

Behaviour and Social Inclusion Service:

Head of Service: Bridie McDonagh
Location: Perceval House, 14-16 Uxbridge Road, Ealing, W5 2HL
Tel: 020 8825 6648

The service oversees behaviour strategy in Ealing and supporting development of excellent behaviour practice in Ealing schools. The service ensures that there is good quality provision for children and young people educated outside of school and delivery of multi-agency intervention to children and families in Ealing. The key service areas are: Primary Behaviour Service (PBS) comprising the Ealing Primary Centre (EPC) and a multi-professional outreach team; Education Otherwise Than At School (EOTAS) provision for secondary school-aged pupils and the medical needs provision; an Exclusions Team; the Supportive Action for Families in Ealing (SAFE) Adolescent Service and the Family Intervention Project (FIP) Team. The service contributes to the delivery of targeted parenting programs as part of the LA parenting strategy.

LA Lead Behaviour Professional: Dr Geri Gowans

Location: Perceval House, 14-16 Uxbridge Road, Ealing, W5 2HL
Tel: 020 8825 7687

The LA Lead Behaviour Professional

- Delivers the core CPD in Behaviour and Attendance at Certificate and Masters level, to all schools and stakeholder professionals, and bespoke CPD as identified, requested and required. Masters work is delivered on behalf of Middlesex University.
- Undertakes audits of behaviour or attendance for schools to identify strategic strengths and needs, including identifying ways of improving systems, processes, and CPD in line with best practice.
- Builds school partnerships through the Behaviour Network and Primary Behaviour Network Meetings and NPSLBA alumni.
- Supports schools to develop an appropriate and effective emotional literacy curriculum in their school as a discreet subject, or embedded through the curriculum.
- Disseminates and advises on current policy, best practice, resources and available support.
- Scaffolds action enquiry research in schools and service providers through the learning clusters.
- Liaises across Borough with the PanLondon group to quality ensure and moderate CPD.

Primary Behaviour Service

Location: Ealing Primary Centre, 573 Greenford Road, Greenford, UB6 8QJ
Headteacher: Jon Hicks
Ealing Primary Centre Manager: Terri Conway
Telephone number of Ealing Primary Centre: 020 8575 6067
Service number Primary Behaviour Service: 020 8575 6067

The Primary Behaviour Service (PBS) is a multi professional service aiming to provide a service that will enable mainstream schools to manage pupils with social, emotional and behavioural difficulties so that exclusions are kept to a minimum and pupils' achievements are raised. Work is carried out at the Ealing Primary Centre (PRU) and via the outreach team.

Referral Criteria:

We accept referrals from mainstream primary schools of children with Social, Emotional and Behavioural Difficulties who are at SA+ or have a Statement of Special Educational Needs. The referral first needs to be agreed with an Educational Psychologist at SEN Plan.

We also take referrals from SEN Panel of primary age children who are being considered for Statutory Assessment.

Primary age children who reside in Ealing and are Permanently Excluded (including Managed Moves) are automatically referred to us.

Specific Services:

- Individual assessment by specialist teacher
- Written advice on behaviour strategies and programmes
- Ongoing review of behaviour programmes
- Provision of group work sessions in schools as a training to the school

- Provision of time-limited support from our Re-integration Link Workers (specialist TAs) to run individualised behaviour support programmes
- INSET training
- Family assessment by Pupil and Family Workers
- Individualised family work and support
- Facilitating parenting groups
- Assessment of children's mental health needs
- Individual therapeutic work with children
- Therapeutic work with parents/families
- Therapeutic group work
- Contribute to networks/forums, e.g. Child Protection case conference
- Advise SEN Panel re Statutory Assessment requests
- Statutory Educational Provision for KS1 and 2 children who are permanently excluded or given managed move to EPC as an alternative
- Provision of 'At Risk of Exclusion' placements while a child remains on dual roll with mainstream school and agreement that they will return (currently this is limited)

Education Otherwise Than At School (EOTAS)

Education Otherwise Than At School (EOTAS) is a federated provision, which incorporates:

- **EOTAS**
- **The Ealing Tuition Service** including site-based provision, an outreach team and a hospital-based teaching facility for the education of sick children at Ealing Hospital
- **EOTAS Alternative Provision** through the Ealing 'Approved List'

EOTAS

Provides full-time education for secondary aged pupils (11-16 yrs) with the majority attending accreditation pathways in years 10 and 11. For younger pupils in years 7,8 and 9, it is intended to be a short-term placement. Pupils are referred because they have been excluded or manage moved from mainstream school. Re-integration to mainstream school is a priority where possible for years 7-10. SEAL is a fundamental element of Teaching & Learning.

The Ealing Tuition Service

Provides Individualised Learning Programmes for pupils at key stages 3 and 4 with a range of complex needs who experience difficulty working in the EOTAS. Pupils are referred if they have been excluded or manage moved from school, are awaiting a special school place or experience difficulties relating to mental health, e.g. phobias, eating disorders, self-harm etc. It offers Individualised Learning Programmes delivered through teaching on a one-to-one basis, in pairs or small groups. Pupils who have been assessed may progress to access provision at EOTAS or with an Alternative Provider.

Pupils with Medical Needs from Reception through to year 11 are referred to the Outreach Team based at the Pupil Support site and receive tuition either on site or at home. The medical team teachers support reintegration to school as and when appropriate. Pupils with complex Social, Emotional and Behavioural (SEBD) needs may also be referred to the team as an interim measure.

The hospital school provides tuition for children across the phases at Ealing Hospital. In some cases, these pupils are recurrent admissions. A few pupils who are receiving individual tuition may also access hospital provision for part of the week, if appropriate.

EOTAS Alternative Provision

EOTAS commissions a range of alternative providers from the established 'Approved List' with the majority being for years 10 and 11.

Education Otherwise Than At School (EOTAS) Contacts

Headteacher: Tracie McNeil	Location: EOTAS, Compton Close, Ealing W13 0LR
Deputy Head: Roddy Gilbert	Location: EOTAS, Compton Close, Ealing W13 0LR
Assistant Head (Acting): Darren Barker	
Tel: 020 8991 8570	

The Ealing Tuition Service:

Location:	Talbot Road, Southall, UB2 5QH
Assistant Head:	Veronica Griffin
Tel:	020 8825 7200

Hospital & Medical Tuition:

Location: 10th Floor, Ealing Hospital, Uxbridge Road, Southall, UB1 3HW
Tutor: Ania Gedye
Tel: 020 8574 2444 Ext 3571

EOTAS Alternative Provision:

Location: 2nd Floor, Perceval House, 14/16 Uxbridge Road, Ealing W5 2HL
Assistant Head: Teresa Knox
Tel: 020 8825 7734

SAFE Adolescent Service

Location: Acton Town Hall, Winchester St, Acton W3 6NE
Service Managers: Bongji Dube and Mel Ambris
Service number: 020 8825 5080
Email: SAFEAdolescentservice@ealing.gov.uk

The SAFE Adolescent Service (SAS) part of the 0-19 is designed to meet the needs of the 12-19 age group. SAS brings together existing specialist and multi-agency teams in order to maximise the impact of the support for young people.

The service aims to work closely with high schools in meeting the needs of vulnerable adolescents with social, emotional and behavioural needs through one service and through joint planning and interventions.

The core service is designed to complement the universal service available in schools such as Connexions and Youth Service.

The Ealing Youth Counselling and Information Service (EYCIS) is now part of SAS. EYCIS provides a counselling service that enables young people to focus on their concerns and developmental issues in a safe confidential environment.

How we can help

We can provide individual and family work in areas such as:

- Mental health
- Family issues
- Support with behaviour in school
- Substance misuse

Behaviour Consultants allocated to each Ealing high school will co-ordinate individual and institutional support for schools e.g. SEAL, 'drop-in clinics', attendance at Multi Agency Panels (MAP) and Pastoral Support Plan (PSP) meetings as well as input to the Behaviour Policy where required.

We can also offer a variety of parenting programmes and training / workshops for school staff, pupils and Local Authority colleagues. The service has links to Connexions and can include a social work element.

Working in partnership

We will work in partnership with other professionals from a range of statutory and voluntary backgrounds to ensure that young people and families receive appropriate services in their local community.

Referrals

Referrals to the service should be made using the [SAFE Adolescent Service referral form](#) (word). We recommend that you liaise with your cluster co-ordinator / SAFE Adolescent Service contact and refer to the [guidance notes](#) (word) before completing the referral form. Both documents are available on the Ealing Grid for Learning at the following link: http://www.egfl.org.uk/categories/behaviour/safe/young_people.html

You do not need to fill in the SAFE Adolescent Service referral form if you have already completed a common assessment framework (CAF) form.

Sound assessment with clear identification of needs is essential in planning intervention and measuring the impact of any support. Cluster co-ordinators linked to schools will continue to attend school-based meetings and contribute to the case discussions in schools helping to direct cases appropriately for support.

How are cases allocated?

The SAFE Adolescent Service holds an Allocation Forum each Monday.

Referrals emailed to the service and received before 12.30pm the previous Thursday will be added to the agenda for the following Monday.

Your referral can be processed more efficiently if you submit relevant supporting documentation along with the completed referral form which should contain as much detail as possible.

The Exclusion Team

Location:	Perceval House, 14-16 Uxbridge Road, Ealing, W5 2HL
Principal Officer:	Debby Legg
Support Officer:	Rosemary Wall
Service number:	020 8825 5070

The team provides advice and guidance on the exclusion process to head teachers, governors, parents and colleagues for both primary and secondary schools as well as maintaining a database of all exclusions and providing exclusions data as required. The team also deals with Elective Home Education.

Family Intervention Project (FIP)

Location:	2nd Floor Acton Town Hall, Winchester Street, Acton, London W3 6NE
FIP Team Manager:	Lyndsey Evans
Tel:	020 8825 5614
Email:	levans@ealing.gov.uk

What is the Family Intervention Project (FIP)?

The FIP is an intensive intervention and support project aimed at working with hard-to-reach families with multiple and complex needs. The FIP, originally part of the government's Think Family agenda, uses a family-oriented approach to service delivery, by considering the needs of their clients as parents, children and siblings rather than as isolated individuals. In order to provide a more seamless, integrated service the FIP aims to coordinate all agencies involved and empowers the family to have greater input into the planning of their own future.

How does the FIP work?

The project follows a model whereby each family is allocated a Key Worker who undertakes a detailed assessment of the family's needs. A contract is then agreed with the family and all agencies involved, detailing the support the family will receive over time and attaching sanctions and rewards to motivate changes in behaviour. The Key Worker acts as a lead professional with families for 6-12 months, spending up to 10 hours per week supporting the family to implement the changes agreed in the contract.

The main aims of the FIP are to:

- Combine service provision and partnership work with families
- Work to improve outcomes for families, in relation to health, education, training, employment, functional family relationships and general well being.
- Reduce the number of young people entering the Youth Justice System or from re-offending
- Reduce the amount of ASB
- Improve school attendance
- Reduce the number of young people not in training, education or employment
- Support families to remain in their homes where possible
- Address unmet needs and support the family to engage with services
- Support families to work towards targets outlined on Children In Need or Child Protection Plans

Referral Route

- Social Services
- SAFE 0-19 Service
- Youth Offending Service
- Housing
- School Attendance

Contact Ealing's FIP

If you are dealing with a family who you think would benefit from working with Ealing's Family Intervention Project, please submit your completed Referral Form to fipadmin@ealing.gov.uk or contact Lyndsey Evans, FIP Team Manager, to discuss a possible referral.

Parenting Services

Location:	2nd Floor SW, Perceval House, 14-16 Uxbridge Road, Ealing W5 2HL
Parenting Commissioner:	Kate Subanney
Tel:	020 8825 6897
e-mail:	parentingserviceadmin@ealing.gov.uk

What is the Parenting Service?

The Parenting Service provides support for parents who are experiencing difficulties with their children. These problems may be to do with school, family relationships or anything else that is making things hard to cope with.

Who do we work with?

We work with parents whose children might be experiencing a number of difficulties, for example aggression, difficult behaviour, difficulties managing their emotions, not listening to requests and problems at school.

What do we do to help?

Individual work

Referrals for individual work are only accepted from professionals. The sessions will give parents the opportunity to talk through any problems they have, think about why they might be happening and what things could be done to help them feel better. Appointments will be an hour long, and might be weekly or fortnightly, depending on the type of problem you are having. We work with parents on their own, or sometimes your children will be involved too. Some parents will only need to see us a couple of times, some for several months, and some for a year or more.

Group work

We run a number of different groups in the borough, which parents can attend. Parents enjoy these groups as they can meet other parents and realise they are not alone and can learn from other parents. The groups schools may know about are Family Links, Triple P, Strengthening Families Strengthening Communities and Incredible Years Webster Stratton. These groups vary in length from 8weeks-12weeks and they all explore positive parenting strategies. Groups tend to be a mixed group of parents, across different cultures, ages, and gender and parents will have children with different difficulties.

How does the Parenting Service work?

Professionals working with families where parenting support has been identified as a beneficial intervention can make a referral to the Parenting Service by fully completing a referral form. The parent must be in agreement with the referral and have given consent.

The referral is then discussed at the team's allocations meeting and the parent is allocated to a group, 1:1 provision or a waiting list. A member of the team will make contact with the parent and referrer to gather more information and set up arrangements for starting the support work. A letter from the service will then be sent to the parent and referrer confirming the arrangements. We will always do our best to meet the needs of parents as soon as possible but sometimes there may be a delay before an appropriate group or 1:1 provision can be started.

The service will participate in professional meetings and case reviews where appropriate and with parental consent

At the beginning of 1:1 work an assessment will be completed and parents will be given an indication of how many sessions will be offered. Further sessions may be offered after a review with the parent and the referrer.

The service strives to monitor and evaluate the effectiveness of all parenting interventions. A register of attendance is maintained and will be made available to referrers with parent consent.

Target Group and Referral Criteria

Ealing Parenting Service prioritises families with multiple needs .To be accepted by the service for 1:1 support families must meet all of the following criteria:

- Families involved in multi agency work where a lead professional has been identified
- Families where there is a high risk of children being accommodated or where children have been accommodated previously
- Parents with additional needs such as domestic violence, substance misuse, poor mental health or significant learning needs difficulties
- Families that have been identified through the Common assessment Framework or be subject to a core assessment

Families requiring specialist-parenting support around a child in the family with special needs will be directed to ESCAN. ESCAN colleagues are trained in delivering adapted or specialist parenting programmes such as Cygnet, Stepping Stones and Family Links to best meet the needs of this client group.

A fully completed referral form is required for any 1:1 specialist parenting support and should be accompanied by copies of the CAF, core assessment or other relevant assessment in order to inform the Parenting Service provision.

Where can I find out more information?

If you have any questions, would like a list of up and coming positive parenting programmes or to request an agency referral form, please call Nicola Clarke on 02088256152. or e-mail parentingserviceadmin@ealing.gov.uk.