

Children and Families
PARTNERSHIP

Building better futures with children, families and communities

Early Help for Islington Families

September 2012

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Introduction

'Early Help' means:

- Understanding Islington's families and pro-actively reaching out to those at risk
- Preventing problems from arising in the first place
- Nipping problems in the bud – getting involved to support families and help them build resilience so that emerging problems do not become more serious.

This document sets how Islington will become a better place for children and young people, their families and their communities by making sure that families get support when they really need it quickly and with the minimum of fuss.

The document has three parts:

- Part One – the pledge – our commitment to Early Help
- Part Two – the strategy – how we will do it
- Part Three – the services – what will be available

Part One: The Early Help Pledge to Families

Most of the time most families get on with their lives, coping with the ups and downs and challenges that come their way, with little or no involvement needed from those outside their circle of family and friends. However many families need some support at some point. This can range from a one-off visit to their GP, attending a parenting programme at a children's centre or intensive support to manage a child's difficult behaviour.

Islington Children and Families Board pledges to help families and communities to deal with their own situations and problems themselves and not to get involved unless there is real concern for the safety and well-being of a child or young person.

This means:

Every communication will count. The first point of contact is often the most important and we want to make sure that each contact is productive. Families will be welcomed and listened to and not judged. Staff will help families work out what can and cannot be done and by whom.

We will not pass the buck. We will support families to resolve difficulties at the point of enquiry without onward referral wherever possible. When other services are needed to help, we will support the family and 'hold the baton' for them. 'Holding the baton' does not mean delivering all the support to a family. It does mean drawing other services into a team around the family rather than making unnecessary referrals.

There will be one main point of contact. This will be someone who the family trusts. This person might be called a Family Champion, a Key Worker or a Lead Professional. He or she will work with the family and other professionals to make sure that needs are assessed and the right support put in place as quickly as possible.

Assessments will be uncomplicated and robust. A thorough assessment will be carried out with the family to make sure that the whole family's situation is understood and taken into account. Any further assessments needed will work in partnership with the family to verify and build on information already gathered rather than asking them to repeat themselves.

Services that are needed will be easy to access. Families will be able to go to their school, their GP, their children's centre or another trusted place of their choice and receive the right level of information, advice or support to get the help they need as quickly as possible with the minimum of fuss.

Services will be safe, practical and useful and available close to home or in a place where families can get to them. Services will make a real difference to families and to the individuals in them.

Families will be involved in drawing up goals in a plan that everyone can sign up to and that sets out mutual expectations.

Part Two: The Early Help Strategy

Our vision for children, young people and families in Islington

We want Islington to be the best place for children and young people to grow up. By 2020, we want an Islington where:

- Children and their families live in a thriving and supportive community
- Children are healthy and thriving
- Young people have positive aspirations, achieve their full potential and are valued
- Families are coping well and not disadvantaged by poverty
- Children and their families live in a safe home and community

Our vision for services and how they are delivered in Islington

We want Islington to offer high quality, high value and easily accessible services that target the people who need them most. By 2020, we want an Islington where:

- Children and their families receive the services they need, when they need them and where they can best access them
- Service providers (for example, schools, children's centres, and young people's services) work together to make sure families receive the services they most need when they need them most
- Commissioners work together across services and across sectors to achieve the best value for money
- We know and can demonstrate the difference that services make to the lives of children, their families and their community

What Early help means....

Early help can mean taking action at an early stage in a child's life or it can mean taking action at an early stage in the development of a problem. It is about stepping in as early as possible either at the first signs of a problem or before a problem becomes apparent to prevent that problem from getting worse. It involves all staff adopting the 'Think Family' principle at all levels of intervention, thinking about the whole family and the challenges facing any person in the family unit, dealing with problems and issues as and when they arise and helping families to be resourceful and resilient.

...for people delivering services

Ensuring services are easily accessible, knowing when to step in (or intervene) and knowing what action to take so that problems are addressed when they first emerge. This requires all those working with children, young people and families to be able to recognise situations where there might be a need to intervene, to be able to make a quick assessment of the situation and to know what the options are (i.e. what services are available and which ones would be appropriate). This might require professionals to step outside their immediate sphere of reference, (for example, for staff working in children's services to think about adults' services and vice versa).

...for people managing staff

Staff delivering services must be able to solve problems at the lowest level of need. They need the confidence and tools to make the right judgements i.e. they need to know how to assess needs and if and when to expect families to take greater responsibility for resolving their situation, at what level they should step in and if and when to refer to another service. Appropriate levels of professional development, support and supervision need to be in place so that managers can get the best from their workforce.

...for people managing budgets and commissioning services

Commissioners across disciplines and services need to realign budgets so that more money is invested in early help for families. In doing so savings should be made, as fewer families need higher level, more expensive provision. These savings can then be reinvested in early help thus perpetuating the benefits of the of 'invest to save' approach. Commissioners will plan and coordinate services to avoid duplication and make services more efficient.

Why Early Help is important

Five key documents published during 2010 and 2011 following the formation of the Coalition Government, reinforce the case for Early Help: the Graham Allen reports on intervening early in a child's life, the Field report on preventing generational poverty, the Munro review of children's social care services, the Tickell review of Early Years and the Marmot review of health¹.

All make a compelling case for Early Help (sometimes called Early Intervention) – both early in a child's life or at the early signs of a possible problem. The key messages emerging from these documents are:

- Early Help results in positive benefits to the social, personal, emotional and economic lives of children and young people and to their parents and carers.
- Early Help has economic benefits. Universal and targeted services can be delivered at a lower cost than higher-level specialist services.
- Funding and resources should be realigned to support Early Help using the 'invest to save' model. Payment by Results and Community Based Budgets are two pilots currently testing out invest to save approaches.

¹ **Allen** (2011), 'Early Intervention, the Next Steps' and 'Early Intervention: Smart Investment, Massive Savings'; **Field** (2010), 'The Foundation Years: preventing poor children becoming poor adults'; **Munro** (2011), 'Part One: A System Analysis', 'Part Two: The Child's Journey' and Part Three: A Child Centred System'; **Tickell** (2010), 'The Early Years: Foundations for life, health and learning' and **Marmot** (2010), 'Fair Society, Healthy Lives'

- Providers and commissioners should be required to improve how they measure outcomes and value for money.

Benefits of early help are:

- Encouraging supportive family relationships
- Supporting stable families where parent(s) are able to meet children's needs
- Getting parents and carers work-ready and into work
- Building families' resilience
- Promoting the social inclusion of parents and families within the community

Early Help is a strategic priority for the Islington Children and Families Board. Recognising the importance of early help in breaking the cycle of poverty, social exclusion and disadvantage, Islington is one of a number of boroughs that aspires to be an **Early Help Place**. This will involve:

- Leading a culture change so that Early Help becomes the 'golden thread' to improving outcomes for children and families
- Demonstrating a strong leadership commitment to Early Help.
- Ensuring the public, private, community and voluntary sectors have early help at the heart of all services.
- Strengthening and mainstreaming the financial footing of Early Help.
- Adopting an invest to save approach using cost-benefit analysis and payment by results to realign budgets to support greater investment in Early Help.
- Embedding early help within local commissioning processes.
- Implementing evidence-based Early Help programmes and withdrawing from less successful ones.
- Encouraging local innovation and sharing what works and what doesn't work.
- Setting high standards for service delivery.
- Monitoring and evaluating impact.
- Working with partners, where appropriate, to jointly commission Early Help programmes.
- Working with local and central government to promote Early Help and share evidence of effective practice.

Early Help is the **catalyst** that changes how local partners work together, and with families to ensure that all available resources (services, workforce, finances and capital) are used in the best way possible and at the earliest possible opportunity. This does not mean that there will no longer be a need for later interventions such as

treatment. However Early Help requires managers and senior managers, front-line staff, commissioners and fund raisers across all services and sectors and whose work has an impact on the lives of children to ask:

How could we, within the limits of our existing resources, do things differently, so that we get help to children and families earlier?

To further support Early Help, Islington is piloting Community Budgets. Community Budgets aim to manage funding and resources within a particular location, rather than through individual organisations, to identify and meet needs in a cost effective way that relies on the knowledge and resilience of families and professionals.

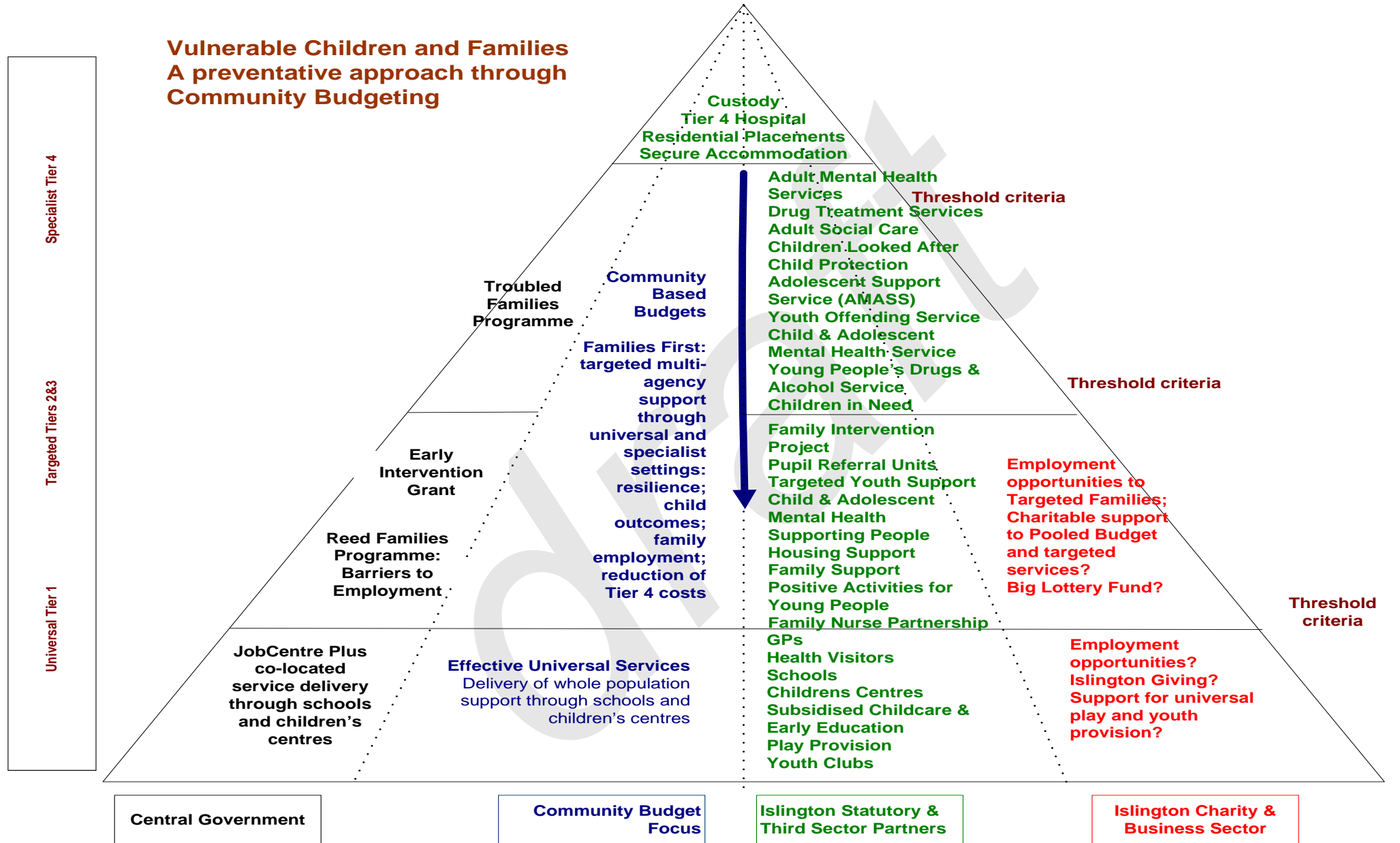
The Community Budget will align funding streams locally and develop an invest to save methodology whereby Early Help and prevention activities will be prioritised and funded where evidence is provided that longer term costs can be avoided. The Community Budget will bring together a number of existing services across the local authority and health. Whilst this will predominantly involve services for children and young people, **the involvement of those adult services that impact on children** such as Job Centre Plus, Adult and Community Learning, the Improving Access to Psychological Therapies Programme, Housing and Adult Social Care, Adult Mental Health, Adult Treatment Services, Prisons, the Police and Probation will be critical. By focussing on locations rather than providers, services will be delivered closer to home.

Early Help – the Golden Thread

Early Help addresses issues before, or as soon as, they become apparent. This might be through an observation by an early years worker at a Children's Centre 'stay and play' session, through a Housing Officer approached about repairs noticing that a family is struggling, through a discussion at a Team Around the Family meeting or as a result of a social worker working with a family with a child with a disability where there are other siblings who also have additional needs.

All staff and professionals therefore need to **Think Family - Think Early Help** and be able to respond appropriately. In most cases this will involve helping a family resolve the issues themselves for example by providing them with information about the universal services such as Children's Centres, schools, GPs etc that they can access. It will mean sharing information to help us to provide early support to families where there is increased vulnerability. In some cases it will involve helping them gain access to targeted services such as parenting programmes or family support. In a small number of cases it will involve referring families to specialist services. Where there are safeguarding concerns it will involve an immediate referral to social care.

The diagram below summaries services at different levels of need (from most serious at the top of the triangle to universal at the bottom). The different colours shown left to right represent sectors/drivers, e.g. central government, community budget focus, Islington third and statutory sectors and Islington charities and business.



Implementing the Early Help Strategy - Next steps

Early Help requires all staff and professionals, providers and commissioners to adopt a **'Think Family First'** approach. Whether based in services focusing primarily on children or mainly on adults, this means:

- assessing the needs of the whole family (children, young people and parents) as well as individual members;
- taking steps to facilitate solving their problems themselves;
- identifying those families that need extra help and
- putting in place a family plan that ensures access to appropriate services with families able to 'step up' to a more intensive service or 'step down' to a lower level of support with relative ease. The plan to be supported by reviews that measure outcomes and encourage greater family resilience.

Where this Early Help approach differs from the current multi-agency working is that it is about helping when the problem first arises, where it is unlikely to be resolved without help from outside of the family's own resources and it is about proactively reaching out to families most likely to be at risk of poor outcomes.

Schools and community services will play a key role in helping build resilience and stronger networks of support for families in their local neighbour.

To provide Early Help successfully, we will move away from making referrals to a range of other services to instead pulling in the right services to a Team Around the Family. The referrer remains involved whenever possible, and 'holds the baton'.

Families should get the support they need as early as possible and professionals should be open to challenge from families and each other if needs are not accurately assessed or effectively met.

We see the Common Assessment as the universal assessment for ensuring Early Help.

Agreeing outcome-based family plans so that progress can be monitored and measured will form a critical part of the process with a consistent lead professional taking a central role in coordinating interactions with the family.

Outcomes will invariably be as a result of a combination of interventions and so commissioners and providers will need to take this into account when they allocate money and account for outcomes. Commissioning and monitoring process should be the means through which outcomes are realised and not become an end in themselves.

This has implications for

- **Staff and managers** – professionals and staff need a common understanding of what Early Help means within the context of their work and across the tiers of need. They may need support to think outside their usual sphere of reference and be better prepared to take responsibility for solving problems. They will need to develop greater awareness of what services are available, for whom and if, how and when to make referrals. They will need to work together using the shared ways of working – information sharing, the common assessment framework (CAF), the lead professional role and the family plan.

- **Commissioning** – there will need to be a greater focus on commissioning services within the context of Early Help necessitating a review of commissioning and monitoring processes. Furthermore commissioners will need to be more open about their budgets, more flexible in how money is used, clearer about how and what outcomes are measured and better at identifying vulnerable families through sharing of information and identifying savings realised through Early Help.
- **Measuring success** – to achieve the measurable results and savings required there will need to be changes to how success is measured. This will include the positive outcomes for families, parents, children and young people and the ways services are funded, costed and accessed.
- **Multi-agency working** – a single professional will take the lead for a family, child or setting with other professionals working as part of the team. Professionals at all levels will need to be more open to challenge and more open to sharing information to achieve better outcomes.

Part Three: Early Help Services in Islington

The Islington Children and Families Board has committed to Early Help as a strategic priority. Over time funding will be reprioritised through Community Based Budgets. This will bring challenges and benefits to everyone working with children and families at all levels.

Universal Services

Universal services are those that are available to all families. Families are able to identify their own needs and access services with minimal intervention from professionals.

To effectively deliver universal services within the context of Early Help, providers and professionals will support families to identify their own solutions to problems. This will involve:

- Making information available to families so that they can find out what services there are and where and how they can access them when they need them;
- Providing general advice and information;
- Assessing needs – using a CAF where the initial assessment identifies a need for the involvement of more than one agency;
- Monitoring needs in a low-key ‘at a distance’ way and be ready to step in if the family exhibits signs that indicate a more targeted response is required;
- Being aware of the range of targeted and specialist services available and an understanding of how to link with them. This may for example involve targeted services being delivered within universal settings so that families can ‘step up and step down’ between tiers of need quickly as their needs emerge and are dealt with.

This approach will enable stable families to get support quickly and easily. Opportunities for families to meet each other and develop informal support networks will underpin this and will foster greater social and community cohesion. This approach will enable commissioners to focus their resources, and providers to focus their interventions, on those parents and families that need them most whilst also reaching families where parents are able to meet their children’s needs with minimal or no intervention.

Targeted Services

Targeted services are those that are available to families who have a range of needs that they cannot address on their own and that may require the input of more than one service for a limited amount of time at a particular point in time.

Delivering targeted services within the context of Early Help will require providers to identify opportunities for supporting families at the earliest opportunity. This might involve:

- Delivering services within universal settings
- Ensure staff are trained to use CAF and eCAF to assess needs and work flexibly; with families to put in place and monitor family plans that reflect engagement with relevant universal and targeted services for appropriate lengths of time;
- Using funding to identify families in greater need. For example this might involve schools making better use of their pupil premium funding to target children from low income / disadvantaged families;
- Engaging with adult services such as the Probation Service, Adult Mental Health and Adult Social Care to ensure a whole family approach and to integrate Early Help within the personalisation agenda for example.

This approach will ensure families access services early so that problems are not allowed to escalate. Commissioners and providers will be better able to focus their resources and interventions on those parents and families that need those most. Over time more families should become more resilient and better able to cope with changes and challenges. Over time this should result in savings that can be re-invested in universal provision. There should also be a noticeable reduction in costs to society in relation to the impact of unemployment and poverty, truancy and exclusions and savings in relation to domestic violence, health, housing, criminal justice system etc. resulting in better social cohesion and sense of belonging.

Specialist Services

Specialist services are needed by a small number of families where there are very urgent and/or complex and longstanding problems that impact on their lives and limit their ability to function.

Delivering specialist services within the context of Early Help will require providers to be more aware of the range of universal and targeted services available and an understanding of how to link with them. Families should have easier access to these services so that they spend as little time as possible at the higher tier/level of need. Providers of specialist services should also ensure clear pathways for families whose needs are escalating into the higher tier of service and for families whose needs are reducing and can move to a lower level of support.

Over time commissioners and providers should see a reduction either in the number of referrals to specialist services and in the time families spend at the higher level of need, with a corresponding cost saving and opportunities for reinvestment in universal and targeted provision.

Appendix 1 Family Support – Key Universal, Targeted and Specialist Services –

Full information on all services is easily accessible at Islington’s Family Directory at www.islington.gov.uk

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
Prevention of and Children Looked After							
Children Looked After Service	X	X	X	3,4	Range of support services – provide support workers to foster carers to help maintain placements with children who have complex/challenging behaviour. Can refer to AMASS to either support a young person return home or maintain placement stability.	Via referral from Fostering Team/CLA Team	Head of Children Looked After 020-7527-4071
Prevention -general areas of risk							
Children in Need Service	X	X	X	3,4	General areas of risk assessment, child protection investigations, family support, initial court proceedings.	Self-referrals are accepted by calling 020 7527 7400; Practitioners can refer children, young people and families to the service by filling in the CAF [longer referral description in FD, Referral and Advice entry]	Head of Children in Need 020-7527-7174
Islington Families First (housing and family support)		X	X	1,2,3	Whole family support for families with multiple needs from practical issues such as homelessness prevention and debt, to parenting, to dealing with multiple problems including domestic violence, substance misuse or mental health.	familiesfirst@islington.gov.uk 020-7527-4343 Self-referrals are accepted by telephone or email	Deputy Service Manager, Early Help for Families 020-7527-5880
Crime/Anti Social Behaviour							
YOS Parenting Service				3 4	Parent support workers provide one to one, groups and parenting programmes.	Through Youth Offending Service	0207 527 7319
Family Intervention Project		X	X	2,3	Family Support/Intervention FIP to focus on 20 YP and families at serious risk of crime, ASB etc. Intensive weekly support.	TYS@islington.gov.uk TYS 020 7527 6200] Referral by multi-agency networks (including Bronze Group and Youth Offending Service)	Head of Targeted Youth Support/ Youth Offending 020-7527-4999

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
Anti-Social Behaviour Team		X	X	2	Co-ordinate multi-agency responses to ASB including Acceptable Behaviour Contracts, Parenting Contracts, Anti-social Behaviour Orders (ASBOS). Good links with Police, Housing – HFI/PFI and RSLs.		Anti-Social Behaviour Team Manager 020-7527-4051
Youth Engagement Team		X	X	1,2,3,4	Joint police/youth work team which assertively and proactively engages with young people involved in or at risk of youth crime and disorder.	TYS@islington.gov.uk	Detached Youth Work Manager 020-7704-6702
Gang Prevention Team		X (10-17)	X	2,3	Targeted interventions with young people at risk of involvement in gangs, group offending and youth on youth violence.	TYS@islington.gov.uk Through schools	Head of Targeted Youth Support/ Youth Offending 020-7527-4999
Drugs and Alcohol							
The Annexe: Islington's drug and alcohol service for young people		8-13	X	1,2,3,4	FREE and confidential information advice, support to young people and their families affected or worried about drug and alcohol issues. One-to-one drug and alcohol assessments and interventions for young people. Key worker support for education training and employment, positive activities, housing including referrals to appropriate agencies. Drug and alcohol awareness programmes and focused groups for young people with specific needs. Work is carried out in schools, Pupil Referral Units, alternative curriculum centres and statutory and voluntary agencies across Islington. Information advice and consultation to professionals working throughout Islington.	Self-referral via 020 7527 5099. Practitioners working with a young person aged 8-14 affected by parental drug, alcohol substance use should contact Sue Philips at Family Action (020 7272 6933) or Katherine or Martin at The Annexe (020 7527 5099).	Operational Manager, Children in Need 020-7527-5557
CASA Family Service	X	X	X	2,3,4	Therapeutic support to families affected by parental substance misuse, focusing on family strengths. Consultation for professional colleagues	Referral via 020 7561 7490 for an initial meeting (arranged within 2 weeks). Practitioners please phone before emailing any	020 7561 7490

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
						referral information	
Mental Health							
CAMHS	X	X	X	1,2,3,4	Mental Health	Self-referral to Community CAMHS Service. CAMHS other services only take referrals from practitioners.	020 7445 8150
Refugee Therapy Centre	X	X	X	2,3	Counselling/psychotherapy We offer individual, group and family therapy as well as couple and child psychotherapy.	Self referral for support, mentors and guidance; Referral from professionals (e.g. GPs, community workers, teachers, support workers, social workers) preferred for psychotherapy support.	020 7561 1587 info@refugeetherapy.org.uk
Domestic Violence							
Solace Women's Aid	X	X	X	1,2,3,4	Services for children, young people and their female carers. Specialist Children's Service Group work for children aged 5-16 years affected by domestic violence.	info@solacewomensaid.org ; familysupportservice@solacewomensaid.org Advice Line 0808 802 5565	020 7272 0408
Disability							
Disabled Children's Service	X	X	X	3,4	Information and advice service, assessment and Social Work case holding service, Direct payments, centre and community based short breaks.		Operational Manager, Disabled Children's Service 020-7527-3399
Centre 404	X	X	X	2,3,4	Advocacy, support and information to parents of children with special needs / disabilities, one to one and groups, SFSC parenting programme	Family Support Team: 020 7697 1325; family@centre404.org Self-referrals are accepted	0207 607 8762
Transcend	X	X	X	3,4	Playschemes and short breaks advice support and training for parents, carers and practitioners.	Self-referrals are accepted; transcendlondon@hotmail.com	020 7609 5525
Elfrida Society	X	X	X	2,3	Practical support	elfrida@elfrida.com Homelink project and supported housing: professional referrals only (e.g. care managers); Learning for Life and Work, and Siren Arts and Advocacy: self-	0207 359 7443

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
						referral by those with learning difficulties; Parents Project: phone or drop in;	
Palace for All	X			2,3,4	Drop-in play, communication and learning support, therapy and family support, toy library etc.	Drop in and visit or ring and make an appointment	020-7561-1689
Caring responsibility							
Camden & Islington Young Carers Service			X	2,3	Group work, individual and whole family support for young carers and their families.	Referral form can be sent to referrers. Alternatively referrals can be made by phone.	0207 272 6933
Attendance							
Education Welfare Service		X	X	2,3	Support/advice/statutory action	Through Schools	020-7527-5843
School-Home Support		X		1,2	School based workers support children, young people and their families by providing practical and emotional support.	Through Schools	020-7426-5000 enquiries@shs.org.uk
Teenage Conception							
Teenage Pregnancy Team		X	X	1,2,3	Oversees and coordinates activity to prevent teenage pregnancy and support teenage parents.	TYS@islington.gov.uk ; Teenage Pregnancy Co-ordinator 020 7527 2600 (targeted youth support)	Teenage Pregnancy Co-ordinator 020-7527-2592
Family Nurse Partnership	X		X	2	An intensive preventative programme for vulnerable first time young parents that begins in early pregnancy and ends when the child reaches two years old.	Most referrals are made via a midwife or via agencies already involved with the young person (e.g. Connexions), however self referrals can be accepted.	Sara.earlle@nhs.net 020-3316-8674
Parenting/General Family Support							
Evidence based Parenting Programmes	X	X	X	1,2,3	A range of programmes and courses are available for parents and carers pre birth and across all ages and different levels of need .They mainly take place in children's centres, schools and in the local community .A programme guide explains what's on offer to help match parent's needs to suitable programmes . Key programmes	Programmes have different referral and access routes highlighted on the programme timetable and programme guide listed and updated on the Family Directory and accessible via the Family Information Service website	Family Information Service 0207 527 5959 www.islington.gov.uk/fis Parenting Support Commissioner

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
					include Incredible Years ,Triple P and Strengthening Families ,Strengthening Communities		020 -7527-8345
Parent House	X	X	X	1	Parenting support, advice/training for local parents and carers including entry level basic skills courses.	info@theparenthouse.co.uk	0207 837 1383
Children's Centres	X			1,2,3	32 family support workers in 16 Children's Centres, supported by Family Support and Outreach Area Managers. Offer one-to-one SW, groups and evidence-based parenting programmes. Community link workers in 3 languages support outreach. Some CCs have young parents' and fathers' groups	Drop into Centre for information	020 7527 5663
Educational Psychology Service	X	X	X		Consultation with parents and carers and joint consultations with parents/carers and school staff to agree approaches, action and support to promote positive change.	Through Schools	020-7527-5907
PACE		X	X	1	Support for lesbian, gay and bisexual parents and parents whose young people have 'come out'	info@pacehealth.org.uk	0207 700 1323
Young People's Services – some family support							
Open Door			X	1,2,3,4	Consultation service to parents of adolescents. 6 weekly appointments for single parents of parent couples to discuss any aspect of parenting adolescents causing concern	Self-referrals are encouraged and preferred; enquiries@opendooronline.org	020 8348 5947
Brandon Centre			X	2,3,4	Counselling; parenting classes; anger management	Self-referrals are accepted. 020 7424 9935; reception@brandon-centre.org.uk	020 7424 9935
Pulse			X	1,2,3	Information/advice/specialist services Some family mediation for those at risk of family breakdown and homelessness.	Open access, drop-in sessions for all sexual health clinics. Appointments required for some advice or counselling sessions. Please phone for an appointment.	020 7527 1300
Information							
Family Information	X	X	X	1	The information includes lists of childcare,	Helpline	020-7527-5774

Focus	Age 0-5	Age 5-13	Age 14-19	Level of need	Service provided	How to Access	Contact
Service					things to do, after-school clubs, services for children with special needs, how to find jobs working with children, health, family support services, tax credits and much more...	On line family directory FIS web pages School Outreach General Outreach Mail outs to schools, children centres, health centres JCP etc.	