

Parenting and Family SUPPORT

Islington Family Information Service

www.islington.gov.uk/fis

020 7527 5959



ISLINGTON

Parenting and Family Support

January 2010

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Parenting and Family Support

Parents* have told us that they sometimes need help and advice while they are bringing up their children. In Islington there are many organisations that can do this, including new services that have been developed in response to what parents have said they need.

This leaflet provides information on a wide range of organisations, both local and national, which are listed under subject headings.

*The term 'parents' has been used as a general term to include mothers, fathers, carers and other adults who are involved in caring for children.

This leaflet will be reviewed in June 2010. Please send additions and/or amendments to yvonne.langkamer@islington.gov.uk.

Parents of children aged 0-5 years

Children's Centres

As well as full- and part-time childcare and education places, Children's Centres offer many other services to meet the needs of parents-to-be and families with young children.

- **Healthcare**

This will include: support both before and after the birth; child psychology; speech therapy, and healthy eating advice. Some centres offer baby massage and other activities

- **Family Support**

A range of services include: individual support; parenting courses; legal and benefits advice; information and advice on training and getting a job, and support groups for fathers, lone parents and young parents

- **Activities**

These include: stay and plays; musical activities; toy libraries; storytelling; messy play; outdoor play, and outings

- **Services for Children with Special Needs**

All Children's Centres have a special education needs coordinator to ensure that children with special needs are assessed early for the best possible outcome

- **Childminders**

Each Centre has a childminding coordinator who liaises with childminders in the area and arranges special stay and play groups that meet at the Centres so parents/carers can meet their local childminders and find out what they can offer them

To find out what is on offer parents/carers can call their local Children's Centre or request a list of Things to Do: Babies and Children under 5 from the Family Information Service, 020 7527 5959.

There are 16 Children’s Centres in Islington

Ambler Ambler Primary School, Blackstock Road, N4 2DR 020 7359 7628	Hungerford School and Children’s Centre 249 Hungerford Road, N7 9LF 020 7619 9149	Paradise Park 164 Mackenzie Road, N7 8SE 020 7697 7330
Archway Vorley Road, N19 5HE 020 7527 4827	Kate Greenaway York Way Court, Copenhagen Street, N1 0UH 020 7527 4850	The Factory 107 Matthias Road, N16 8NP 020 7923 9879
Bemerton 1a Coatbridge House, Carnoustie Drive, N1 0DX 020 7527 4806	Margaret McMillan Hornsey Rise, N19 3SF 020 7281 2745	The New North Community School and Children’s Centre 32 Popham Road, N1 8SJ 020 7704 3903
Conewood 14 Conewood Street, N5 1DL 020 7527 4440	Moreland and King Square Moreland Street, EC1V 8BB 020 7336 8453	Willow 1A Holbrooke Court, Tufnell Park Road, N7 0BF 020 7527 1990
Golden Lane Whitecross Street, EC1Y 8JA 020 7786 4800	New River Green 23 Ramsey Walk, N1 2SX 020 7527 4813/7	
Hornsey Road 8 Tiltman Square, 260 Holloway Road N7 7EN 020 7527 2005	North Islington 110-112 Tollington Park, N4 3RB 020 7527 4844	

Parents of children and young people aged 5-19 years

Schools

Schools can help parents with any concerns either by direct advice or pointing parents in the right direction. Each school can provide information about the people who are there to help. Parenting courses may be available at the school.

Family Action Islington Children’s Support Service

608 Holloway Road, London N19 3PH

Tel: 020 7272 6933

Email: islington@family-action.org.uk

For families who have a concern about their child aged 5 – 12 years, this service offers flexible home-based support for 3 – 6 months through family support workers. Focus is on managing behaviour issues and improving relationships within the family, building self esteem, and helping families access other agencies as appropriate. Also provides a

counselling service for parents, and the Family Links Nurturing Programme parenting course. Strong focus on user involvement. Other Family Action services include **Islington Young Carers’ Service**, the **Kinship Carers’ Group** and **Islington Building Bridges**. (See separate entries for these services).

Coram Islington Parenting Support Service

Manor Gardens Centre, 9 Manor Gardens, N7 6LA

Tel: 0808 168 5717 (Free Parenting Support Line)

This service is aimed at supporting parents and carers of 8-19 year olds and can provide drop-ins, parenting courses, one-to-one casework and information, and advice and guidance over the Free Parenting Support Line.

Community Child and Adolescent Mental Health Service (CAMHS)

Northern Health Centre
580 Holloway Road, N7 6LB
Tel: 020 7445 8150

CAMHS provides specialist assessment and treatment services for children and adolescents aged 0 to 18 years with a range of emotional, behavioural and developmental difficulties and disorders. Community CAMHS is now a multidisciplinary service providing parents with a range of different types of support in health centres, children's centres, and primary schools. The service is open access; parents can refer themselves.

Referral and Advice, Children's Social Care

292 Essex Road, N1 3AZ
Tel: 020 7527 7400 (Information and advice referral line)

If there are serious concerns about the safety and well-being of a child, this service works with families who have children from 0 to 18 years and supports parents with a range of problems and challenges in their family life. Social workers in this division have a legal responsibility to intervene where children are deemed to be 'in need', either through family circumstances or because they have a disability

and are entitled to an assessment. They are also involved with families where there are serious concerns about neglect or other forms of abuse, including domestic violence.

Islington Families

84 Mayton Street, London N7 6QT
Tel: 0845 600 1055

Support for families with children of all ages living in Islington or temporarily housed outside the borough. This includes support with housing and minimising the risk of homelessness, accessing benefits, education, and training. Help is also given with problems such as mental health, drugs, alcohol, and domestic violence.

Brandon Centre for Counselling and Psychotherapy for Young People

26 Prince of Wales Road, NW5 3LG
Tel: 7424 9935

reception@brandon-centre.org.uk
www.brandon-centre.org.uk

Provides young people with information about mental health, sexual health and contraceptive issues and provides contraception, chlamydia testing and treatment, counselling and psychotherapy. It also offers parenting classes for those experiencing difficulties with teenage behaviour.

Parents of children and young people of all ages

Parentline Plus

Free confidential, 24-hour Parentline: 0808 800 2222

Free textphone for people who are deaf, hard of hearing or have a speech impairment: 0800 783 6783

Email support:
parentsupport@parentlineplus.org.uk
www.parentlineplus.org.uk

A national charity offering help and information for parents and families via a range of services including a free 24-hour confidential Parentline, groups and workshops, information leaflets, email support and website.

Directgov

www.direct.gov.uk

Directgov is the website of the UK government for its citizens and it aims to provide easy access to government information and services. Specific information and services can be found by searching or browsing by topics, like young people, or parents.

Netmums

124 Mildred Avenue, Watford, WD18 7DX

www.netmums.com

Netmums is a family of local websites set up and run by mothers, but includes anyone involved in caring for young children. Each one is maintained by a local mother with central support and covers local places to go, things to do, education, childcare, community, social and employment issues. Fathers also welcome.

National Society for the Prevention of Cruelty to Children (NSPCC)

Weston House, 42 Curtain Road EC2A 3NH

Tel: 020 7825 2500

Help for Adults: 0808 800 5000

Child Protection Helpline: 0808 800 5000

www.nspcc.org.uk

NSPCC provides leaflets and magazines on parenting issues such as preparing for a new birth, dealing with stress, comforting a crying baby, and managing difficult behaviour without smacking.

Packington Families Project

Packington House Office, N1 7UG

Tel: 08456 001 055

For families living in Packington Square with children aged 0-18 years. Provides whole family support around housing, benefits, employment, school, health, activities for young people, parenting and more.

Organisations listed by subject

Childcare

Family Information Service (FIS)

(See FIS entry on Page 25)

Tel: 020 7527 5959

Email: fis@islington.gov.uk

Islington FIS provides free and confidential information and advice to help children, young people and families in Islington find the services they need.

National Childminding Association

Tel: 0845 880 0044

www.ncma.org.uk

Provides general information about childminding and can advise parents about contracts and other issues relating to using childminders.

Community and Faith Groups

A full list of local community and faith groups is available from the Family Information Service on 020 7527 5959.

Asian Women's Advisory Service

161 Mare Street, E8 3RH

Tel: 020 8533 5796

Offers advice and information, counselling, family support, health groups, older women's club outings and social events. The service is for, amongst others, Asian women and children suffering domestic violence and abuse and single parents.

IMECE

Turkish Speaking Women's Group

2 Newington Green Road, N1 4RX

Tel: 020 7354 1359

www.imece.org.uk

A women-only organisation providing a range of services for Turkish-speaking women. Also provides advice and information on domestic violence, welfare benefits, housing, immigration, mental health, outreach, social events, employment and education.

Latin American Women's Aid

The Print House, 18 Ashwin Street, E8 3DL

Tel: 020 7275 0321

An independent voluntary organisation providing a range of services for Latin American women and their children, including advice and advocacy, temporary accommodation, and support for women experiencing domestic violence.

Minik Kardes Nursery

53-55 Balls Pond Road, N1 4BW

Tel: 020 7923 7226

Full daycare bilingual nursery that works with parents of young children in partnership with schools and advises Turkish-Kurdish and

Turkish-Cypriot parents over the phone and face-to-face. Offers Strengthening Families, Strengthening Communities parenting courses from time to time and acts as advocates.

Siri Behavioural Health

77a Evershot Road, London N4

Tel: 0800 018 2144

A behavioural health charity providing free holistic counselling, guidance, parenting lifeskills training and all-round support for parents with learning disabilities and mental health issues. For African and Caribbean families, children and teachers.

Developing Skills for Work

Adult and Community Learning Service

Council Offices, 4th Floor, 7 Newington

Barrow Way, N7 7EP

Tel: 020 7527 5782

www.acl@islington.gov.uk

Islington Adult and Community Learning Service (ACL) works in partnership with the voluntary and community sector to provide a network of neighbourhood learning centres across the borough. A range of free courses is offered which are aimed primarily at adults aged 19-65 who are unemployed or in receipt of benefits. Courses offered include basic ICT (computing); literacy and numeracy; English for Speakers of Other Languages (ESOL); Personal Development and Employability, and creative courses. For a current prospectus telephone the ACL offices on the number above or visit the website.

City & Islington College Centre for Lifelong Learning

28-42 Blackstock Road, N4 2DG

Tel: 020 7704 5582

www.candi.ac.uk

Information, advice and guidance and next step teams hold sessions at Bridges to Learning in the N4 Library, Blackstock Road. Advice on job-seeking and how to improve work prospects and making choices.

CVS Media Clubhouse

White Lion Centre, White Lion Street, N1

9PW

Tel: 020 7527 7015

Provides multimedia courses for people in and around Islington.

Elthorne Learning Centre

7 Elthorne Road, N19 4AJ

Tel: 020 7561 8960

ESOL training, IT training, adult literacy and numeracy, employment and job-search facilities, a homework club and community internet service.

Finsbury Park Homeless Families

Unit 9, 3rd Floor, 5-7 Wells Terrace, N4 3JU

Tel: 020 7281 5174

ESOL, computing classes and others.

Hanley Crouch Learning Centre

The Laundry, Sparsholt Street, N19 4EL

Tel: 020 7253 1067

Open access. Writing, internet, literacy, and numeracy courses.

Hilldrop Community Centre

Hilldrop Road, N7 OJE

Tel: 020 7607 9453

Open access. Introduction to computers with literacy, new Computer Literacy and Information Technology (CLAIT) and ESOL.

Intech Centre

362 Essex Road, N1 3PD

Tel: 020 7354 5655

This computer centre based in Islington is for EU citizens and those with indefinite leave to remain, settled here at least 5 years. It offers a number of different courses with flexible training hours.

London Asian, African and Caribbean Centre

2nd Floor, 225-229 Seven Sisters Road, N4 2DA

Tel: 020 7263 3182

Computer, internet access and ESOL classes.

Parentpack

Highgate Newtown Community Centre

25 Bertram Street, N19 5DQ

Tel: 020 749 2550

Offers independent advice and guidance to lone parents who want to move into education, training and employment.

The Parent House

c/o Winton Primary School, Killick Street, N1 9AZ

Tel: 020 7837 1383

Offers support and training for local parents and carers. Learning focuses on entry-level basic skills courses in areas such as ESOL, confidence-building, assertiveness and communication skills.

Thornhill Neighbourhood Project

First Floor, Orkney House, 199 Caledonian Road, N1 0AF

Tel: 020 7278 9500

Open access. ESOL and Computer Literacy and Information Technology (CLAIT).

UCKG Training Centre

Rainbow Theatre,

232 Seven Sisters Road, N4 3NX

Tel: 020 7354 5655

Islington-based training centre providing courses that include: computer literacy and IT; employability skills; ESOL, and IT training for asylum seekers.

Disabled children and children with additional needs

Benefit Enquiry Line

Tel: 0800 88 22 00

Provides information on benefits for disabled people and their carers.

Centre 404 Family Support

404 Camden Road, N7 0SJ

Tel: 020 7697 1325

www.centre404.org.uk

Part of a parent-led organisation providing advocacy, support and information to parents of children with special needs and disabilities. Support includes education, health, social services and welfare benefits. There are several parent groups meeting at Centre 404: parents' coffee morning; Turkish mothers' group; transition, and a breakfast club.

Contact a Family

209-211 City Road, EC1V 1JN

Tel: 020 7608 8700

Helpline: 0808 808 3555

www.cafamily.org.uk

The only UK-wide charity providing advice, information and support to the parents of all disabled children - no matter what their disability or health condition. Also enables parents to get in contact with other families, both on a local and a national basis.

Disability Action in Islington

90-92 Upper Street, N1 0NP

Tel: 020 7354 8925

Disability Information Line:

020 7226 0137 (10am-1pm)

Services for disabled parents and carers and parents of disabled children or young people. Drop-ins run at the Upper Street offices and elsewhere. Practical help, information, advice and signposting on issues relating to disability also offered.

Disability Alliance

Tel: 020 7247 8776

www.disabilityalliance.org

Provides information and advice about benefits and other financial entitlements to people with disabilities, their carers and families.

Disabled Children's Team (Children's Social Care)

222 Upper Street, N1 1XR
Tel: 020 7527 3366

The team is part of Islington's Children's Social Care Division and carries out assessments to determine what level of service a child requires. In order to receive a service the child must have a permanent severe/profound learning disability, physical disability and/or sensory impairment or complex additional need. Referrals are accepted from parents/carers, teachers, doctors and other professionals.

Disabled Information and Advice Line (DIAL UK)

Tel: 01302 310 123
www.dialuk.info

National network of advice agencies for people with disabilities.

Downright Excellent

Golden Lane Children's Centre, Golden Lane Campus, Whitecross Street, EC1Y 8JA
Tel: 020 7700 6106

www.downrightexcellent.org

Provides services to pre-school-age children with Down Syndrome and supports their parents and siblings.

Early Support

Royal National Institute for Deaf People, 19-23 Featherstone Street, EC1Y 8SL

Tel: 020 7296 8238

www.earlysupport.org.uk

Offers a range of information and practical material to help parents and anyone who works with disabled children under 5 and their families.

Family Fund

www.familyfund.org.uk
Tel: 01904 621 115

Provides grants for families with severely disabled or seriously ill children.

ICAN

8 Wakley Street, EC1V 7QE
Tel: 0845 225 4071

The children's communication charity, ICAN works to develop speech, language and communication skills for all children. Its particular focus is children who find communication hard.

Islington Community Healthcare Team

Islington Learning Disabilities Partnership, 1 Lowther Road, N7 8SL

Tel: 020 7527 6600

A multidisciplinary team of specialist healthcare professionals working with people resident in Islington. Provides a community-based service for people aged 16 years and over with learning difficulties, their families and carers.

Islington Vision Inclusion Outreach Worker

2nd Floor, Laycock Centre, Laycock Street, N1 1TH

Tel: 020 7527 1817

This service supports children aged 0 to 5 years who are blind or visually impaired, and their families, including those with additional or complex needs. Support is provided through home visits and visits to early years settings. Advice and information is provided on local services.

Kids, formerly Haywards Adventure Playground

Market Road, N7 9PL

Tel: 020 7607 0033

This adventure playground is especially for children with Special Needs and runs after-school clubs, Saturday clubs, holiday playschemes, a specialist Sunday service for children with very high needs and autism and a youth club. The service is for children registered at Haywards only. There is a possibility of one-to-one care for children that require it. Referrals must be made via the Disabled Children's Team (see above).

Keen London

12 City Forum, 250 City Road, EC1V 8AF
Tel: 020 7250 0012

Keen provides free sports and recreational activities for children with special needs, with a weekly sports and weekly arts and crafts session, currently in Tufnell Park. Special trips, ice skating and pony riding are also organised. Children are paired up with a volunteer during the sessions.

Lough Road Centre

61-71 Lough Road, N7 8RH

Tel: 020 7527 2095

The centre provides a range of support services for disabled children and their families following an assessment of need from the Disabled Children's Team (see above). The centre operates flexible packages after school, at weekends, and during holiday periods. Centre-based services are activity-based, helping children to develop independence and other skills and get involved in leisure activities. Outreach support includes helping parents to establish routines and manage difficult behaviours and can provide information and signposting to other services. Centre-based services are for 5-18 year-olds; outreach services are for 0-18 year-olds.

National Deaf Children's Society (NDCS)

15 Dufferin Street, EC1Y 8UR

Freephone helpline: 0808 800 8880

Email: helpline@ndcs.org.uk

www.ndcs.org.uk

A national charity dedicated to the needs of all deaf children, their families and carers. The website includes a 'Parent place' with postings from parents relating to all issues surrounding deafness.

Palace for All

Scholefield Road, N19 3ES

Tel: 020 7561 1689

PALACE – Play and Learn and Creative Education – is a parent-led organisation for children of all ages and abilities, their carers and families. A wide range of services are offered along with activities and events to help children with special needs and with a range of physical and learning disabilities to reach their potential while also supporting their families, carers, relatives and friends.

Parent Partnership Service

www.islington.camb-ed.com

Tel: 020 7527 5856

The Parent Partnership Service provides support and advice to parents whose children have Special Educational Needs and children at risk of exclusion. This includes access to mediation services, advice, information and training, and is mainly done through talks and regular courses.

Royal National Institute of Blind People (RNIB)

105 Judd Street, WC1H 9NE

Helpline: 0303 123 999

Email: helpline@rnib.org.uk

www.rnib.org.uk

The UK's leading charity offering information, support and advice to people with sight loss.

The Direct Payments Team

Islington Specialist Children's Services, 52d

Drayton Park, N5 1NS

Tel: 020 7527 8164

Fax: 020 7527 3056

Email: directpayments@islington.gov.uk

The team provides support services for disabled children, young people and their families with a referral from the Disabled Children's Social Work Team. Direct Payments mean that if a disabled child or young person is eligible for support from Children's Social Care parents/carers can choose to have it as a payment that allows them to purchase their own services to meet the child's needs. Direct Payments offer more choice, control and flexibility about the support they receive for their child. The Direct Payments team will support parents/carers to manage all aspects of their Direct Payments, including recruiting and managing their own staff.

Transcend in London

Office: 60 Lough Road, N7 8RH

Tel: 020 7609 5525

After School Club: Bridge Secondary School, 28 Carleton Road, N7 0EQ

Offers an out-of-school service for disabled children and young people, including holiday playschemes and after-school clubs. Also offers advice, support and training for parents and carers.

Disabled parents and parents with additional needs

Disability Action in Islington (See entry on Page 8)

Services for disabled parents and carers.

Disability, Pregnancy & Parenthood international

National Centre for Disabled Parents, Unit F9, 89-93 Fonthill Road, N4 3JH
Freephone: 0800 018 4730
Email: info@dppi.org.uk
www.dppi.org.uk

A small UK-based charity, controlled by disabled parents, which promotes better awareness and support for disabled people considering, during and after pregnancy and as parents.

Elfrida Society

34 Islington Park Street, N1 1PX
Tel: 020 7359 7443
Email: elfrida@elfrida.com

Registered charity which offers a range of services for people with learning difficulties, including education and supported living projects. The Parents Project provides support services for parents with learning difficulties who are living with their children or have limited contact or have lost children to adoption.

Family Action Islington Young Carers Service (See entry on Page 15)

Provides support for young people and children up to 25 years who have significant caring responsibility for a family member.

Learning Disabilities Partnership

1 Lowther Road, N7 8US
Tel: 020 7527 6600
Email: learning.disabilities@islington.gov.uk
Provides support, advice and services for adults with learning disabilities.

Social Services – Information and Access Team

338-346 Goswell Road, EC1V 7LQ
Tel: 020 7527 2299
The Information and Access Team are a telephone-based service providing the link to community services for adults with physical disabilities, vulnerable adults or those in need of occupational therapy services within Islington.

Domestic Violence

A comprehensive list of services is available on the Islington Council website at www.islington.gov.uk/directories.

24-Hour Domestic Violence Helpline

Freephone: 0808 2000 247
www.ndvh.org
Information, advice and emergency accommodation, 24 hours a day.

Broken Rainbow

Tel: 08452 60 44 60
A service for lesbian, gay, bisexual and transgender people who experience domestic violence.

Family Action Islington Children's Support Service (see entry on Page 4)

IMECE Turkish Speaking Women's Group (see entry on Page 6)

Islington Police Community Safety Unit

Tel: 020 7421 0174
The borough has a specialist Police unit dealing with the support of victims and investigation of domestic violence.

Islington Victim Support

1 Highbury Crescent, N5 1RN

Tel: 020 7700 6014

www.victimsupport.org.uk

An independent, charitable, voluntary organisation offering support to victims of crime, including both women and men, experiencing domestic violence.

Latin American Women's Aid (see entry on Page 7)

Solace Women's Aid (formerly Islington Women's Aid)

Tel: 0808 802 5565

www.solacewomensaid.org

A charity working to end domestic violence against women and children. They provide temporary supported housing (refuge), a Community Outreach Service providing advice and drop in, an Advice Line and a Specialist Children's Service.

ManKind Initiative

www.mankind.org.uk

Help-line service: 01823 334244 (Monday to Friday 10am to 4pm and 7pm to 9pm, except Friday evening)

The ManKind Initiative is a charity that provides a help-line service for male victims of domestic abuse or domestic violence.

Men's Advice Line

info@mensadvice.org.uk

www.mensadvice.org.uk

Freephone number: 0808 801 0327 (free from landlines and most mobile phones)

Confidential helpline for all men experiencing domestic violence from a current or ex-partner. This includes all men – in heterosexual or same-sex relationships. The service also works with male perpetrators of domestic violence.

Respect Phonenumber

Tel: 0845 122 8609

info@respectphonenumber.org.uk

www.respectphonenumber.org.uk

Helpline offering information and advice to people who are abusive towards their partners and want help to stop.

Women's Alcohol Service

1st Floor, 3-5 Cynthia Street, N1 9JF

Tel: 020 7278 8214

A service offered to women with alcohol-related problems who want either to reduce their alcohol consumption or abstain from drinking altogether. Support also provided with domestic violence issues.

Drugs and Alcohol

There are a number of drug and alcohol services in Islington that offer advice, information, treatment and access to further services. Most drug and alcohol services will have a range of treatment options including counselling, group work, complementary therapies and prescribed services for opiate-dependent users.

24-hour helpline: 08000 66 55 25

If a parent or carer is in doubt about which service is best for them or their loved one, Islington also operates a free phone, 24-hour-a-day, 7-days-a-week helpline. A trained staff member will offer immediate support on the

phone and will book an appointment for the earliest available slot.

CASA Family Service

86 Durham Road, N7 7DU

Tel: 020 7561 7490

Email: family.service@casa.org.uk

www.casa.org.uk/service-family.html

The CASA Family Service provides therapeutic support to Islington children, young people and families affected by parental alcohol and drug misuse. Also provides a direct treatment service for families and community outreach.

CoreKids

Lisson Cottages, 35a Lisson Grove, NW1 6UD

Tel: 020 7258 3031

CoreKids is a London-wide support service for families, children and young people affected by substance misuse. The service works in partnership with families to ensure that even when there is a history of substance misuse, families can become safe and supportive.

Islington Parental Substance Misuse Service

The Annexe, 5 Elthorne Road, Upper Holloway, N19 4AB

Tel: 020 7527 5099

A service for parents, children and young people, including pregnant women and their partners, affected by parental substance misuse and who live in Islington. The service offers information, advice, assessment and brief interventions to children and families.

Parents Against Drug Abuse (PADA)

National Helpline: 08457 023867

Email: admin@pada.org.uk

www.pada.org.uk

A national organisation that delivers support and services to families and carers affected by someone else's substance misuse.

The Annexe

5 Elthorne Road, Upper Holloway, N19 4AB

The Annexe is Islington's drug and alcohol service for young people. It offers information, advice, and support to young people aged 8 to under 19 years and their families who are affected or worried about drug and alcohol issues. The service is free and confidential. Drug and alcohol interventions are delivered on a one-to-one basis to young people who have been referred to the service.

Women's Alcohol Service

1st Floor, 3-5 Cynthia Street, N1 9JF

Tel: 020 7278 8214

A service offered to women with alcohol-related problems who want either to reduce their alcohol consumption or abstain from drinking altogether. Support also provided with domestic violence issues.

Education and Behaviour Support

Schools (See entry on page 4)

A child's school should be contacted if there are concerns about the child.

Advisory Centre for Education (ACE)

1c Aberdeen Studios, 22-24 Highbury Grove, N5 2DQ

Tel: 020 7704 2776 (Islington callers)

Tel: 0808 800 5793 (Advice line)

www.ace-ed.org.uk

ACE provides free information and a parents' forum to share advice and support. Although it is a national organisation, it offers a dedicated phone line for Islington callers, advice packs and access to free publications.

Behaviour Support Service

Lough Road N7 8RH

Tel: 020 7527 5715

The service provides advice and support to schools, academies, and Pupil Referral Units in

meeting the educational, social and health needs of pupils with challenging behaviour. A child's school should be contacted if help is needed.

Chance UK

89-93 Fonthill Road, N4 3JH

Tel: 020 7281 5858 x 210

All parents of children aged 5 to 11 years who are accepted onto Chance UK's child mentoring programme can access their parental support service. Parents with a child who has emotional or behavioural difficulties and who is experiencing difficulties at school should contact their school to find out if they can get referred onto the mentoring programme.

Education Welfare Service (EWS)

Cambridge Education @ Islington, 222 Upper Street, N1 1TX

Tel: 020 7527 5833

Provides a service to assist parents in meeting their responsibility to ensure that their child attends school. The service also supports individual children and their families when pupils are experiencing difficulties in school, provides advice regarding child employment legislation, and issues work permits.

Ethnic Minority Achievement Service (EMAS)

The Laycock Centre, Laycock Street, N1 1TH

Tel: 020 7527 5899

Provides assistance in raising the achievement of Black and Minority Ethnic pupils, training and support to schools and direct interventions to tackle underachievement of specific groups of pupils. Referrals accepted from organisations, but not individuals.

Got a teenager?

www.gotateenager.org.uk

Website aimed at parents of teenagers who value parent-to-parent support. Parents who visit the site can access a menu of key topics including bullying, health and wellbeing and risky behaviours to get more information and tips.

Family Action Islington Children's Support Service (See entry on Page 4)

myguide

www.myguide.gov.uk

Free and easy-to-use online interactive guidance course and quiz to help parents and carers catch up with their children when it comes to the internet.

Parent Partnership Service

www.islingtonschools.net/Services/sen/WhatsParentPartnership.aspx

Tel: 020 7527 5856

The Parent Partnership Service provides support and advice to parents whose children have Special Educational Needs and children at risk of exclusion. This includes access to mediation services, advice, information and training, and is mainly done through talks and regular courses.

Rapid Response Team, New River College

Lough Road, N7 8RH

Tel: 020 7527 5863

The service works in a preventative way to support young people at risk of school exclusion and their families. Referral to the service is via the school's pastoral support staff.

SHS (School-Home Support)

40-42 Adler Street, E1 1EE

Tel: 0845 337 0850 / 020 7426 5000

School-based workers who support children, young people and their families by providing practical and emotional support. Promotes early intervention and prevention by building crucial links between the school and the home. Referral is done via the school.

Family Learning

Islington Family Learning Team

Adult and Community Learning

Tel: 020 7527 4037

Family learning is for parents, carers and their children, to learn together as a family. Courses are run for parents to help them support their children's learning.

These courses include:

- **Keeping up with the children:** enables parents and carers to become more

confident in supporting their children's education and improve their own skills

- **Family Literacy and/or Numeracy:** working together to improve reading and writing or maths skills
- **Family ESOL:** courses for parents and carers with low levels of English
- **Play and language:** exploring ways of playing and talking with, and listening to babies/toddlers

To get a copy of the full range of Family Learning courses, parents/carers should phone the telephone number above.

The Parent House

c/o Winton Primary School, Killick Street, N1 9AZ

Tel: 020 7837 1383

Offers support and training for local parents and carers. Learning focuses on entry-level

basic skills courses in areas such as ESOL, confidence-building, assertiveness and communication skills.

ParentsCentre

www.parentscentre.gov.uk

Information and support for parents on how to help with their child's learning, including advice on choosing a school and finding childcare.

Fathers

Children's Centres (see entry on Pages 3-4)

Some Children's Centres have fathers' groups and stay and plays. Children's Centres or the Family Information Service can be contacted for more details.

Dads' Space

Email: info@dads-space.org

www.dads-space.com

A website offering an entertaining and no-nonsense approach to parenting advice, ranging from child development, activities, and more complex matters, including domestic violence, divorce and post-separation parenting.

Families Need Fathers

134 Curtain Road, EC2A 3AR

Tel: 08707 607111

Helpline: 08707 607496

www.fnf.org.uk

National telephone helpline, parent support workshops, local branch meetings, and website offering emotional, practical and legal support to parents and families involved in separation or divorce.

Fatherhood Institute

Tel: 0845 634 1328

www.fatherhoodinstitute.org

The Fatherhood Institute is a national information centre aiming to help fathers harness their full potential with news, training information, policy updates, research summaries and self-help guides.

HomeDad UK

Tel: 07752 549085

www.homedad.org.uk

HomeDad UK is the only UK support group dedicated to helping dads at home with their kids.

Fostering, Adoption and Kinship Caring

Family Action Islington Young Carers Service

608 Holloway Road, N19 3PH

Tel: 020 7272 6933

Email: islington@family-action.org.uk

www.family-action.org.uk

Provides support for young people and children up to 25 years who have significant caring responsibility for a family member. Support is provided through group-work, one-to-one or casework.

Family Action Kinship Carers Group

Family Action encourages parent and carer involvement and self-help initiatives. It facilitates a weekly support group for Kinship Carers.

Islington Fostering Service and Foster Carers' Association

292 Essex Rd, N1 3AZ

Freephone: 0800 073 0428

Islington foster carers each have a dedicated supervising social worker with whom they will

meet regularly and with whom they can identify training and support. There are regular support groups for all age ranges bringing carers together to exchange ideas and discuss strategies. The 'Fostering Changes' parenting course is offered to carers.

Further support is available for existing carers from the **Islington Foster Carers Association** who run weekly coffee mornings and are always available to talk and offer advice.

Anyone wishing to know more about fostering with Islington should call **Freephone: 0800 073 0428** or email fostering@islington.gov.uk.

The Fostering Network

87 Blackfriars Road, SE1 8HA
Tel: 020 7620 6400
Email: info@fostering.net
www.fostering.net

The UK's leading charity offering help and advice for anybody involved in fostering. They run Fosterline – a dedicated advice line for foster carers covering all aspects of fostering: 0800 040 7675.

Islington Adoption Service and Post Adoption Support Service

292 Essex Road, N1 3AZ
Tel (and Duty Social Worker): 020 7527 4400
Freephone: 0800 073 3344

Islington Adoption Service offers advice and support before, during and after adoption. Anyone wishing to know more about the service should call the freephone number above or email adoption@islington.gov.uk.

Post-Adoption Centre

5 Torriano Mews, Torriano Avenue NW5 2RZ
Tel: 020 7284 0555
www.postadoptioncentre.org.uk

Provides a wide range of post-placement and post-adoption support services for adoptive and foster parents, adopted children/adults, birth relatives. Service areas include: advice line and counselling; child and family attachment service; contact and mediation service; professional consultation, and training and user workshops and groups.

Family Futures

3&4 Floral Place, 7-9 Northampton Grove, N1 2PL
Parent Advice Line: 020 7354 4161 (M-F 10.30-3.30)

Family Futures is a specialist service for children in adoptive families, foster families and families living with children who have experienced separation, loss or early trauma.

BAAF

Saffron House, 6-10 Kirby Street, EC1N 8TS
Tel: 020 7421 2600
Email: mail@baaf.org.uk
www.baaf.org.uk

BAAF has worked for over 30 years with anyone involved in fostering or adoption – supporting, advising and campaigning for better outcomes for children in care.

Health

Breastfeeding and Weaning Advice

Many Children's Centres offer breastfeeding advice and support groups. River Place Health Centre also provides information and support for mothers who are breastfeeding or introducing their children to solid food.
Tel: 020 7530 2115 or 020 7530 2956
Email: Faizun.Nayhar@islingtonpct.nhs.uk.

Hackney and Islington National Childbirth Trust (NCT)

Tel: (General enquiries): 0700 586 0128
Alternative Tel: (Postnatal enquiries): 0700 586 0131
Email: enquiries@hinct.org.uk
www.nct.org.uk

Regular local postnatal groups for new mothers, breastfeeding support, and antenatal classes. Also various support groups including Caesarean/VBAC, home birth and breastfeeding. Breast pump and valley cushion hire. Information and advice during pregnancy,

birth, and afterwards. Anyone wishing to find local antenatal classes should visit the NCT website and search under course finder using their postcode.

Health Visitors

Health Visitors are qualified nurses who see people in their homes, at health centres and Children's Centres. They promote good mental health, physical health and social wellbeing of children, young people and families through practical help and advice to the whole family. Those wishing to speak to a health visitor should call their local health centre or Islington Patient Advice and Liaison Service (PALS) and ask for the Health Visiting Team.

Islington Patient Advice and Liaison Service (PALS)

Provides advice and information about local health services.

Tel: 020 7527 1086 or 020 7527 1087

Email: pals@islingtonpct.nhs.uk

Drop-in: 38-346 Goswell Road, EC1V 7LQ
(Wednesday 10am-12pm, Thursday 2pm-4pm)

NHS Islington

NHS services are provided at health centres and community care centres and many of the staff make home visits. A guide to local services is available at www.islington.nhs.uk.

School Health Advisors

School Health Advisors are registered nurses with training in public and child health. They promote the mental, physical health and social wellbeing of local children, young people and families and provide advice on nutrition, obesity, sexual health, immunisation, substance misuse and support for children with special needs. The School Health Team can be contacted via Health Centres.

Speech and Language Therapy

This service runs in Health Centres, Children's Centres and schools and supports children who have difficulties in developing speech, language and communication skills. A service is also provided to children who have difficulties with eating, drinking and swallowing. Parents, GPs, and health and education professionals can refer a child to the service.

Tel: 020 7527 5731 (children attending mainstream schools)

Tel: 020 7527 1053 (children attending special schools)

Tel: 020 7530 4328 (children and young people with a stammer)

Stop Smoking Team

Islington NHS Stop Smoking Service can lend a helping hand to quit.

Freephone: 0800 093 9030

Email: stopsmoking@islingtonpct.nhs.uk

Housing and Homelessness

Islington Families (see entry on Page 5)

Support for families with children of all ages living in Islington or temporarily housed outside the borough.

Alone in London

48 Provost Street, N1 7SU

Tel: 020 7278 4224

Alone in London offers a range of support services to young people in all London boroughs who feel vulnerable. This is achieved through telephone information and signposting,

advice, advocacy, family mediation (re-establishing family contact where appropriate), training and employment, resettlement and schools work.

Finsbury Park Homeless Families Project

Unit 9, 3rd Floor, 5-7 Wells Terrace, N4 3JU

Tel: 020 7281 5174

Drop-in centre offering families in temporary accommodation advice and support. Also provides help with financial matters and young children and their parents. Refers clients to appropriate health or welfare services.

Legal Advice

Children's Legal Centre

Tel: 0845 120 2948

www.childrenslegalcentre.com

Legal advice on adoption, child employment, contact with non-resident parent, divorce and separation, education, leaving children alone, parental responsibility, residence, and severe financial difficulties.

Family Rights Group

Tel: 0800 731 1696

www.frg.org.uk

Independent legal and practical advice for families involved with local authority children's services. Adoption, child protection, looked after children, family and friends carers, statutory complaints and more.

Islington Law Centre

161 Hornsey Road, N7 6DU

Tel: 020 7607 2461

Legal advice and representation on housing, education, immigration and asylum, employment, welfare rights and small claims, debt, and consumer issues. There are also a number of outreach services throughout the borough.

Essex Road Advice Project

Mary Ward Legal Centre, 26-27 Boswell Street, N1 2SX

Tel: 020 7831 7079

The project offers free, independent, confidential legal advice on housing, welfare benefits, debt, employment and immigration. Services are provided at four separate venues across Islington: New North Children's Centre (020 7226 6620); Canonbury Project (020 7354 9821); Rotherfield Primary School (020 7226 6620) and New River Green Children's Centre (020 7527 4813).

South Islington Advice Project

Mary Ward Legal Centre, 26-27 Boswell Street, N1 2SX

Tel: 020 7831 7079

The project offers free, independent, confidential legal advice on housing, problems with council tax, benefits, debt and bailiffs. Services are provided at five separate venues across Islington: Bemerton Children's Centre (020 7527 4806); All Saints Church (020 7837 9893); Somali Speakers Association (020 7833 9893); Islington Bangladesh Association (020 7833 2608) and The Parent House (020 7837 1383).

Lone Parents

Lone-Parents.org.uk

www.lone-parents.org.uk

Support site providing an on-line meeting place for lone parents, to reduce the isolation they sometimes feel. Offers advice, social contacts and support. It also provides practical advice through links to other resources - JobCentre, New Deal, CAB, and a counselling directory.

One-Parent Families (Gingerbread)

Tel: 0800 018 5026

www.gingerbread.org.uk

A lone-parent charity offering friendship, support, and a free telephone advice line offering free advice on all lone-parent issues.

Also, free membership with self-help group support network.

Parentpack

Highgate Newtown Community Centre
25 Bertram Street, N19 5DQ

Tel: 020 7419 2550

Parentpack offers independent advice and guidance to lone parents who want to move into education, training and employment.

Single Parent Action Network (SPAN)

www.singleparents.org.uk

www.onespace.org.uk

Organisation empowering one-parent families throughout the UK and supporting single parents to take control of their lives.

Mental Health

Family Action Building Bridges Service

608 Holloway Road, N19 3PH

Tel: 020 7272 6933

Email: islington@family-action.org.uk

www.family-action.org.uk

Offers tenancy-related support to families with children aged 5-19 years when a parent or carer is experiencing ongoing mental health difficulties.

Child and Adolescent Mental Health Service (CAMHS)

Northern Health Centre, 580 Holloway Road, N7 6LB

Tel: 020 7445 8154

CAMHS provides specialist and multi-disciplinary diagnostic assessment and treatment services for children and adolescents aged 0 to 18 years, with a range of emotional and behavioural difficulties or psychiatric disorders.

Maya Centre

Unit 11, City North Trading Estate, Fonthill Road, N4 3HN

Tel: 020 7281 2728

The Centre provides free psychodynamic counselling and group psychotherapy for women on low incomes living in Islington. Projects are run to provide counselling for refugees and asylum-seekers, for Irish women, older women and women affected by domestic violence.

Refugee Therapy Centre

Della Clyne House, 40 St Johns Way, N19 3RR

Tel: 020 7272 2565

The Refugee Therapy Centre offers culturally and linguistically sensitive psychotherapy and counselling for refugees and asylum seekers, as well as bilingual support work for parents and one-to-one mentoring to help parents improve their English.

Think Family Pathfinder (part of Children's Social Care)

The Annexe, 5 Elthorne Road, Upper Holloway, N19 4AB

Tel: 020 7527 3955 / 3893

Email: think.family@islington.gov.uk

To be eligible families must have children aged between 0-19 years and live in Holloway or Hornsey, or access a service such as a GP or school in those areas. A service that allows parents or guardians with mental health issues and, in some cases, additional substance misuse problems, access to agencies that will be able to assist their needs.

Understanding Childhood

Tel: 01303 26100

www.understandingchildhood.net

Understanding Childhood provides free downloadable information leaflets for families on children's emotional development from birth to adulthood.

Young Minds

Parents' Helpline: 0808 802 5544

www.youngminds.org.uk

UK national charity committed to improving the mental health and emotional wellbeing of all children and young people and empowering their parents and carers.

Money and Work

Children's Centres

If parents have worries about money they can ask at their local Children's Centre.

Income Maximization Service

338-346 Goswell Road, EC1V 7LQ

Tel: 020 7527 8600

Freephone: 0800 731 8081

Email: Claimit@islington.gov.uk

www.islington.gov.uk

Islington Council's Income Maximization Service provides: benefit checks for all Islington residents; help with completing forms to claim in and out of work benefits and help with claiming disability benefits; better-off calculations and support for those taking up the offer of paid employment or increasing their hours.

Islington Citizen's Advice Bureau (telephone service – no personal callers)

Tel: 0844 856 3537

www.cabislington.org.uk

Telephone service open Monday to Friday 10am-5pm. The service helps local residents and workers resolve their legal, money and other problems by providing free information and advice.

Islington Families

84 Mayton Street, N7 6QT

Tel: 0845 600 1055

Support for vulnerable families living in Islington including accessing services and benefits, dealing with a range of problems such as mental health, drugs, alcohol, domestic violence, minimising the risk of homelessness, and offering support in accessing training and education opportunities.

Islington People's Rights (IPR)

6-9 Manor Gardens, N7 6LA

Tel: 020 7561 3685

Email: info@iprAdvice.org.uk

Islington People's Rights offers independent advice and representation on all aspects of welfare benefits and money advice including rent or mortgage arrears and debt.

Islington Working for Parents Service

Tel: 020 7527 4486

Email: islingtonworking@islington.gov.uk

For people ready to start thinking about work, the Service can offer a package of support for up to 6 months to identify if there are things that may stand in the way. For example: help to get the training, help with finding childcare, interview skills, ESOL courses (English speakers of other languages), volunteering opportunities, or anything else that is needed to get there. The Service's team of advisers is available to help parents who are out of work or on low income, with a child under 4 years, or under 7 years if the parent is a single parent.

Learn Direct

Helpline: 0800 101 901

www.learndirect.co.uk

Provides information about a range of benefits and government schemes including New Deal.

Working Families

1-3 Berry Street, EC1V 0AA

Tel: 020 7253 7243

Fax: 020 7253 6253

Advice Line: 0800 013 0313

Dedicated helpline for parents of disabled children: 020 7253 7243

Email: office@workingfamilies.org.uk

Working Families helps working parents, carers and children find a better balance between responsibilities at home and work. Also provides a helpline and a network and newsletter for parents of children with disabilities who work or want to work called 'Waving *Not* Drowning'.

Relationship Breakdown

Children's Legal Centre

Tel: 0845 120 2948

Legal advice on adoption, child employment, contact with non-resident parent, divorce and separation, education, leaving children alone, parental responsibility, residence, and severe financial difficulties.

Dads' Space (See entry on Page 15)

Advice on divorce and post-separation parenting.

Families Need Fathers (See entry on page 15)

Emotional, practical and legal support to parents and families involved in separation or divorce.

Relate

Tel: 0300 100 1234

www.relate.org.uk

Relate offers advice, relationship counselling, sex therapy, workshops, mediation, consultations and support face-to-face, by phone and through this website.

Parentline Plus (See entry on Page 5)

A national charity offering help and information for parents and families via a range of services. A leaflet is available titled 'Splitting Up', which gives practical advice on what to do when a relationship ends.

The Couple Connection

Thecoupleconnection.net

www.oneplusone.org.uk

This self-help website provides information and resources to parents who want to change their relationship for the better.

Sexual Health

Sex and relationship education (SRE) is learning about sex, sexuality, emotions, relationships and sexual health. SRE is taught in schools as part of the curriculum and also within Islington's children and young people services. Most young people also want to receive SRE from their parents and carers. Parents and carers wanting advice or support on how to raise these issues with their children can contact the organisations below. Islington's parenting courses can also provide support and advice.

Parentline Plus

Tel: 080 8800 222

www.parentlineplus.org.uk

Provides resources for parents on a range of issues including support to talk to their child about SRE.

Pink Parents

Tel 01380 727935

www.pinkparents.org.uk

Offer a range of support services and social activities for all Lesbian, Gay, Bisexual or Transgendered families.

Understanding Childhood

www.understandingchildhood.net

Provides free information leaflets.

RUThinking About It?

www.ruthinking.co.uk

Website provides up to date information about sexual health and contraceptive services in Islington.

Sexuality and Gender

Gender Identity Development Unit

Tavistock Clinic, 120 Belsize Lane, NW3 5BA
Tel: 020 8938 2030

The service provides therapeutic support to children and adolescents (and their families) where the young person is unhappy with the gender they are born with. Support is also given to children of Transsexuals.

Project for Advice Counselling and Education (PACE)

34 Hartham Road, N7 9LJ

Tel: 020 7700 1323

Email: pacehelpline@hotmail.co.uk

www.pacehealth.org.uk/family_support

Provides a family support service for lesbian, gay, bisexual, and trans parents and a 12-week support group for parents to share and explore their experience with other parents. Also offers a family support helpline and email support.

Young Parents

Targeted Youth Support

If you are a pregnant teenager or young parent please contact the Targeted Youth Support Service who can help you ensure that you have access to all the services, including those below, that you may need. Young people and parents and carers can contact the duty line on 020 7527 2600.

There is a **Teenage Pregnancy and Young Parents** section on www.islington.gov.uk/familydirectory which lists support services, young parents' groups and a timetable of activities. Jennie Mackeith, Young Parents Support Coordinator, can be contacted on 020 7527 4453. Here are some of the key services available:

Children's Centres

Many Children's Centres have young parents' groups such as Inspire at Hornsey Road. They can also provide information and advice on childcare, health and parenting. See contact details for Children's Centres on Pages 3-4.

Connexions

Provides advice, guidance and support on a range of issues including education and benefits to young people aged 13-19 (25 if the young person has a disability or a special educational need). Connexions has two specialist advisers working with young parents. They can be contacted on 020 7527 1317 or 07825 098194 or 07825 098187.

Family Nurse Partnership

Health-led service providing a named family nurse giving support throughout pregnancy and until baby is two. Support and information around pregnancy, birth, child development and parenting. Limited spaces available. More details are available on 020 7530 2206.

Pulse

164 Holloway Road, N7 8DD

Tel: 020 7527 1300

A range of services for young people, including pregnancy testing, contraception, counselling and housing advice.

Rapid Response Team Re-Integration Officer (See entry on Page 14)

The re-integration officer is a specialist teacher for school-age parents who supports families to liaise with schools and education welfare, continuing education and planning alternative curriculums. Telephone 020 7527 7795.

Young Parents Team (YPT) Whittington Hospital

Tel: 0778 5326444 or 0778 5335513

Email: keely.franklin@whittington.nhs.uk

Provides one-to-one care for pregnant young women wishing to have their babies at Whittington Hospital. Offers a 24-hour telephone advice line and runs regular antenatal classes and postnatal drop-ins.

Young People at Risk from Violence, Gangs and Offending

Behaviour Support Service

Lough Road, N7 8RH
020 7527 5715

This service provides advice and support to schools, academies and pupil referral units in meeting the educational, social and health needs of pupils with challenging behaviour. Referral: Pupils can be referred through their schools.

Gangs Prevention Team (GPT)

27 Dingley Place, EC1V 8BR
Tel: 020 7527 7050/60

Referrals: see below

The Gangs Prevention Team works with young people aged 10 to 17 years who are at risk of involvement in gangs, group offending and violence and/or have been the victim of gang-related offences. The team offers one-to-one support as well as delivering workshops to schools on issues such as respect, violence, peer pressure and sexual exploitation. Referral: through the Targeted Youth Support Access Co-coordinator 0207 527 2600.

Prospex Youth Project

334-336 Caledonian Road, N1 1BB
Tel: 020 7607 7626

Of four projects run by the organisation, Families Prospex helps the parents of young people aged between the ages of 11 to 21 years who are at risk of getting into trouble or who are already in trouble. It operates an appointments system as well as advocacy, court work, outreach and courses. Parents can refer themselves.

Reality Around Gangs (RAGs)

Gangs Disruption Team, Britannia Row
Business Centre, 35A Britannia Row, N1
8QH

Tel: 020 8985 7120

Email: makedaweaver@shian.org.uk

RAGs aims to reduce violent incidents and the impact of gang culture on communities and individuals. RAGs works with young people aged 11–24 years involved in gang and violent group offending, whether as perpetrators or victims. They offer mentoring and behaviour workshops and help young people find alternatives to their offending behaviour, including help with education, employment and training.

Referral: Parents can contact RAGs directly using the number above.

Youth Offending Service (YOS)

27 Dingley Place, EC1V 8BR
Tel: 020 7527 7050

Parent Support Service: 020 7527 7086

A multi-agency service involving probation, social services, police, education, health, and other local agencies. They work with young people who have offended and are in the Criminal Justice system and also work to prevent young people offending. Support is offered to parents and families.

Referral: Parents of young people already in contact with the YOS will be offered this service.

Family Intervention Project (FIP)

Islington's FIP works intensively with families of young people most at risk from youth violence. Families cannot access this project directly and are referred through agencies working with young people such as Targeted Youth Support and the Anti-Social Behaviour Team.

Adolescent Multi-Agency Support Service (AMASS)

AMASS is a service for young people aged 10 to 16 years and their families. To be eligible to access this service, young people are assessed to be at significant risk of social exclusion, on the edge of care, or at risk of foster placement disruption.

Referral is via social workers; there is no direct self-referral by parents.

Parenting courses provided in Islington

Parenting courses

Courses are available for parents of younger children and teenagers and provide an opportunity to:

- Understand more about children's development, their needs and positive ways of managing behaviour
- Build positive relationships and improve communication within the family
- Reduce parents' stress and increase confidence

Some of the courses currently on offer include:

Strengthening Families, Strengthening Communities (3 - 18 yrs) – a culturally sensitive programme. Available in English, Turkish, Bengali and Somali

Incredible Years (3 – 6 yrs) – a course which supports parents who are concerned about their child's behaviour

Teen Triple P & Group Teen (12 - 16yrs) – a course which supports parents of teenagers who are concerned about their behaviour

Family Links (5 - 5yrs) a course aimed at improving parent and child relationships and developing effective parenting skills

Choosing a course that is right

Parents and carers can find out more about courses taking place in their local area and how to apply for a place by contacting **Islington Family Information Service** on **020 7527 5959** or visiting Islington's Family Directory (www.islington.gov.uk/familydirectory).

Parents of 8 – 19 year olds needing advice on parenting courses can also ring the free parent telephone help line at Coram Islington Parenting Support Service (0808 1685717). Agencies need to ring **020 7561 8461**.

Islington Family Information Service

We provide free and confidential information and advice to help children, young people and families in Islington find the services they need.

- Nurseries and playgroups
- Childminders
- Holiday activities
- Service for disabled children and young people
- Parenting and family support services
- Money advice
- Getting into work or training
- Local information on health and housing
- Things to do: Babies and children under 5
- Things to do: Children 5 to 11
- Things to do: Young People



Family Directory

You can also visit the Family Directory, a quick and easy online guide to services for children, young people and families in Islington www.islington.gov.uk/familydirectory

Contact

Islington Family Information Service, 222 Upper Street, London N1 1XR
020 7527 5959 fis@islington.gov.uk

Our information and advice line is open Monday to Friday 9am to 5pm, 24 hour voicemail service.
Our information is regularly updated onto the internet at www.islington.gov.uk/fis

Complaints

If you have a complaint about any service, please raise it with the provider first. If your problem is not sorted out, you can go through Islington Council's complaints procedure for services that the council provides. For services provided by voluntary groups, you need to complain to the management committee. For services provided by private groups, complain to the owners. For Ofsted-registered providers speak to Ofsted on 08456 404040.