency work with the family.
 - ▶ The service will also participate in case reviews and professional meetings with consent from the parent.

CONTACT

020 8825 6152

parentingserviceadmin@ealing.gov.uk

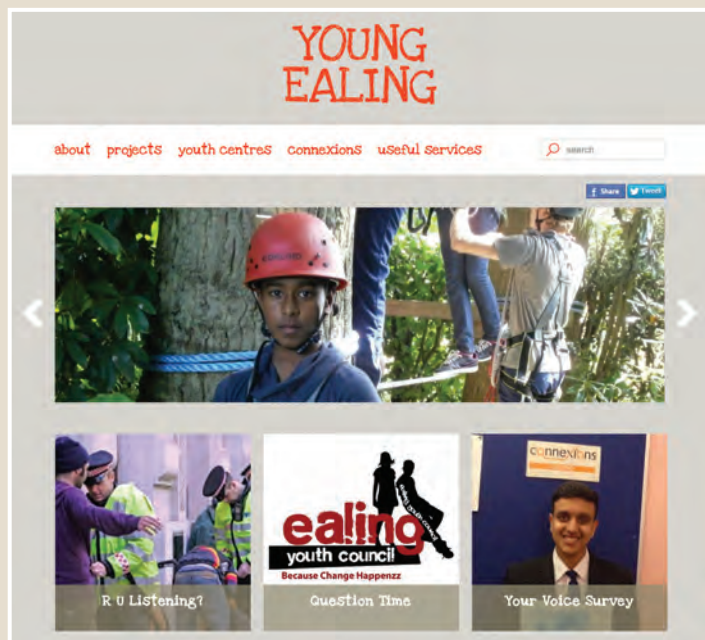
Young People



This is a dedicated website provided by Ealing Council to support young people in Ealing. It includes information about services available such as health, leisure, youth clubs and centres.

It also gives details of schemes and projects young people can get involved in including:

- Youth Council
- Youth Mayor
- Duke of Edinburgh Award
- Your Zone (lesbian, gay, bisexual and trans gender support)
- Future Youth Inspired (FYI) holiday activities
- Forward Steps (support for young people involved in crime and antisocial behaviour)



Ealing Young Carers Project

The Ealing Young Carers Project is run by Brentford FC Community Sports Trust for young carers who live in the London Borough of Ealing. A young carer is defined as a child/young person who plays a significant role in caring for a person, family or otherwise in a manner which is inappropriate to their age and stage of development. The person they care for may have an illness or disability or be affected by mental ill-health or substance misuse.

A young carer may do some or all of the following:

- Practical tasks such as cooking, housework and shopping.
- Physical care such as lifting, helping a parent with stairs or with physiotherapy.
- Personal care such as dressing, washing and going to the toilet.
- Managing the family budget, collecting benefits and prescriptions.
- Administering medication.
- Looking after or parenting younger siblings.
- Emotional support.

Young carers are supported through the provision of after school clubs, lunchtime and homework clubs and also occasional days-out and activities. A network of support workers are also on-hand to provide advice, information and someone to talk to.

The project offers a chance for young carers to have a break from their caring role and to meet other young carers who are in a similar situation.

- ▶ Referrals accepted through any professional working with the young carer or their family.
- ▶ Self-referrals by family members or the young carer themselves also welcomed.

CONTACT

Kathryn Sobczak, Ealing Young Carers Project
Brentford FC Community Sports Trust, Half-Acre House, 37 Half Acre,
Brentford TW8 8BH
020 8326 7044
ksobczak@brentfordfcst.com
www.brentfordfcst.com

Ealing Youth & Connexions

Programmes offer group and individual activities that encourage personal and social development of young people aged 13-19 years (and up to 24 years for young people with disabilities).

Fun and positive experiences are provided through:

- Youth centres
- Projects
- Estate provisions

With support from Youth Workers, young people can:

- Develop their skills
- Increase their knowledge
- Build self-confidence and self-esteem

Connexions is an information, advice and guidance service for young people that supports them in relation to their education, employment and training. The aim is to remove barriers and support young people in making a smooth and informed transition into adulthood and work life.

Personal Advisers work in schools, colleges and the community and offer one-to-one and group information, advice and guidance to young people in order to help them move into education employment and training. They work in a flexible way that meets the needs of the individual and use a variety of methods to motivate, encourage and support young people.

Drop-in centre currently operates from the Westside Youth Centre, West Ealing. Young people and parents/carers can make enquiries and get advice and guidance about many issues including housing, sexual health, services for young people, further education etc.

Visit www.youngealing.co.uk for up to date information on service offer.

Situations where a referral to Connexions may be beneficial:

- ✓ Young people who are unmotivated
 - ✓ Truancy or poor attendance
 - ✓ Young people who are not in education employment or training
 - ✓ Parent/child relationship breakdown
 - ✓ Teenage parents
- ▶ Parents and young people can self-refer.
 - ▶ Professionals working with young people can refer to Connexions.
 - ▶ Referrals are received through Personal Advisers in schools, colleges and elsewhere within the community.

CONTACT

2nd Floor, Perceval House,
14-16 Uxbridge Road,
Ealing W5 2HL
020 8825 5777 (Admin)
020 8825 8573 (Westside Young People's Centre)

Internet and social media
www.youngealing.co.uk
Twitter **@EALINGCNX**
Facebook: **EALING CONNEXIONS**

Ealing Youth Justice Service (YJS) Gangs Outreach Programme

Ealing YJS is a multi-agency team offering bespoke support to children/young people aged between 10-17 and their families who are involved in the criminal justice system in order to prevent them from offending or reoffending.

In addition to statutory responsibilities, Ealing YJS works with internal and external partners to support young people and their families who are in gangs or who become involved in gang activity up to the age of 24 years.

With support from the YJS and partners, young people and their families can:

- Increase their awareness and understanding of the risks to themselves and their family.
- Understand the options that are available to reduce these risks.
- Understand and access support available.
- Better engage with their communities for help and support, particularly within the Somali community.

Situations when a referral to or contact with YJS may be beneficial:

- ✓ To find out more about a young person and whether they are known to be involved in gang activity in order to assist intervention plans.
- ✓ To request a mentor for a young person at the early stages of gang involvement.
- ✓ For focused meetings with young people and their families with the Police and YJS.
- ✓ To ask for expert advice and support on what measures work to prevent and deter gang involvement.

CONTACT

Youth Justice Service
2nd Floor, Perceval House
14-16 Uxbridge Road
Ealing W5 2HL
020 825 7524

Somali Advice and Development Centre
Unit 26 Mill House
Windmill Place Business Centre
2-4 Windmill Lane
Southall, UB2 4NJ
020 8571 1357

NSPCC – Gangs Helpline
0808 800 5000

Safe Space Project

The Safe Space Project is a 50/50 partnership between Ealing Police and Ealing Council, and aims to deter gangs from developing in the borough. This is done by focusing on young people who are on the verge of gang criminality.

How it works

The Police and Youth Justice Service invite identified youths and their parents or guardians to a neutral place to discuss concerns and reveal evidence of gang activity.

- As a deterrent, young people are shown images from local media and case studies of those involved in gang activity where the outcome has been negative for gang members involving injury, arrest, detention etc.
 - Parents are shown evidence of the behaviour that has led to the intervention as often they are unaware of gang involvement or activity.
 - Young people are offered coaching at an early pivotal moment before they get in trouble or offend.
 - The young person and their parent(s) sign an agreement agreeing to end their involvement in gangs.
 - Ealing Youth and Connexions Service works with the family to identify diversionary activities and interests the young person may enjoy and that may be beneficial to them. Support is also offered to help young people return to school, start college, undertake a work experience placement and even find employment.
- ▶ Referrals for either individuals or groups can be made through the Youth Justice Service, Police, Youth Service or schools where there is concern over gang involvement.
 - ▶ Referrals can be made with or without parental consent.
 - ▶ Every young person referred will be assessed for suitability to the programme before being invited to a meeting.

CONTACT

Ealing Youth Justice Service
020 8825 7524

Safe Space Referrals
SafeSpace@met.pnn.police.uk

Adult Education, Employment & Training



Adult Learning

Adult Learning runs a wide range of courses locally to cater for many different interests and education and training needs.

Service offer includes:

- Courses designed to improve key skills for the workplace including English, Maths, IT and employability skills.
- Concessionary fees for learners over 65 and for people claiming benefits plus grants and funding schemes.
- Daytime, evening and weekend courses.
- Qualified teachers, many with industry/specialist experience.
- Leisure and special interest courses.
- Confidence building courses and additional assistance where needed.
- Courses for adults with learning difficulties.



CONTACT

Adult Learning Team

020 8825 5577

adultlearning@ealing.gov.uk

Course details, venues, fees and online booking www.ealing.gov.uk

Jobcentre Plus in Ealing

There are three Jobcentres in the London borough of Ealing.

Jobcentres provide information about local jobs through their connections with employers and employment agencies.

The centres also offer a personalised advice service to help job seekers with:

- Writing CVs
- Searching for a suitable role
- Making effective applications
- Preparing for interviews

CONTACT

0845 604 3719 (National Automated Helpline)

Acton Jobcentre

Armstrong Road, Acton W3 7JL
Employment Adviser: **020 8811 8220/8246**

Ealing Jobcentre

86-96 Uxbridge Road, West Ealing W13 8RA
Employment Adviser: **020 8258 3114/3128**

Southall Jobcentre

68 The Broadway, Southall UB1 1QE
Employment Adviser: **020 8258 3217/3213**

Jessica Deallie is the Account Manager for the Ealing area and would be the person to contact on a professional level to discuss joint working etc. She can be reached on **07500 975 310**.

Action Acton

Action Acton is a West London charity, Development Trust, company and social enterprise which receives some support from the Big Lottery Fund, Ealing Council and others.

Action Acton's core objective is to promote economic and community regeneration in Acton, Ealing and adjoining West London boroughs.

The service is involved in a number of community and social enterprise projects and back to work schemes detailed on the website.

Service offer includes:

- Jobcentre Plus support including job searches, CV writing, application form filling, access to the internet, computers and printers.
 - DWP Work Programme to help people into sustainable work.
 - Volunteering opportunities within Action Acton and elsewhere.
 - Helping unemployed people set up their own businesses.
 - Integration, Citizenship and ESOL courses.
 - Basic computing skills courses.
 - Affordable serviced office space for start-up businesses.
 - Support and training for young people aged 16-19 who are not in education, employment or training.
 - Youth Transitions Network supporting young people aged 16-24 – support, advice and skills/qualifications to gain employment.
- ▶ Referrals for work schemes taken through Jobcentre Plus in the main but direct contact from the public also welcomed.
- ▶ Youth Transition work offers particular support to young people leaving care or custodial institutes.

CONTACT

16-18 Crown Street
Acton W3 8SB
020 8993 9605
info@actionacton.com
www.actionacton.com

EASE (Empowering Action & Social Esteem)

EASE is a community development organisation whose aim is to inspire, empower, enable and support personal and community development through the skills, talent and diversity of local people within estate communities.

EASE is supported with funds from partnering organisations and the The Big Local fund.

Service offer includes:

- **Information and support** - Practical help and support to local residents such as help with form-filling and letter writing and access to the internet. Advocacy where appropriate and support with making complaints, finding the right services etc.
- **12 – week accredited maths and English course**
- **Youth Club** - Youth Work sessions in Copley Close for 13-19 year olds, largely decided, managed and developed by the young people themselves.
- **John Lyons Uplift Courses** – Confidence-building for women who may be experiencing low self-esteem or have been the victims of domestic violence (with a version of the course delivered to the children in the family).
- **Work Club** – An opportunity for unemployed people as well as those in employment to meet, exchange skills, share experiences, find opportunities, make contacts and support each other. The Work Club is flexible and reflects the needs of the community. Working in partnership with local organisations – the work club can offer training, education and access to employment opportunities.
- **Legal Services** - Working with Ealing Advice Service, offering appointments to residents to discuss debt, housing and benefits.

No referral is needed. People are welcome to make enquiries directly.

CONTACT

Hanwell Community Centre
Westcott Crescent
Hanwell W7 1PD

020 8575 6139

michelle.bailey@empowering-action.org.uk

REED in Partnership Families Programme

The Families Programme is run by REED in Partnership with Jobcentre Plus and supported by Ealing's Family Information Service. The Families Programme is designed for families facing a number of barriers to starting work or returning to work.

Service offer includes:

- A family adviser to support and help improve home and family life.
 - Job planning, finding work experience opportunities, improving interview skills and accessing local jobs.
 - Debt advice and support to help families manage money.
 - Support with finding childcare.
 - Support to further develop parenting skills.
 - Access to training to gain skills and qualifications.
 - Housing support on a range of issues.
 - Health and wellbeing support to manage any health conditions and to find the right job.
- ▶ People who are claiming a working-age benefit (such as Jobseeker's Allowance, Carer's Allowance or Income Support) can access the Families Programme.
 - ▶ The Family Information Service signpost people to this service and can help people make an appointment.
 - ▶ People can also just call the number and ask for help directly.

CONTACT

020 8735 3700

www.reedinpartnership.co.uk

or call the Family Information Service **020 8825 5588**

Work Clubs

Four work clubs run in Ealing to support unemployed Ealing residents with getting back to work.

The work clubs are fully equipped with computers and internet access. Practical advice and support is provided including:

- Help with searching for a job
- CV writing
- Interview techniques
- Completing application forms
- Access to vocational training and courses

Anyone living in the borough is welcome to drop in to any club. No appointment is necessary but spaces are limited and offered on a first come first served basis due to the number of computers available at each location.

Acton Work Club

Location: Learning Suite, Acton Library, High Street, Acton W3 6NA
Day: Every Monday between 10am and 1pm
020 3700 1056

Ealing Work Club

Location: Ealing Central Library, Ealing Broadway Shopping Centre
Day: Every Friday between 10am and 3pm
020 3700 1052

Hanwell Work Club

Location: Hanwell Community Centre, Westcott Crescent, Hanwell W7 1PD
Day: Every Tuesday between 9.30am and 1.30pm
020 8575 6139

Northolt Work Club

Location: Northolt Library, Church Road, Northolt UB5 5AS
Day: Every Tuesday between 10am and 1pm
020 3700 1078

Catalyst Jobs & Skills Project

This project supports Catalyst Social Housing tenants who are claiming income support or incapacity benefits - to help them start work, return to work or increase their hours of work.

Service offer includes:

- Bookable appointments with an adviser for one-to-one support with CV writing and job searches
- Skills for Life qualifications (Maths, English and IT)
- Work placements in local companies
- Employability skills
- Contact with local employers
- Intensive support into work

CONTACT

John O'Sullivan
Outreach Engagement Officer (to book an appointment)
020 8832 3498
Text: 'CJS' to 07814 233863 (to get a call back)

Jeetin Shah
Placement Partnership Officer (to discuss joint-working/collaboration etc)
020 8832 3497
jeetin.shah@che.org.uk
Catalyst Gateway, St James House, 105-113 The Broadway,
West Ealing W13 9BE

Twining Enterprise

Offers employment support for people with mental health problems (see page 121)

Housing



Housing Solutions

There is a severe shortage of social housing (council housing and accommodation) in the London Borough of Ealing at present with around 13,000 individuals/families on the council housing register waiting for council accommodation and placements being successful at a rate of around 900 a year.

There are also a number of benefit reforms affecting council housing as well as changes in the way council housing is allocated.

People seeking council housing are encouraged to explore alternative arrangements and can talk to the Housing Choice and Options team to find out what other schemes may be available to them.

To get help and information on housing issues – Housing Solutions can direct people to the right housing team. This includes advice for people who have become homeless or who may be at risk of homelessness.

Housing Solutions

020 8825 8888

Mon-Fri, 9am–5pm

housadv@ealing.gov.uk

If a face-to-face meeting is preferable, people can come to Ealing Council at the council's main office:

Perceval House, 14-16 Uxbridge Road, Ealing, London W5 2HL

On arrival, people will be issued with a ticket that gets them into the right queue to talk to a duty officer from the housing team most appropriate to their needs.

Housing Choice & Options

020 8825 8800

There is also a dedicated website called First Steps that explains a number of home buying options. Visit www.sharetobuy.com/firststeps

Out of hours emergency housing

For emergency situations outside of normal office hours

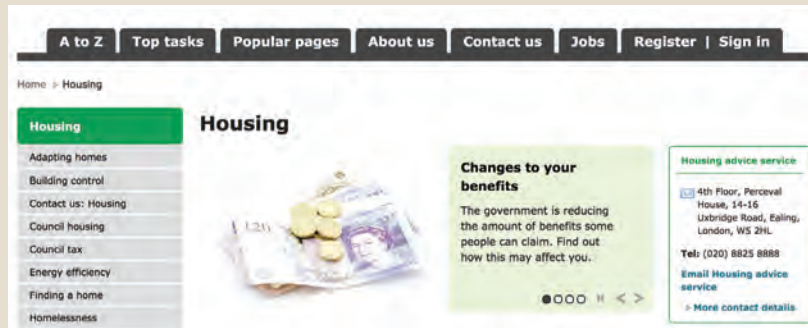
020 8825 5000

Housing online

www.ealing.gov.uk

The Ealing Council website has a substantial section explaining the work of the Housing Department with information for council tenants, prospective council tenants, private renting as well as for people with mortgages.

www.ealing.gov.uk/info/100007/housing



Focussing on people who need the support of council accommodation, the information available covers:

- **Housing Benefit and Council Tax Support**
Helps people on low incomes pay for their rent and council tax (includes information on changes to council tax benefit)
- **Council Properties - Applying for a Council Home**
How to apply and join the council home register
- **Housing Schemes for Council Tenants**
Help to buy a home or transfer to a different property
- **Housing Solutions**
Help for people threatened with homelessness

For Existing Council Tenants

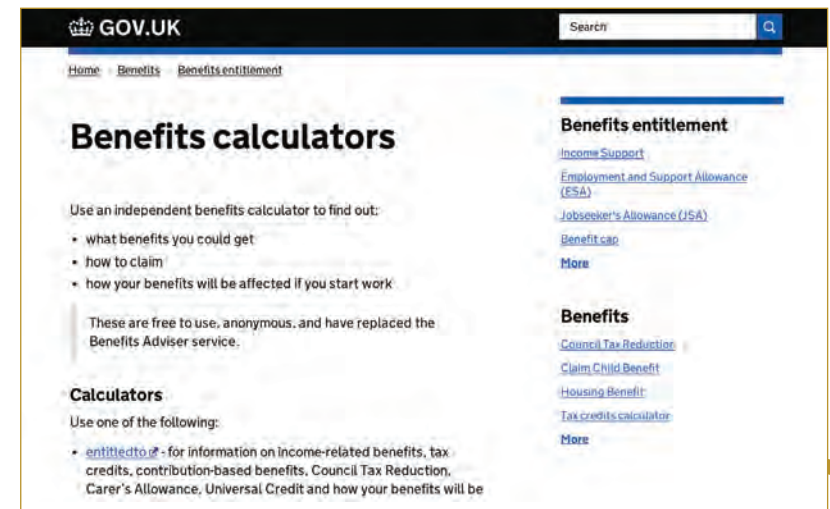
There are many housing teams supporting existing council tenants. People needing to discuss any aspect of their council housing can talk to their allocated Housing Officer. This person is normally named on documentation regarding the tenancy.

If people are unsure who their Housing Officer is – their name, address and postcode is needed for the correct Housing Officer to be identified and then they can be put through to them.

If a face-to-face meeting is preferable, people can either make an appointment with their allocated Housing Officer or take a ticket and queue to see a Duty Housing Officer.

Help families understand what benefits they can claim by using the government's 'Benefit Checker'

www.gov.uk/benefits-adviser



Debt & Hardship



Civil Legal Advice

Free and confidential legal advice in England and Wales for those eligible for legal aid. Eligibility checker available at www.gov.uk/check-legal-aid

Legal aid is offered for:

- Benefit appeals
- Debt, where housing is at risk
- People with special educational needs
- Housing
- Discrimination issues
- Victims of domestic violence
- A child being taken into care

Free translation service for speakers of other languages.

CONTACT

Online enquiry form

0345 345 4345 (Minicom: 0845 609 6677)

Mon-Fri, 9am to 8pm, Sat, 9am to 12.30pm

Free call-back service. Text 'legalaid' and name to 80010

www.gov.uk/civil-legal-advice

Ealing Advice Service

Ealing Advice Service is a network of agencies working together to provide residents of the London Borough of Ealing with access to a variety of advice giving services ranging from basic information to full legal representation from a specialist solicitor or caseworker.

The Ealing Advice Service website provides information on local and national advice services easily accessible to the public. Preliminary legal advice is also available by telephone. Outreach appointments can be made for exceptional/urgent cases.



CONTACT

03000 12 54 64

Mon-Fri, 10am to 5pm, Wed 10am-7pm

info@ealingadvice.org

www.ealingadvice.org

Christians Against Poverty

This organisation gives debt advice and money management help to anyone in debt (all religions welcome). Support is offered until the individual is debt free.

Service offer includes:

- **Home visits:** Debt Coaches can by arrangement visit people in their homes to offer guidance.
- **Effective budgeting:** A trained debt counsellor will work out a realistic budget that prioritises essential bills and will negotiate affordable payments with each debt creditor and stop unfair interest and charges where possible.
- **Repayments:** A debt management plan will be put in place to help with budgets and debt repayments.
- **Severe debt:** Insolvency solutions for those in severe debt, such as bankruptcy or petitioning.

CONTACT

0800 328 0006

www.capuk.org

info@capuk.org

Turn2us

Turn2us is a charity that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face-to-face through their partner organisations.

This organisation aims to help individuals looking for help for themselves, family members or friends. The website contains useful information and tools.

An account can be created by registering online. This allows individuals to do online enquiries to charitable funds using the grant search database.

CONTACT

Turn2us
Unit 9, Cefn Coed Parc
Nantgarw
Cardiff CF15 7QQ
0808 802 2000 (Mon-Fri, 8am-8pm)
info@turn2us.org.uk
www.turn2us.org.uk

Ealing Community and Voluntary Service (ECVS)

This is an umbrella organisation supporting voluntary groups and services within the London Borough of Ealing. Go online or phone the organisation to find out more about what voluntary services are available.

Lido Centre, 63 Mattock Lane, Ealing W13 9LA
020 8280 2230
www.ealingcvs.org.uk
ecvs@ealingcvs.org.uk

Acton Homeless Concern

Acton Homeless Concern is a drop-in day centre for homeless people and people from other disadvantaged groups. The charity's mission is to provide a caring and safe environment for the poor, the marginalised and those who suffer from isolation or are in any kind of need.

Services are provided across two locations:

Emmaus House

020 8992 5768
Lunch, clothes, showers, advice on benefits and housing, GP, chiropody, optician, dentist and barber, alcohol and drug counsellor.

Damien Centre

020 8993 6096
Refreshments and social activities.

CONTACT

1 Berrymead Gardens, Acton W3 8AA
020 8992 5768
info@actonhomelessconcern.org
www.actonhomelessconcern.org

Hanwell Homeless Concern

Hanwell Homeless Concern provides free food for homeless people and sometimes clothing when it is available. The charity relies on donations of money and clothing.

All drop-in centres are within church halls:

St Thomas The Apostle

182 Boston Road
Hanwell W7 2AD
(Mondays)

Our Lady & St Joseph's Church

52 Uxbridge Road
Hanwell W7 3SU
(Wednesdays)

Hanwell Methodist Church

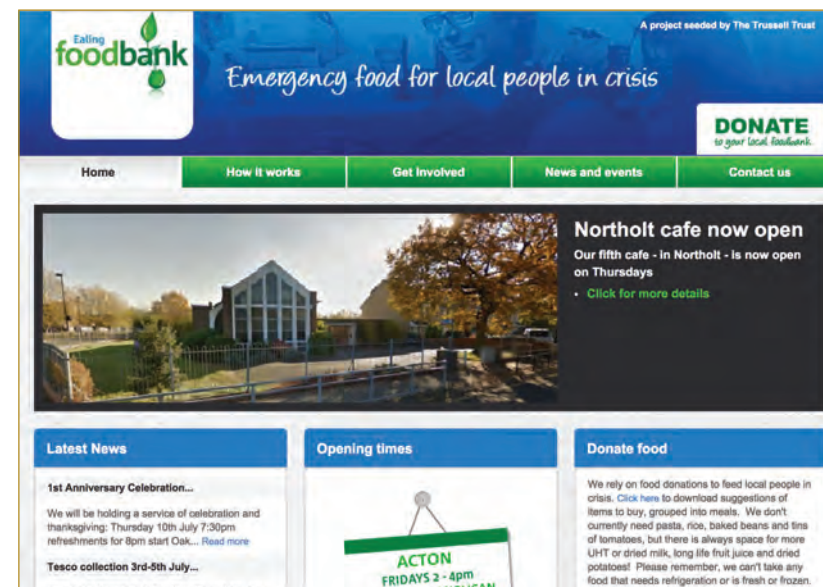
16 Church Road
Hanwell W7 1DJ
(Fridays)

CONTACT

96 Southdown Avenue
Hanwell W7 2AF
020 8566 0526

Ealing Foodbank

The Trussell Trust Foodbank network works in partnership with local churches and organisations to bring foodbanks to communities across the UK. There are a number of foodbanks currently running in Ealing and working in collaboration with Ealing Council.



How it works

All food given out by foodbanks is donated. Often this is from schools, churches, businesses, individuals, or through supermarket collections.

Professionals from statutory and voluntary organisations such as social workers, Citizens Advice Bureau staff, welfare officers, the police and probation officers, identify people in crisis and issue them with a foodbank voucher.

Clients bring their voucher to a foodbank centre where it can be exchanged for three days' supply of emergency food.

Whilst their food is being packed, the foodbank volunteers will sit and chat with clients over a cup of tea or hot meal. This enables them to hear their stories and signpost them to agencies who can offer additional help and begin to resolve any underlying problems.

Distribute vouchers to families

If you come across people who need a foodbank referral within your area of work – you can register with Ealing Foodbank. You will be sent a referral handbook and set up to distribute foodbank vouchers yourself.

Locations

These are the foodbank locations within the London Borough of Ealing at time of going to press – please check the website for any that have been added since.

Acton (Fridays 2-4pm)

Oak Tree Anglican Fellowship, 216 High Street, Acton W3 9NX

Greenford (Mondays 1-3pm)

Greenford Methodist Church, Ruislip Road, Greenford UB6 9QN

Hanwell (Wednesdays 10am to 12pm)

St Mellitus Church Hall, Church Road, Hanwell W7 3BA

Northolt (Thursdays 1-3pm)

Northolt Park Baptist Church, Eastcote Lane, Northolt UB5 4HN

Southall (Thursdays 1-3pm)

St Anselm's Church, The Green, Southall UB2 4BE

CONTACT

07769 759756 (office hours only)

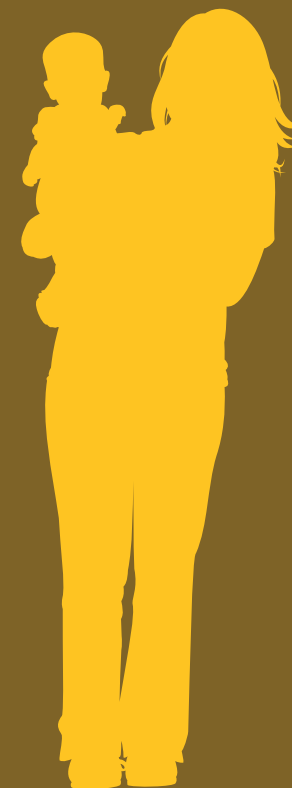
info@ealing.foodbank.org.uk

<http://ealing.foodbank.org.uk>

**Get
involved**

Ealing foodbank is always looking for new collection points. Please get in touch if you are able to provide a collection point within your premises, especially if you can arrange transporting the donated food to the warehouse (Hanwell Community Centre).

Domestic Violence Crime Prevention & Safer Neighbourhoods



Domestic Violence Intervention Project (DVIP)

DVIP provides specialised support for anyone affected by domestic violence. The project runs services for people who have been violent towards their partners (perpetrators) and for people who have suffered domestic violence (victims).

The project also supports parents and children affected by domestic violence. This includes children who have witnessed abuse, been directly abused or have other presenting issues where domestic abuse plays a part.

The service aims to:

- Reduce the risk of significant harm to children and improve outcomes.
 - Build up the protective capacity of female survivors.
 - Address the behaviour of perpetrators.
 - Build the confidence and competence of practitioners working with perpetrators.
 - Hold perpetrators accountable while fostering engagement and increasing the safety of children.
 - Identify cases where safety can be achieved or alternative plans have to be made for children.
- Professionals are able to get advice and can consult regarding a specific case/family where domestic abuse is an issue.
- Referrals can be made for perpetrators to attend a group.

Children's Therapy Service

A specialist therapeutic service for children and young people affected by domestic abuse is offered at Stephen's Place Children's Centre in Hammersmith. Therapy is by appointment only in a confidential, child-centred venue.

The criteria for referrals for children and young people affected by domestic abuse are:

- Children/young people should be between 3-17 years-olds.
- Child/young person must currently be living in a safe and stable environment.
- The perpetrator of the abuse must not be residing with the child/young person.

- Any contact with the perpetrator must be deemed safe or supervised.
- Children meeting the above criteria will be offered therapy for up to five months during a series of individual 50-minute sessions.

CONTACT

Consultations and referrals to perpetrator's groups:

Gary Hobbs

020 8825 8036

07587 655 837

HobbsG@ealing.gov.uk

www.dvip.org

Children's Therapy Service

Stephen's Place Children's Centre, Children's Therapeutic Services,

1a Ravenscourt Road, Hammersmith W6 0UH

020 8748 8298

Yuva

Yuva works with young people (aged 13–19) who have used violent or controlling behaviours in their close relationships and with the family members, partners or ex-partners who have experienced this behaviour.

The service was developed by the Domestic Violence Intervention Project (DVIP), with the primary aim of increasing safety and supporting positive relationships.

Two Yuva workers are based in Ealing within the Safeguarding Service for two half-days each week. They will undertake direct work with young people and parents (where needed).

Yuva's service includes:

1. The Yuva Programme which works directly with young people who are using violence/abuse against family members, partners or ex-partners. The help offered aims to help them:
 - ✓ Stop the abuse and find healthier, safer ways of being with people
 - ✓ Learn techniques for handling anger and stress
 - ✓ Find safe alternatives to violence
 - ✓ Deal with arguments in a healthy way
2. The Survivor Support Service which offers support to the family members, partners or ex-partners who have experienced the abuse aims to help with:
 - ✓ Safety planning
 - ✓ Emotional support and referral to appropriate services, such as counselling and housing
 - ✓ Understanding of the Yuva Programme, offering a clear picture of what the programme involves and realistic expectations about the outcomes they can expect from their partner/ex-partner or child's involvement

- Professionals wishing to make a referral must complete a referral form which asks for details of both the young person as well as their family/partner/ex-partner and an overview of the main areas of concern including whether the young person is known to have suffered or witnessed domestic violence themselves.

CONTACT

For more information and a referral form for Ealing contact:

Khadija Begum, **020 8825 9316**

Begumk@ealing.gov.uk

or

Ruth Lacey, **020 8825 8364**

Laceyr@ealing.gov.uk

Yuva Project Head Office

020 8222 8281

yuva@dvip.org

www.dvip.org/for-young-people

This is ABUSE

<http://thisisabuse.direct.gov.uk/>



This website helps people of all ages understand what constitutes abuse and offers signposting to different sources of help.

Ealing Survivors Group

Ealing Survivors Group offers a group-work programme for victims and survivors of all forms of domestic violence and abuse including neglect, coercion and bullying.

Groups run over a 10-week period offering a psycho, educational and therapeutic programme. Groups are run by a qualified and experienced psychotherapist and cover issues such as stress management, relationships, confidence and self-esteem.

- ▶ Attendance follows an assessment of suitability for the programme following professional or self-referral.
- ▶ Open to women and girls.
- ▶ Participants must join at the beginning of the programme and cannot start part/mid-way.

Ealing Survivors Group also works with the community development organisation EASE (Empowering Action & Social Esteem) to offer an 'Uplift' course to help boost the confidence and communication skills of women and girls. This is held over a 6-week period once a week and covers:

- Confidence building
 - Self-esteem
 - Coping mechanisms
 - Communications skills
- ▶ Open to all women and girls who would like to benefit from boosting their confidence. Self-referrals accepted.
 - ▶ Venues include schools, community centres and children's centres.

CONTACT

Barbara Shears
07842 117916
barbaras@blueyonder.co.uk

Hestia Women's Aid Ealing

Women's Aid is a national domestic violence charity. Hestia Women's Aid Ealing is the local team. Women's Aid works directly with women and children fleeing domestic violence as well as with professionals and organisations across the country who work with victims.

Services include:

- 24-hour national helpline available for women and children who are experiencing or who have experienced domestic violence, to ask for help directly in times of desperation or as an emergency.
 - Helpline also available to friends and family seeking to offer support and to professionals working with women and children who are experiencing or who have experienced domestic violence.
 - Emergency housing.
 - Help with transport for women and children within West London area.
 - Community outreach for people needing advice, information and advocacy.
- ▶ Self-referrals accepted.
 - ▶ Professional referrals can be done through a phone assessment using basic information: proof of ID, details of domestic violence, support needs, recourse to public funds, residency and safe areas, number of children and their gender/ages, any disability issues, health issues and name of referral agency.

CONTACT

Hestia Women's Aid Ealing
020 8991 1007
Mon-Fri, 9.30am to 4.30pm
www.womensaid.org.uk

Women's Aid National 24-Hour Helpline
0808 2000 247

Metropolitan Police Community Safety Unit (CSU)

Anyone suffering domestic violence may call the Metropolitan Police Community Safety Unit at any time and either ask that an incident be recorded or ask for assistance.

The CSU's first priority is to protect the victim and any children/young people in the home. If the situation is urgent an officer will attend and if necessary arrest the perpetrator and take action to protect the victim from further abuse.

In a non-emergency situation, CSU officers will contact the victim or whoever made the report either by phone or by setting up a meeting. Officers will help the victim define the best course of action.

CSU officers work alongside highly trained non-police advisors who can assist with aftercare, for example to advise on temporary or longer-term accommodation needs, to arrange an injunction against the perpetrator or to access counselling services etc. Additional support is offered in cases where the victim(s) and/or their family need to attend court for any reason or deal with any other legal processes.

The CSU also handles cases of honour-based violence and forced marriage.

- ▶ Once a report is made, in non-emergency situations a CSU officer will get in touch within 24 hours to offer advice and to help define what the best course of action is for the victim(s).
- ▶ A report can be made by phone or in person by walking into any police station. With notice, an interpreter can be provided both for telephone conversations as well as face-to-face meetings.

CONTACT

Ealing Community Safety Unit	020 8246 1112
Forced Marriage Unit	020 7008 0151
In an emergency call the Police	999
Non-emergency Police number	101

Refuge (in partnership with Women's Aid)

Refuge is a national charity that offers a range of services for women and children who have been the victims of domestic violence and access to professional support whatever their situation.

Services include:

National Domestic Violence Helpline

Freephone 24-hour helpline run in partnership with Women's Aid.

A network of refuges across the UK offering emergency accommodation for women fleeing abuse. Refuges give women the time and space to make decisions about their futures with specialist refuge staff on hand to provide emotional and practical support.

Independent domestic violence advocacy

Expert guidance for women going through court proceedings. Help is given to women to obtain injunctions and occupation orders.

Child support workers available in refuges across the country; providing vital one-on-one and group sessions for child residents.

Outreach services for women who choose not to go into a refuge or leave their home - outreach workers meet with women at safe times in their own homes or in discreet places in the community. They help women to draw up safety plans, progress housing applications and also provide emotional support.

Culturally specific services

Culturally specific refuges and outreach programmes for Eastern European, African and Asian families.

CONTACT

24-Hour Helpline	Professionals can check for local vacancies at refuges by calling Ealing Refuge 020 8991 1007
0808 2000 247	
www.refuge.org.uk	

Victim Support Ealing

Victim Support is an independent national charity for people affected by crime with an Ealing locality team. Victim Support Ealing provides an adult domestic violence service offering:

Emotional support

To help victims make sense of what they've been through and get their lives under control.

Information

To help victims and witnesses understand legal processes and other formalities that may be underway and the choices available to them.

Practical help

To help people deal with the practical effects of having been a victim of domestic violence such as damage to property, insurance claims, getting medical treatment, being rehoused etc.

The advocate will liaise closely with all relevant statutory and voluntary organisations to ensure the emotional wellbeing, physical health, safety, housing, legal and financial needs of domestic violence victims are met.

- ▶ A victim of domestic violence does not need to have made a police report to receive help from Victim Support.
- ▶ Self-referrals can be made by phone.
- ▶ Any professional can refer an individual or family with consent from the individual or family. In the case of vulnerable adults their caseworker may make an informed decision to get in touch.

For children and young people

Victim Support Ealing operate a children and young people domestic violence advocacy service offering sessions for ages five to 18 years. Children and young people are offered a safe, comfortable environment where they can talk in confidence with a domestic violence worker about their experiences, fears and feelings on a one-to-one basis. And parents learn skills to help them support their children once they are back in their home environment.

- Children/young people who are still living with the perpetrator are offered up to six sessions with a domestic violence worker.
- Where the perpetrator no longer lives with the children/young people and is no longer a threat to the family - up to 12 therapeutic sessions are offered.
- ▶ Any professional can refer a child or young person.
- ▶ Parental consent must be sought before referring children under 16. For ages 17 and over, consent must be sought from the individual concerned.
- ▶ Children, young people, their parents or other family members may self-refer.

CONTACT

Victim Support London Region

0845 450 3936

(Call this number so a decision can be made as to which support team best suits the needs of the individual case)

Victim Support Ealing

020 7244 4553

Victim Support National Helpline

0845 303 0900

www.victimsupport.org

Southall Black Sisters

Provides a range of advice and support services to enable black and minority women to gain the knowledge and confidence they need to assert their human rights. Offers general and specialist advice on gender-related issues such as domestic violence, sexual violence, forced marriage, honour killings and their intersection with criminal justice, immigration and asylum systems, health, welfare rights, homelessness and poverty.

Advice and advocacy work is also supported by a range of other support activities to help women overcome their isolation and build their self-esteem and skills.

Advice can be given in English, Hindi, Punjabi, Gujarati and Urdu and by arrangement Somali and other languages.

Outreach sessions include:

- Domestic violence
- Shelter Housing advice surgeries
- Domestic violence and immigration advice surgeries

CONTACT

21 Avenue Road, Southall UB1 3BL

020 8571 0800 (Helpline)

020 8571 9595 (General enquiries)

info@southallblacksisters.co.uk

www.southallblacksisters.org.uk

Women & Girls Network (WGN)

Women and Girls Network (WGN) is a pan-London service that supports women and girls affected by all forms of gendered violence including childhood sexual abuse, domestic violence, female genital mutilation, forced marriage, prostitution (including trafficking and sexual exploitation), rape and honour based violence.

The overall aim of the service is to promote, preserve and restore the mental health and wellbeing of women and girls to make a total and sustainable recovery from the experiences of violence.

Services for victims include:

- One-to-one counselling
- Therapeutic group work
- Workshops on promoting self-esteem, confidence and assertiveness and maintaining and building positive relationships
- Rape Crisis Centre (for the West London area)
- Advocacy support service for young women

Services for professionals include:

- Accredited training programmes for frontline practitioners working with women survivors of violence
 - Outreach work to support women to leave prostitution
 - Accredited counselling training programme for refugee women
- ▶ Any girl/woman over the age of 14 can self-refer by calling.
- ▶ Professional referrals are also accepted (see contact details below).

CONTACT

Freephone Helpline

0808 801 0770 (opening times available on website)

advice@wgn.org.uk

Referrals to West London Rape Crisis Centre

020 8567 7347

rcc@wgn.org.uk

www.wgn.org.uk

Police

CONTACT

In an emergency **999** (Textphone **18000**)

In a non-emergency **101** (Textphone **18001 101**)

Police stations

Acton Police Station

250 High Street, Acton W3 9BH

Open 24 hours a day

Ealing Police Station

67-69 Uxbridge Road, Ealing W5 5SJ

Monday to Friday 9am - 9pm, Saturday & Sunday 10am - 6pm

Southall Police Station

67 High Street, Southall UB1 3HG

8am - 10pm, 7 days a week

Contact Points

Ashbourne Parade

SNT base, Ashbourne Parade, 12 Ashbourne Parade, Hanger Lane, Ealing W5 3QS

Wednesday 7-8pm, Thursday 7-8pm, Saturday 2-3pm

Greenford Police Station

Greenford Police Station, 21 Oldfield Lane, Perivale, Greenford UB6 7PD

Wednesday 7-8pm, Thursday 7-8pm, Saturday 2-3pm

Northolt Leisure Centre

SNT base, Northolt Leisure Centre, Eastcote Lane North, Northolt UB5 4AB

Wednesday 7-8pm, Thursday 7-8pm, Saturday 2-3pm

South Ealing Road

SNT base, 180 South Ealing Road, London W5 4RJ

Wednesday 7-8pm, Thursday 7-8pm, Saturday 2-3pm

Safer Neighbourhood Teams (SNT) in Ealing

The Safer Neighbourhood Teams work within communities, with schools, local partners, the council and other agencies to identify issues they can support with and find lasting solutions. They also do outreach and attend events and hold open information sessions at venues across the borough. Some of the challenges SNT Teams tackle locally are burglary, antisocial behaviour, youth diversion, drug dealing etc.

Full contact details of all local teams can be found at

www.met.police.uk/teams/ealing

Acton Central (W3)	020 8721 2921
Cleveland (Ealing W5)	020 8246 9406
Dormers Wells (Southall UB1)	020 8649 3572
Ealing Broadway (W3)	020 8649 3573
Ealing Common (W5)	020 8721 2948
East Acton (NW10)	020 8721 2708
Elthorne (West Ealing W13)	020 8721 2951
Greenford Broadway (Northolt UB5)	020 8721 2916
Greenford Green (Northolt UB5)	020 8721 2915
Hanger Hill (Ealing W5)	020 8721 2947
Hobbayne (Ealing W5)	020 8721 2919
Lady Margaret (Northolt UB5)	020 8721 2918
North Greenford (Greenford UB6)	020 8721 2914
Northfield (Ealing W5)	020 8721 2950
Northolt Mandeville (Greenford UB6)	020 8721 2945
Northolt West End (UB5)	020 8721 2770
Norwood Green (Southall UB2)	020 8721 2046
Perivale (Ealing W5)	020 8721 2917
South Acton (W3)	020 8649 3574
Southall Broadway (UB1)	020 8721 2771
Southall Green (UB2)	020 8721 2047
Southfield (Acton W3)	020 8721 2946
Walpole (West Ealing W13)	020 8721 2949

Drugs & Alcohol



Ealing Alcohol & Substance Youth (EASY) Project

This is a specialist outreach drug and alcohol service for young people aged 10-18 living in Ealing. A team of drug and alcohol workers specialising in working with young people offer a wide range of services to ensure appropriate access to treatment, support and education to reduce the risk of harm to both young people and the wider community.

Service offer includes:

- Open access and drop-in services.
- One-to-one support according to the individual's needs.
- Confidential advice and information for young people.
- Information to help with decision making about drug and alcohol use.
- Support to help cut down or stop using drugs or alcohol.
- Male and female workers.

The EASY Project also works closely with other services such as sexual health, housing, life skills, education and employment to help with other aspects of a young person's life.

- ▶ Young people may ask for help by phone or email.
- ▶ Professionals can make a referral on behalf of a young person. Initial contact by phone/email.
- ▶ Family members or close friends concerned about a young person may call to discuss their concerns.

CONTACT

Westside Young Peoples Centre, Churchfield Road, West Ealing W13 9NF

020 8825 9888

easy.project@cri.org.uk

www.cri.org.uk/ealing_easyproject

Recovery Interventions Service Ealing (RISE)

CRI RISE (Recovery Interventions Service Ealing) is an integrated end-to-end treatment and recovery service which offers a wide range of pharmacological and psychosocial interventions to Ealing residents 18 years and over, their families and significant others who are experiencing difficulties with their drug or alcohol use.

To enable a seamless service delivery, RISE is a partnership of a number of services led by Crime Reduction Initiatives (CRI), Central and North West London NHS Foundation Trust (CNWL), EACH, Ealing Drug Alcohol Action Team and two service user-led organisations: Intuitive Recovery and Build on Belief (BoB).

The service offers:

- A safe and accessible environment for users to discuss their needs and receive support which includes the Recovery Café (a place to meet and socialise with others recovering from addiction).
- A package of support based on individual needs and goals.
- A professional, culturally-sensitive service.
- Service user groups to enable users to contribute to decisions on service delivery.
- Employment, education and training support.
- Housing support.
- Rent deposits scheme.
- Peer mentoring and volunteering opportunities.

Psychosocial and pharmacological interventions include:

- Psychology services and counselling.
- Asian Family Therapy Service.
- Family and carers support service.
- Health and wellbeing services including nursing assessments, detoxification and opiate replacement treatment.
- Groupwork programme.
- Abstinent based services including a structured day programme.

- ▶ Adults may ask for help directly.
- ▶ Referrals can also come from any health or care professional working with the individual or family.

NB: RISE Ealing now encompasses what was formerly known as Ealing DAIS (Drug & Alcohol Intervention Service), The Gatehouse Clinic and EACH.

CONTACT

24-Hour Helpline **0800 195 8100**

www.ealingrise.org.uk

www.cri.org.uk/ealing

Abstinent Hub

Vine House, 1 & 2 Factory Yard

Hanwell W7 3UG

020 8579 4529

East Hub

99-103 The Broadway

Uxbridge Road

Ealing W13 9BE

020 8567 4772

ealing@cri.org.uk

West Hub

3-4 Featherstone Terrace

Southall

Middlesex UB2 5AL

020 8843 5900

ealing@cri.org.uk

Recovery Café

131 Uxbridge Road

Ealing W13 9AU

(Saturdays 12-4pm)

07872 002251

bob@buildonbelief.org.uk

Smokefree Ealing

Smokefree Ealing is a free information, support, awareness and education service for those who want to stop smoking as well as the professionals supporting them.

Service offer to smokers:

- A free six-week programme delivered through Stop Smoking Clinics throughout the London Borough of Ealing. (Developed by experts and ex-smokers.)
- Stop smoking medications on prescription.
- Advice, support and encouragement to help smokers stop smoking for good.
- Specialised support for young people and smokers with mental health problems.

Other services:

- Workshops in schools and further education settings as well as awareness sessions within the community.
- Various training programmes for professionals on smoking cessation including how to advocate stopping smoking as well as how to support and advise smokers to want to stop including how to deliver the six-week programme themselves.
- Specialist training for professionals working with young smokers.

CONTACT

0800 876 6683 or **020 8579 8622**

ealingstopsmoking@nhs.net

www.smokefreeealing.co.uk

Stop Smoking Clinics in Ealing are listed here:

<http://smokefreeealing.co.uk/special/>

Mental Health & Emotional Wellbeing



Ealing Children and Adolescent Mental Health Services (CAMHS)

CAMHS is a specialist multi-disciplinary service with a team of Child and Adolescent Psychiatrists, Clinical Psychologists, Family Therapists, Nurses, Occupational Therapists and administration staff for children and young people from birth to 18 years.

CAMHS operates at Level 3 (medium to high needs) providing specialist mental health therapy and treatment to children and young people with long-term and persistent behavioural and psychological issues, and/or with impairment of development and functioning. This includes dealing with conditions such as ADHD (Attention Deficit Hyperactivity Disorder), PTSD (Post Traumatic Stress Disorder), autism and Asperger syndrome, OCD (Obsessive and Compulsive Disorder) etc.

CAMHS is NOT appropriate for children and young people with emotional difficulties such as bereavement, dealing with relationship breakdown in the family and other life circumstances, parenting problems etc. In such cases, depending on the issue and severity a referral to SAFE 0-18 (through ECIRS) may be appropriate or to specialist support groups and family support services.

CAMHS accepts referrals from a number of professionals including:

- ▶ GPs and health professionals
- ▶ Social workers
- ▶ Adult mental health services
- ▶ Education professionals (through initial assessment by an Educational Psychologist)
- ▶ Special Educational Needs Coordinators (SENCOs)
- ▶ Youth justice professionals and youth workers

CONTACT

1 Armstrong Way, Southall UB2 4SA

020 8354 8160

www.wlmht.nhs.uk/service/ealing-camhs/

Mind in Ealing and Hounslow

Mind in Ealing and Hounslow is committed to working for and alongside people with mental health issues in order to provide facilities, training and resources to enable them to manage their affairs and participate more independently in society.

The service challenges discrimination, promotes diversity and inclusion and works to influence attitudes and policy through education.

The service provides information, support and advocacy for mental health service-users, their families, carers and friends. Services also include drop-in sessions, employment related support and training.

CONTACT

48 Hartington Road

Southall, UB2 5AX

020 8571 7454

info@mind-eh.org.uk

www.mind-eh.org.uk

West London Mental Health Trust (WLMHT)

This trust that looks after mental health provision for the West London boroughs of Ealing, Hammermsmith and Fulham and Hounslow.

The trust provides community and inpatient mental health services and is a leading national provider of forensic (secure) and specialist mental healthcare.

The trust's ethos is to maintain a high standard of care, make services accessible, act on feedback quickly and involve patients and service users in decision-making.

Service delivery includes a whole family approach in planning care and to aid recovery - ensuring the best possible result. Support is also offered within the community through support groups and information.

The WLMHT website provides a full list of services available with contact and referral information for each. Visit www.wlmht.nhs.uk

Specialist services include:

- Broadmoor Hospital - high security mental health hospital.
- The Cassel – a specialist inpatient service for people with personality disorders.
- The Gender Identity Clinic – largest service of its kind in the world and the leading provider of care for people who have issues around their gender.
- West London Forensic Services - high quality mental healthcare in low and medium secure environments.

CONTACT

0800 123 4244 Freephone support line

St Bernard's Hospital, Uxbridge Road, Southall UB1 3EU

020 8354 8354

communications@wlmht.nhs.uk

www.wlmht.nhs.uk

Ealing Improving Access to Psychological Therapies (IAPT)

Ealing IAPT is a Primary Care Service providing psychological therapies for adults with mild to moderate mental health needs including:

- Depression and anxiety
- Obsessive Compulsive Disorder
- Panic disorders
- Phobias

Therapies provided include:

- Cognitive Behaviour Therapy (CBT)
- Psychodynamic counselling
- Psychotherapy

In addition, Ealing IAPT provide a mental health advocacy service and information and advice with signposting to other community services that may be of benefit.

- ✓ Services are available to people over the age of 18 registered with a GP in the London Borough of Ealing.
- ✓ Referrals can be through health professionals, or by self-referral.
- ✓ Some sessions offered in some local languages. Interpreters provided by arrangement.

CONTACT

020 3313 5660 Self-referral, information and advice

(This is NOT an emergency helpline)

Monday to Friday 9am – 5pm

reception.mentalhealth@nhs.net

Ealing office

3rd Floor, 84 Uxbridge Road

West Ealing, W13 8RA

020 3313 5661

Southall office

Martin House, Swift Road

Southall, UB2 4RP

020 3313 7670

The Ealing eClinic website has been created by the Tasha Foundation charity in partnership with Ealing Council to provide free information and assistance to people of all ages with mental health concerns and people who are carers.

The service gives information to help people understand mental health issues and to assist people in making better informed decisions about their life and personal choices. The website is also intended to give carers useful information about the demands, stresses and implications of being a carer.

Service offer includes:

- Videos and publications on mental health issues from experts as well as people of all ages sharing their personal experiences to help others.
- Advice on how to identify depression and other conditions with diagnostic tools for registered users.*
- Tips for living with a mental health issue and caring for people with mental health concerns.
- Live online chat with counsellors for clients of all ages.

*Users will need to register on the website to access diagnostic tools and live chat, but other resources are available without registering and logging in. Services are free of charge.

CONTACT

Tasha Foundation general enquiries: **020 8560 4583**
112 High Street, Brentford TW8 8AT
admin@ealingeclinic.com



Crisis Resolution Home Treatment Team

This is an alternative to in-patient care for adults experiencing severe mental health problems. The team supports people to remain in the community and avoid unnecessary hospital admissions through rapid response, home-focussed assessment, support and short-term treatment.

Service offer includes:

- 24 hours a day availability.
 - Home-based assessment and treatment for people aged 16-65.
 - Support at home following discharge from hospital stays.
- ▶ Patients in crisis are assessed by the community mental health team or the psychiatric liaison service.
 - ▶ GPs can refer patients.

CONTACT

Emergency helpline open 24 hours a day to the general public to get urgent help and advice if facing a mental health and wellbeing crisis. Calls are welcomed from the individual in question or from anyone else concerned about the welfare of an individual.

0300 1234 244 (24 hours)

Ealing Community Mental Health Team

Cherington House, Hanwell W7 3HL

020 8483 2600

Crisis Resolution Home Treatment Team

Wolsey Wing, St Bernard's Hospital, Uxbridge Road, Southall UB1 3EU

020 8483 2059

www.wlmht.nhs.uk

The Solace Centre

This centre is jointly run by West London Mental Health Trust and Ealing Council.

The centre offers an evening and weekend drop-in for adults aged 20-65 with mental health needs. It is a place where people can meet in a relaxed environment, socialise, support each other and make new friends. Support is offered, when needed, from the staff.

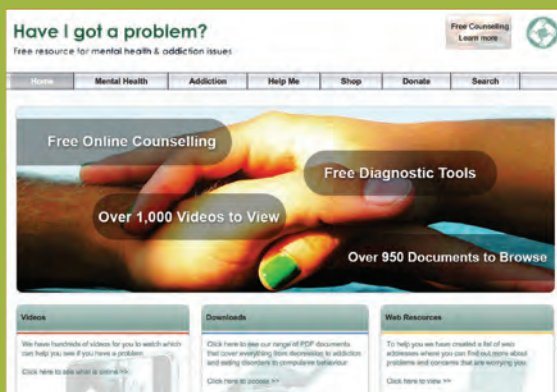
Criteria for admission

- People experiencing or who have experienced mental illness.
- Self-referrals accepted.
- A professional referral is needed for people leaving hospital.

CONTACT

58 Bowmans Close, West Ealing, W13 9YT
020 8567 6189 Mon-Fri, 4-8pm / Sat-Sun, 12-6pm

www.haveigotaproblem.com



Free resource for mental health and addiction issues.

Twining Enterprise

Twining provides a range of services in Ealing which are designed to meet the differing needs and situations of local residents.

Employment Support Service

For people with a mental health problem who are unemployed and would like help in getting work, volunteering or training, Twining provides a mixture of one-to-one meetings with an employment advisor and a series of employment workshops. The employment advisor works closely with local mental health services and can take referrals from any healthcare practitioner who may be supporting the individual. Self-referrals are also accepted.

Work Club Plus

Twining's Work Club Plus service is a training and support service that helps unemployed people prepare for, and take the steps into working life. This service is available to people receiving Jobcentre Plus support. Referrals can be made through the individual's JCP Adviser.

CONTACT

Business Centre
84 Uxbridge Road, Ealing W13 8RA
020 8840 8833
info@twinningenterprise.org.uk
www.twinningenterprise.org.uk
www.twinningenterprise.org.uk/help_for_you/ealing

Asian Family Counselling Service (AFCS)

AFCS works with individuals, couples and families, providing a safe environment where problems can be discussed and options explored.

Service offer includes:

- **Relationship counselling and family therapy**
AFCS provides a culturally sensitive and completely confidential service where experienced and qualified counsellors provide one-to-one and couple relationship counselling and family therapy in the main Asian languages.
 - **Telephone counselling**
For people unable to attend face-to-face counselling sessions.
 - **Self-help groups**
AFCS runs various groups on issues such as post-natal depression, relationships, depression, self-harm and abuse.
- ▶ Self-referrals are accepted.
 - ▶ Professional referrals are made through GPs, social workers or other health professionals.
 - ▶ Referrals also accepted from solicitors and other professionals working with the individual or family in a legal capacity.

The service is not free but charging is worked out on a sliding scale and people in receipt of benefits may be seen free of charge.

CONTACT

Suite 51, Windmill Place, 2-4 Windmill Lane
Southall B2 4NJ

020 8571 3933 or **020 8813 9714**

admin@asianfamilycounselling.org or afcs@btconnect.com

www.asianfamilycounselling.org

Intensive Interventions

This section contains information about the range of intensive interventions for children and young people that are available through Ealing Council.

Most potential users of these services will already have an allocated social worker, SAFE 0-18 Worker or Youth Offending Service Worker who will continue to be involved alongside the team delivering the intensive intervention.

The key aims of these interventions are to:

- Help prevent children /young people becoming looked after
- Help children/young people return home
- Help prevent children/young people who are living in a family setting such as with extended family or foster care - from going into residential care
- Reduce the incidence of youth custody and youth offending
- Improve parenting skills to support parents dealing with difficult parenting issues
- Improve relationships within families and improve family functioning

Domestic Violence Integrated Support Service

Target group 1 - male perpetrators aged 18 and above

- Male perpetrators over 18 who are not required to attend an Integrated Domestic Abuse Programme (IDAP) with Probation via a community sentence order and who are not motivated to self-refer to an IDAP programme.
- Men whose children are subject to a Child Protection Plan or who are Looked After Children.
- Women who are in need of support whilst ex/partners are on the programme.
- Social care practitioners who need support to develop skills in working with perpetrators.

Aims

- ✓ To reduce the risk of significant harm to children and improve outcomes.
- ✓ To build protective capacity of female survivors.
- ✓ To address the behaviour of perpetrators.
- ✓ To build the confidence and skills of practitioners working with perpetrators.
- ✓ To hold perpetrators accountable whilst fostering engagement and increasing the safety of their children.
- ✓ To immediately identify cases where safety can be achieved or alternative plans be made for children.

Nature of intervention

- A co-facilitated Ealing based group for men who are suitable for treatment.
- Motivational one-to-one sessions for men assessed as needing additional support to enable them to engage in the violence prevention programme or where language is a barrier to participating in a group.
- Effective case consultancy and practice based support to all frontline staff in the identified teams on a weekly basis and on-going support with risk assessment and management.

Delivered by

DVIP (Domestic Violence Intervention Project) is a well-established London based organisation working with perpetrators and survivors. The programme they use is RESPECT accredited. The DVIP male perpetrator service is managed within the Safeguarding and Quality Assurance Service in Children's Services.

Target group 2 - women and children affected by domestic violence

Aims

- ✓ To improve the quality of social work interventions where domestic violence is a major feature of family life.
- ✓ To provide a specialist assessment service to assist in court proceedings.

Nature of intervention

- Specialist risk assessments for children who are subject to child protection plans and private law proceedings.
- Expert witness statements and evidence in court proceedings.
- Support to social work teams to help manage domestic violence work.
- Advice to staff in voluntary organisations and in statutory sector.
- Specialist domestic violence training for social work staff and partner agencies.
- Children's services representation on the local MARAC.

REFERRALS

Gary Hobbs
07587 655 837
020 8825 8036
hobbsg@ealing.gov.uk

Mark Acuna
020 8825 5592
AcunaM@ealing.gov.uk

Early Intervention Project

For children aged 5-13 with a learning disability or Autistic Spectrum Disorder (ASD) or children with emotional and behavioural difficulties and an underlying learning disability. Older children will be considered in exceptional circumstances.

Aims

- ✓ To provide a fast and effective needs-led early intervention package in order to prevent permanent exclusion from school or home breakdown.
- ✓ To support the young person, family and frontline workers by providing a bespoke package, managed by a lead professional, over a three month period (for children with a learning disability) or a 12 month period (for children with emotional or behavioural difficulties).
- ✓ To overcome barriers to early intervention by ensuring resources are available to purchase services at times of need.
- ✓ To encourage and support close collaborative working between families, special schools, short breaks services, children's social care, education psychology and other professionals (e.g. paediatricians, clinical psychology and occupational therapy).

Nature of intervention

- Service heads across social care, SEN and Health meet once a month to identify a creative package of support to the individual young person.
- A behaviour management intervention is developed, for use at home and/or school as is appropriate and regularly evaluated.

Delivered by

A lead professional will be identified either from the child/young person's school, Ealing Social Care, SEN or Specialist Child Health. The care package will be delivered by an appropriately skilled and qualified individual.

REFERRALS

Learning disabilities & ASD

Chris Jones, Service Manager,
Children with Disabilities

020 8825 7546

JonesC@ealing.gov.uk

Emotional/behavioural difficulties

John Miller, Principal Educational
Psychologist

020 8825 5091

JMiller@ealing.gov.uk

Family Intervention Programme (FIP)

The Family Intervention Programme (FIP) is part of a new intensive intervention approach to working with families who meet the Think Family Plus (TFP) criteria of having complex and multiple needs, such as:

- Being involved in crime and anti-social behaviour.
- Children not in school or excluded from school.
- Adults on out-of-work benefits.
- Families known to children's statutory and early intervention services and to adult's services.
- Families with children on a child protection plan or where the local authority is considering accommodating them as a looked-after child.
- Families where there is a history of domestic violence, substance misuse, rent arrears / threat of eviction or families with health problems and drug and alcohol abuse.

The FIP team will work with the family; build trust, and understanding, while devising one overarching plan for the whole family to improve their life chances and to achieve sustained and meaningful long-term change. Once a plan has been agreed, the team may arrange up to three or four visits a week, followed by a progress review after six weeks.

The FIP aims to:

- ✓ Prevent and reduce admissions to local authority care.
- ✓ Reduce crime and anti-social behaviour.
- ✓ Reduce non-attendance at school.
- ✓ Address and reduce long-term unemployment and adults who claim out-of-work benefits.
- ✓ Motivate and encourage families with complex and multiple needs to make lasting changes, enabling them to sustain successes achieved.

- ▶ Referral for a FIP intervention is through the Intensive Interventions Panel
- ▶ Referrals can be made through Frameworki or thinkfamilyplus@ealing.gov.uk

CONTACT

Michael O'Connor, Team Manager

020 8825 6843

moconnor@ealing.gov.uk

Intensive Therapeutic and Short Breaks Service (ITSBS)

The ITSBS enables children and young people with a learning disability and challenging behaviours who are at risk of a move to a residential placement to remain within their family and community settings instead. It is a collaborative initiative between Clinical Psychology, Social Care and Short Breaks Services for children with disabilities.

ITSBS provides a unique intervention that is tailored as much as possible for the individual needs of the child/young person and their family. As a result, the service will be different for each family. Typically, however, it will include:

- A network meeting with parents and all the relevant professionals after referral.
- A detailed clinical psychology assessment over 6-8 weeks involving observations of the child/young person across different settings, and interviews and questionnaires with the family, school staff and carers.
- Feedback from the clinical psychologist including a positive behavioural support (PBS) plan.
- On-going clinical psychology support and therapy, including supporting parents through observation and modelling within the family home and care settings and a wellbeing workshop; offering families a therapeutic space to explore their daily challenges; individual therapy with the young person or siblings where appropriate; and on-going support, training and consultation to frontline workers.

To qualify for this help, the child/young person must:

- Be aged 5-17 years old and have a diagnosis of learning disability or autism.
- Have a home/family situation that is at risk of breaking down in the near future and the family must consent to the referral and be motivated to engage with the ITSBS.
- Be presenting severe challenging behaviour, such as physical aggression.
- Have an allocated social worker but not be currently subject to a child protection plan or have safeguarding investigations pending.
- Not present with acute mental health difficulties requiring intensive psychiatric input, i.e. inpatient care.

If you work with a family you think may need the ITSBS, contact Dr Caroline Reid, Clinical Psychologist, to discuss the case before completing a referral form. While there is generally no waiting list for the service, cases are prioritised according to how imminent the risk of residential placement is.

CONTACT

Dr Caroline Reid, Clinical Psychologist

020 8825 5429

caroline.reid1@nhs.net

Multi-Systemic Therapy

For young people aged 11-17 who are at risk of care or at risk of custody, and their families. The service can be delivered to a family when a young person is being looked after but there must be firm plans in place for the young person to return home within two weeks.

What is MST?

MST is an intensive family and community-based treatment programme that focuses on addressing all environmental systems that impact on young people such as their homes, families, schools, neighbourhoods and friendships. MST recognises that each system plays a critical role in a young person's world and each system requires attention to effect positive and lasting change.

Aims

- ✓ To prevent young people going into custody.
- ✓ To prevent children becoming looked after.
- ✓ To engage the whole family in constructive dialogue and to achieve lasting change in how the family operates.

Nature of intervention

- The MST therapist meets with the young person and the family two or three times a week - usually at the family home or in a community setting.
- A 24/7 service involving direct work with the family and telephone contact.

Delivered by

An Ealing-based team trained in MST who may be clinical psychologists or social workers. They are employed and supervised by the Brandon Centre which is based in North London and which has specialised in delivering MST for several years. The MST therapist will be part of the Team Around the Family approach.

REFERRALS

Referrals are made through the Intensive Intervention Panel.
Obtain a referral form from Anna Elliott, Elliotta@ealing.gov.uk
020 8825 6226

Primary Intensive Intervention Programme (PiIP)

This intervention is for children aged 4-12 who have an allocated social worker and are looked after or are on the verge of being looked after and who are likely to require residential care or who are part of a large sibling group, where previous interventions have not made any significant changes.

Aims

- ✓ To prevent family breakdown and reduce the need for children to go into residential placements or to be accommodated, enabling them to remain within their community and in a family setting.
- ✓ To assist in the planning of placements in a timely way (whether with the birth family or foster carers) that addresses a child's individual needs.
- ✓ To focus on intensive assessment and intervention with the child, family/ carers and network to reduce the risk of multiple placements and associated poor outcomes and poor life chances for the child.

Nature of Intervention

- A network meeting with family/carers and relevant professionals takes place.
- A detailed clinical psychology assessment takes place over 6-8 weeks and includes input from all professionals, the child and the parents.
- Collation and analysis of child's history and chronology and how this impacts on the child's current presentation.
- Checking recommendations that may have been made by previous expert reports/health assessments/CAMHS assessments and ensuring they are being put into place.
- Support plan for family/carers/school/contact centre drawn up to help manage child's emotional and behavioural needs.

REFERRALS

Referrals are made through the Intensive Intervention Panel.
Contact Jenny Griffiths on **020 8825 9593**, jgriffiths@ealing.gov.uk to discuss a possible referral.

One-to-One Parenting Support

For parents experiencing serious difficulties that could lead to a breakdown in their relationship with their child such as:

- Parents or children having problems managing their emotions.
- Children having problems at school.
- Family arguments.
- Child displaying aggression or difficult behaviour.
- Parents having difficulties setting boundaries.
- Child having a learning or emotional difficulty which needs additional parenting skills.

Aims

- ✓ To improve parental understanding of family dynamics.
- ✓ To equip parents with positive parenting strategies.
- ✓ To improve family relationships and prevent family breakdown.
- ✓ To improve behaviour in children and young people.

Nature of intervention

Following an assessment, one-to-one sessions are provided typically for a 6-week period followed by a review which could then lead to a longer intervention. Sessions last an hour and are delivered weekly or fortnightly, depending on the type of problem. Parents may be seen on their own or sometimes with their children.

Delivered by

Clinical psychologists and a behaviour specialist from Ealing's Parenting Service. Referrals can be made through Frameworki and through professionals such as family workers, social workers, schools, health visitors or GPs.

REFERRALS

Parenting Service
020 8825 6152
parentingserviceadmin@ealing.gov.uk

Free childcare for two-year-olds

Two-year-olds from families who are on an income of less than £16,190 either from work or from benefits may be entitled to a free childcare/nursery place for 15 hours a week.*

Only nurseries and childminders with 'good' or 'outstanding' Ofsted reports are allowed to offer places. So children will have the opportunity to play and have fun with other children and start their early learning in a safe and happy environment with experienced professionals.

Please support families to enquire about this offer at children's centres or by calling the **Family Information Service** who can carry out a quick eligibility check using the parent's National Insurance number.

020 8825 5588
(Mon-Fri, 9am to 5pm)

*up to 570 hours per year
(maximum 15 hours per week)



Freeport Plus RTEU-JKAR-UBAU
Family Information Service
London Borough of Ealing
Perceval House
14-16 Uxbridge Road
London
W5 2HL

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Please take a minute to complete this survey, tear off and post free of charge.

Your feedback is extremely useful to us in helping us to decide whether or not to invest in the next edition and to understand what worked well and what could be better.

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Did you find this guide useful?	Yes	No	
On a scale of 1-10 how useful was it?			
Did you order additional copies for colleagues?	Yes	No	
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Did information in the guide help you do something differently when working with families?	Yes	No	
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Would you have had difficulty using it if it was published as a PDF online only?	Yes	No	
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Many thanks for your time and feedback

For more copies email children@ealing.gov.uk