

# Information on Services and Support Guide for Autism



For parents/carers of children, young people and adults aged 0-25 in Hounslow pre-assessment and post diagnosis.

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**Foreword:**

This booklet has been created following feedback from parents and carers that they were unsure where to turn when waiting for an autism assessment and following diagnosis. We have co-produced this document with a number of different professionals, and parents and carers, to ensure that a wide array of services are covered. We hope that you find it useful.

All information in the booklet is correct as of November 2019. It is being circulated in its draft format currently and will be reviewed and updated in May 2020, and updated annually thereafter.

If you have any feedback for the directory, then please contact the Children's Commissioner [ellie.tobin@hounslow.gov.uk](mailto:ellie.tobin@hounslow.gov.uk)

DRAFT



## **Introduction: Frequently Asked Questions (from the National Autistic Society)**

### **What is autism?**

Autism is a lifelong developmental disability. Some people with autism may have an accompanying **learning disability**, learning difficulty or mental health problem.

Autism is a spectrum condition. This means that while all people with autism share certain difficulties, the condition affects each person differently.

One form of autism is Asperger syndrome. People with the condition are often of average or above-average intelligence. They have fewer speech problems than people with other types of autism, but may find it difficult to understand and process language.

While some people with autism live independent lives, others may need a lifetime of specialist support. Autism can have a profound and sometimes devastating effect on individuals and families. However, getting the right support makes a substantial difference to the person who is diagnosed and their loved ones.

### **What causes autism?**

There are more than half a million people with autism in the UK, around 1 in every 100 people. If you include their families, autism touches the lives of over two million people each day.

The causes of autism are still being investigated. According to the National Autistic Society (NAS), there is strong evidence to suggest autism can be caused by a variety of environmental or neurological factors, all of which affect brain development. There is also evidence to suggest genetic factors are responsible for some forms of autism.

What we do know is autism is not caused by a person's upbringing and is not the fault of those with the condition.

There is no cure for autism. But there are numerous interventions (learning and development techniques) that can help.

### **How does autism affect people?**

Autism affects the way a person communicates with and relates to other people. It also affects how they make sense of the world around them.

Everyday life for people with autism can be confusing, frightening and lack meaning. They often find understanding and communicating with others particularly difficult, which can leave them feeling isolated.

People with autism may also experience some form of sensory sensitivity or a lack of sensitivity - for example, to sound, touch, taste, smell, light or colour.

They can experience a wide range of symptoms, which are often grouped into two main categories.

#### *Problems with social interaction and communication*

This can include problems understanding and being aware of other people's emotions and feelings. It can also include delayed language development and an inability to start conversations or take part in them properly.

#### *Restricted and repetitive patterns of thought, interests and physical behaviours*

This can include making repetitive physical movements, such as hand tapping or twisting, and becoming upset if these set routines are disrupted.

Children, young people and adults with autism are often also affected by other mental health conditions, such as attention deficit hyperactivity disorder (ADHD), anxiety or depression.

About half also have varying levels of learning difficulties. However, with appropriate support many people can be supported to become independent.

Children with more severe symptoms and learning difficulties are likely to need more care and assistance to live independently as adults.

#### *Other related characteristics of autism*

##### *Love of routines*

The world can seem an unpredictable and confusing place to people with autism, which is why they often feel more comfortable with a fixed daily routine, so they know what's going to happen each day.

##### *Sensory sensitivity*

People with autism may experience sensory sensitivity in one or more of the five senses - including sounds, sights and smells - which they can find stressful. A person's senses are either intensified (hypersensitive) or lack sensitivity (hyposensitive). For more information on sensory sensitivity in autism, visit the NAS website.

##### *Special interests*

Many people with autism have intense special interests, often from a young age. These can be anything, from art or music to trains and computers.

##### *Learning disabilities*

People with autism may have learning disabilities that can affect all aspects of their life, from studying in school to learning how to wash themselves or make a meal.

### **What do I do if I think my child has autism?**

If you suspect your child may have autism, and your child is in nursery or school, speak to the SEN specialist member of staff (all nurseries and schools should have one) who may be able to support you in the process.

Following this, it may be helpful to make an appointment to see your GP or health visitor. Make some notes and take them along to your appointment with you. A diary of behaviours and characteristics that you have observed that make you think your child may be autistic will be useful, and this will help them to determine what next steps are best to take.

### **What are common autistic behaviours for a young child?**

Some of the main signs that a child may be on the autism spectrum include:

- not drawing their parents' or others' attention to objects or events, for example pointing at a toy or a book, or at something that is happening nearby (or a child may eventually do this, but later than expected)
- carrying out activities in a repetitive way, for example always playing the same game in the same way, or repeatedly lining toys up in a particular order
- resistance to change or doing things differently
- emerging difficulties with social interaction and social communication
- behaviour such as biting, pinching, kicking, pica (putting inedible items in the mouth), or self-injurious behaviour.

If your school or health professional think that your child may be autistic, they will refer them to the relevant service for their age group. For the assessment process, please see Section 2: Assessment Processes.

## Assessment Processes

The Assessment Process will differ depending on what age your child is at the time of referral. We are aware that the current waiting times for an Autism Assessment are long; there has been a significant funding increase and we hope to see the reduction in this waiting time over the next year (by the end of 2020).

### Under 5

If your child is under 5, their Autism assessment will be handled by the Child Development Team in Hounslow and Richmond Community Healthcare Trust (HRCH) Community Paediatrics Team.



Referrals are accepted from schools and other professionals like your Speech and Language Therapist or GP.

*Contact Information – Hounslow and Richmond Community Paediatrics Team*

Website (with referral criteria and information): <https://www.hrch.nhs.uk/our-services/services-directory/hounslow-and-richmond/community-paediatrics/>

Address: Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL

Tel: 020 3771 6100

Fax: 020 3771 6096

Email: [hrch.richmondcompaed@nhs.net](mailto:hrch.richmondcompaed@nhs.net)

### Over 5

For Over 5s, the autism assessment is completed by Hounslow CAMHS Neurodevelopmental Service. The referral process is as follows:



Referrals are accepted from schools and other professionals like your GP.

*Contact Information – Hounslow CAMHS Neurodevelopmental Team*

Website (with referral criteria and information):

<https://www.westlondon.nhs.uk/service/camhs/>

Address: Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL

Tel: 020 8483 2050

Email: [hounslow.camhs@nhs.net](mailto:hounslow.camhs@nhs.net)

**18+**

If you think you or the young adult may have autism, and they are over the age of 18, referrals can be made to the

Hounslow Adult Autism Assessment and Diagnostic Service (HAADS) by health and social care professionals, such as

GPs, psychiatrists and social workers. As an adult, the young person with Autism must consent and agree to the referral being made on their behalf.

Assessments will be carried out by clinical psychologists with training in specialist assessments for Autism Spectrum Conditions.

Please note that this service is limited to assessment and diagnosis only.

To discuss a potential referral, please call 020 8614 5420



### **What happens while waiting for an assessment?**

Your child still has rights to support without a diagnosis and whilst waiting for an assessment. You can apply for benefits & support for your child whether or not they have an autism diagnosis.

Your child may be entitled to extra help at school and/or benefits.

For more information, please contact the SENCO at your school.

For benefits information, please contact Citizens Advice Bureau or the National Autistic Society's page on benefits entitlements <https://www.autism.org.uk/about/benefits-care/benefits/children.aspx>

Some of the services in this directory are also open to families of children who do not have an ASD diagnosis. You can search by whether or not a diagnosis is required to access a service in the Index on page 50.

### **What happens if my child receives a diagnosis?**

If, following the assessment process, your child is found to have a diagnosis of Autism, you will be informed by the professional completing the assessment. They might do this on the day of the assessment, by phone on a later date, or in a written report that they send to you in the post. You will be provided with information about your child's specific needs, alongside an information pack with additional general resources for children and young people with autism. The information in the pack provided may not be relevant to you at that given moment, but may be useful to refer back to later, and may include useful information about other services and resources you can access in Hounslow.

You may need some time to process the news of an autism diagnosis. This is completely normal. You may refer to any of these resources at any point on your child with autism's journey and development, until they are 25.

## Service Directory- Advice

During this time, you may look for some impartial advice from experienced people who know what support you are entitled to. These services are confidential and can support you over the phone, online or in person. For any further information, please see the Local Offer website.



### BILD

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	0-25	No	None

The British Institute of Learning Disabilities (BILD) is an organisation who help those supporting people with complex needs – including our members, universities, government departments, local authorities, NHS trusts, service providers and mainstream organisations - to champion rights, ensure excellent support and continually improve practice. We offer advice and support and various resources.

Useful resources: <http://www.bild.org.uk/resources/useful-resources/parenting-to-workforce/>

Website: <http://www.bild.org.uk/>

### Hounslow Citizens Advice Bureaux Service

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	All ages	No	None

[Hounslow Citizens Advice Bureaux Service](#) provides free advice to residents living within the London Borough of Hounslow on welfare benefits, debts and budgeting, housing matters, employment problems, consumer issues, family and relationship matters, immigration and many other topics.

You can get help from by phone, online or in person.

See the website for more information.

**Tel:** 0300 330 1185

Website: [www.hounslowcabs.org.uk](http://www.hounslowcabs.org.uk)

**You may be unaware that you may be entitled to Disability Living Allowance. If you want to check your eligibility, visit <https://www.turn2us.org.uk/> or <https://www.entitledto.co.uk/> which allow you to carry out some 'what if' comparisons that are very useful.**

### **Hounslow Early Help Hub**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	All ages	No	None

The Hounslow Early Help Offer is a collection of services which aim to provide effective support to families as soon as difficulties start, to prevent them from getting worse. These services cover a range of areas, from parenting to health to education to support for teenagers. Your school, nursery or GP will also be able to help.

Practitioners in these services will discuss with you what is working well in your family and where you need extra support. They will help you to move forward and to access additional services where these may be able to help.

**Tel:** 020 8583 6600

Email: [earlyhelp@hounslow.gov.uk](mailto:earlyhelp@hounslow.gov.uk)

Website: <https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=EXP3DOIRCMY>

### **Hounslow Local Offer**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	0-25	No	None

The Local Offer is where you'll find information to support children and young people (from 0 to 25 years) who have special education needs and disabilities.

- clear, comprehensive, information on how to access support
- specialist services that respond to the young person's needs by involving them, their parents, and professionals

Website: <https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/localoffer.page?localofferchannel=0>

**[Hounslow SEND information advice and support \(SENDIASS\)](#)**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	All ages	No	None

If you would like any advice about special educational needs and disability (SEND) issues, you can contact us to get impartial and confidential advice, covering educational matters, social care and health entitlements.

All information shared with us is treated as confidential and is only shared with others with your permission unless there is a safeguarding concern where we are legally obliged to act upon.

Get SEN advice and information about:

- schools, colleges and early years settings
- support getting statutory assessment and education health and care plans (EHCP)
- appeals and mediation
- annual reviews
- access and equality
- exclusions
- health services on the local offer
- social care assessments
- support groups and help with the local offer
- transport

Telephone: 020 8583 2607

Email: SENDIASS@hounslow.gov.uk

#### [National Autistic Society \(NAS\)](#)

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice and support	✓	✓	All ages	No	None

The National Autistic Society are the UK's largest provider of specialist autism services. Our trained staff and volunteers bring passion and expertise to the lives of 100,000 autistic people every year. In this section, you'll find services directed towards autistic people, parents and carers and professionals.

They have also collated some useful resources for autistic people, which can be found here: <https://www.autism.org.uk/about/adult-life/resources.aspx>

#### [Hounslow Carer Support](#)

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice and support	✓	✓	All ages	No	None

You can only access this service if you have social care input for Hounslow 0-25 Disability Team.

As a carer you may be looking after someone who's ill, disabled or has health/ substance abuse problems. You might be doing their laundry, feeding them, medicating, or helping in the bathroom, all unpaid. Before you can get support, you'll need a carer's assessment. Find out more about carer's assessment on the [Carers UK website](#).

**Support you can get as a carer**

- **Practical support** establishing your needs, training and learning opportunities
- **Carers forums** discover and share information with other carers in your area
- **Emergency cover** support if something happens to you or the person you care for

**Get a carer's assessment**

Millions of people don't know they're a carer. If you are, you could get practical and emotional support that could really take the weight of your shoulders.

Contact us for an assessment today

**Telephone** 020 8583 3100

[Email for an assessment here](#)

Alternatively, you can complete a Carer's Needs Assessment online using Autonomy. [Find out more about Autonomy](#).

**IPSEA**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	0-25	No	None

The Independent Provider of Special Education Advice (known as IPSEA) operate in England. IPSEA offers free and independent legally based information, advice and support to help get the right education for children and young people with all kinds of special educational needs and disabilities (SEND). They also provide training on the SEND legal framework to parents and carers, professionals and other organisations.

Website: <https://www.ipsea.org.uk/>

Book an appointment to speak to an advisor: <https://www.ipsea.org.uk/contact-ipsea>

**Special Needs Jungle**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	0-25	No	None

Special Needs Jungle is a website by the not for profit organisation of the same name, run by parents with children with SEN. It is a well-informed, well established source of reliable information on how to navigate the complicated system for families who are unsure where to turn. They aim to highlight resources and inspire and empower families to do this successfully by providing resources, tips, facts and examples. Everyone who writes for SNJ are parents of, or work with, children with special needs and/or disabilities.

SNJ is a member of the Disabled Children's Partnership, Genetic Alliance UK and the Council for Disabled Children. SNJ is also a member of the National Council for Voluntary Organisations.

Website: <https://www.specialneedsjungle.com/>

Contact: <https://www.specialneedsjungle.com/contact/>

**Special Needs Today: by parents, for parents**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Advice	✓	✓	All ages	No	None

Special Needs Today: by parents, for parents was launched in December 2018 by the parent of a 14 year old child who has special needs and disability.

The aim of the site is to become a one-stop shop of information on health and lifestyle issues which will help parents of children who have special needs on their lifelong journey.

Name: Nigel Armitage

Telephone: 07908912485

Email: [nigel@specialneedstoday.co.uk](mailto:nigel@specialneedstoday.co.uk)

Website: <http://www.specialneedstoday.co.uk>

## Service Directory- Childcare & Playgroups

The following is a list of pre-schools, playgroups and childcare options for children aged 0-5 years who can be catered for with or without a diagnosis of ASD. They have all had experience working with children with ASD. No referral is required to access these services, but each service will have a cost associated. For more information, please see their linked pages on Hounslow's Local Offer website or go to their websites directly.



### Nurseries & childcare groups

All nurseries, childminders & childcare groups cannot refuse to have your child because they have a diagnosis or because they are waiting for an assessment. They are likely to have experience of supporting children with social and communication needs and those who may be on the autism diagnostic pathway. Every nursery will have a SENCO with whom you can discuss your child's needs.

There is support that schools, nurseries & playgroups can access to help them support your child no matter what their needs are. This is provided by [Hounslow's Early Years SEN Team](#).

### Hounslow Children's Centres

Hounslow Children's Centres are based around the borough. They are designed for children aged 0-5, and whilst not autism-specific, are all SEND friendly.

- Brentford Children's Centre
- Chiswick Children's Centre
- South Isleworth Children's Centre
- Beavers Children's Centre
- Cranford Children's Centre
- Midsummer Park Children's Centre
- Crane Park Children's Centre
- Bedfont Children's Centre

If your child has a specific need and you would like to discuss before coming along, please call the relevant centre and ask for the Children's Centre Group Manager.

**East Area Group Manager:** Sandra Jones, [sandra.jones1@hounslow.gov.uk](mailto:sandra.jones1@hounslow.gov.uk) - 020 8583 5603

**West Area Group Manager:** Imani Nassor, [imani.nassor@hounslow.gov.uk](mailto:imani.nassor@hounslow.gov.uk) 020 8583 3922

**Central Area Group Manager:** Gary Conisbee, [gary.conisbee@hounslow.gov.uk](mailto:gary.conisbee@hounslow.gov.uk) 020 8583 5720

## Service Directory- Community Groups

Hounslow has a number of options available in the community for activities for those with ASD from 0-25 years old. Groups in the community are often provided by charities and community organisations, with some being provided by the local authority.

The options detailed below have a broad range of activities, suitable for different ages, that will hopefully provide you and your child with support both before and after a diagnosis.



### Asperger United

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Group		✓	16+	No	None

The Spectrum a magazine that is written for and by autistic people. It's 25 years old this year.

It is available in an online and paper version and older editions are also available.

Contributions are always welcome and there is an online community and a pen pal section.

**Website:** <https://www.autism.org.uk/about/adult-life/resources/the-spectrum.aspx>

### Autism Hounslow

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Group		✓	Adult	No	None

Autism Hounslow is a Community Group that works to improve life for autistic people - their families, friends and carers in Hounslow. We are run for and by autistic people and their families and friends.

1. Independent
2. Enabling
3. Person Focussed

Drop-In Group meets Mondays 10am to noon @ Hounslow Youth Club, Kingsley Road, Hounslow, TW3 1NX - 07401 715229

Drop-In Evening Group meets Wednesdays @ Watermans Arts Centre, Brentford, TW8 ODS - 07401 715229

Feel free to get in touch to chat or to arrange an individual meeting.

Tel: 07401715229

Email: [roseconnolly@adulthoodhounslow.org](mailto:roseconnolly@adulthoodhounslow.org)

Website: [www.adulthoodhounslow.org](http://www.adulthoodhounslow.org)

### Ealing Mencap

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities and Support		✓	All ages	Yes	Yes

We are a charity based in North West London offering person-centred support, advice, and opportunities for people with learning disabilities and other disabilities, their families and carers. For Hounslow residents, there are some options available for travel training.

Improving people's quality of life, campaigning, enabling participation, and giving people a voice is at the heart of all that we do. We campaign for people's rights, create opportunities, showcase our customers' talents and skills, and break down barriers to overcome isolation and change lives.

Website: <http://www.ealingmencap.org.uk/>

Contact: <http://www.ealingmencap.org.uk/contact-us>

### Green Corridor

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Group		✓	All ages	Yes	No

At Green Corridor we put our Young People at the heart of everything we do; they can Dig, Plant and Grow in our plots and polytunnel or Pick, Cook and Serve in our Training Kitchen. All on a safe and welcoming site, with qualified tutors who have a passion for their craft and most importantly teaching young people. All our learners have Individualised Learning Plans to guide them on their journey into employment, with fortnightly 1:1 session with the youth manager to support them with any concerns regarding their personal development, behaviour or welfare outside of Green Corridor. Our small group sizes, of mixed abilities, promotes a conclusive environment of respect and trust, often encouraging social skills to blossom. Brand new to September 2018 we have our very own Functional Skills tutor onsite, giving young people the opportunity to complete a Maths and/or English qualification using the Green Corridor to practice their skills in real world situations.

Website: <https://www.greencorridor.org.uk/>

Call us: 01753 687236

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

**Address:**

Green Corridor  
Main Rd Nurseries  
Stanwell Moor Rd  
Nr Heathrow  
London  
TW19 6BS

**Hillingdon Autistic Care and Support (HACS)**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support group		✓	All ages	No	Yes

With over 20 years' experience, we are the leading Charity in Hillingdon providing autism support to autistic people, families and professionals. We help autistic people, whether they are 5 or 85, to discover their hidden skills and talents, be an active member of their community and give life a purpose. For a small cost per year, it is possible to join as an associate member if you are a Hounslow resident, but you are not able to access all services on offer.

Website:

Contact: [enquiries@hacs.org.uk](mailto:enquiries@hacs.org.uk)

Tel: 020 8606 6780

**Home- Start Hounslow**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support	✓	✓	0-5 years	No	None

Home-Start helps families with young children deal with whatever life throws at them. We support parents as they learn to cope, improve their confidence and build better lives for their children. The benefits of our support include improved health and well being and better family relationships.

**You could benefit from Home-Start's help if:**

- You are feeling lonely or isolated in your community, have no family nearby and are struggling to make friends.
- You are finding it hard to cope if your child is ill or because you are ill.
- You have been hit hard by the death of a loved one.
- You are struggling with the emotional and physical demands of having a baby, young children, twins or triplets. under the age of 5 years

Email: [info@homestart-rkh.org.uk](mailto:info@homestart-rkh.org.uk)

Tel: 020 8577 9552

[isleworthexplorers@hotmail.co.uk](mailto:isleworthexplorers@hotmail.co.uk)

020 8560 4552

Website: [www.homestart-rkh.org.uk](http://www.homestart-rkh.org.uk)

### **Hounslow Youth Counselling Service**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Counselling	✓	✓	11-19	No	None

Counselling is there to help you to work out how you want to be in the world. Sometimes we get stuck in relationships or there is confusion in life. Sometimes family and friends don't quite understand or we cannot talk to those people who are close to us. A counsellor can help you to see things from a different viewpoint so that you can move forward in the direction that is useful for you.

No matter how big or small the problem is we will talk with you. You might think about contacting us and then think 'oh no, they won't want to talk to me' or 'there are people with bigger problems or more needy' - we do want to speak with you and whatever you bring will be important.

Telephone: 0208 568 1818

Text: 07784 481 308

Email: [ask@hycscounselling.co.uk](mailto:ask@hycscounselling.co.uk)

Website: [www.hycscounselling.co.uk](http://www.hycscounselling.co.uk)

### **Isleworth Explorers**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required ?	Cost?
Community activities		✓	0-19 years	No	£3 per session

Isleworth Explorers Disability Club caters for ages 4-19, with . They meet on Saturdays 10am-1pm, with a charge of £3. They offer a range of activities including art, cooking, and team sports. There are also after school clubs and play schemes during the school holidays available.

Address: Isleworth Explorers Club, Twickenham Road, Isleworth, TW7 7EU

Tel: 020 8560 4552

Email: [isleworthexplorers@hotmail.co.uk](mailto:isleworthexplorers@hotmail.co.uk)

### One O'Clock Club

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required ?	Cost?
Community activities	✓	✓	0-5 years	No	£2.20 per adult if Hounslow Resident

Children under 5, parents and carers can enjoy:

- soft play area
- sensory room
- arts and crafts programme
- outdoor play including swings, trampoline, tree house, sand and water play, bikes and scooters.

**Telephone** 020 8568 3650/ 020 8583 2920

**Email:** [sharon.smith2@hounslow.gov.uk](mailto:sharon.smith2@hounslow.gov.uk)

**Address:**

Redlees Play Centre,

Address: Worton Rd, Isleworth TW7 6DW

Phone: 020 8568 3650

### Our Barn Gardening

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities	✓	✓	16-25	No	None

Working in our own garden in the grounds of Osterley Park, our group learns horticulture from experienced gardeners. Our main focus is to work on the skills needed for work and a more independent adult life. We have our own base for bad weather and are happy to work with schools and colleges.

We have an ethos that everyone can make a contribution to their local community and work on garden outreach projects improving spaces that benefit the public or specifically elderly or disabled people. We also enjoy upcycling and making 'something from nothing'.

We run most Mondays and Fridays, all year round from 10am to 3pm at Jubilee Lodge, Osterley Park & House, Jersey Road, Isleworth, TW7 4RB.

We are usually running sessions so request that the initial contact is by email.

Email: [cathy@ourbarn.org.uk](mailto:cathy@ourbarn.org.uk)

Website: <https://www.ourbarn.org.uk>

Website: [www.ourbarn.org.uk](http://www.ourbarn.org.uk)

### **Our Barn Multi-sports**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities	✓	✓	16-25	Yes	None

At Our Barn we run community-based activities providing learning, life skills and social interaction for young people aged between 16 to 25 with learning disabilities or autism.

We run activities that are fun and focus on our members' interests to help them develop and grow as individuals and in a group.

We meet on Tuesday evenings in the cages behind Isleworth Leisure Centre. We try out a wide range of sports which we adapt to suit individual needs. We aim to prevent the decline in physical activity that usually occurs at this age and our approach is fun and doing your best rather than being extremely competitive.

Email: [kelly@ourbarn.org.uk](mailto:kelly@ourbarn.org.uk)

Website: [www.ourbarn.org.uk](http://www.ourbarn.org.uk)

### **Our Barn Our Futures Programme**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities	✓	✓	16-25	Yes	None

The programme is a NEET (Not in Education Employment or Training) 15-week personal development course for young people aged around 20-35 who have a learning disability or autism. Teams usually consist of about 6 members and we usually require that they have finished formal education.

It is a programme designed to give young people experiences that they can use to reflect upon and improve their employability skills, gaining social and practical skills in the process.

We put a large emphasis on leading a healthy lifestyle through, exercise and positive food choices.

It helps to build self-esteem, confidence and motivation by working as a team and with their local community. It's all about getting young people out and about, facing challenges, learning new skills and realising their potential.

The Programme is 100% free to anyone unemployed and not in education or training who meets our basic entry requirement of having a learning disability, autism or have experienced mental health difficulties. There is no need for an EHCP or referral.

Email: [david@ourbarn.org.uk](mailto:david@ourbarn.org.uk)

Website: <http://www.ourbarn.org.uk>

### **Our Barn Youth Club (in the community)**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities	✓	✓	16-25	Yes	None

The youth club at Redlees is our original award-winning flagship project and the Our Barn name comes from using the log cabin at Redlees Play Centre. Young people may attend with their own support worker, but we do have a high staff ratio with a choice of activity. We aim to be accessible to all, whatever the support needs.

The youth club is often young people's introduction to Our Barn and we work on independence and making choices that will support a healthy and productive adult life. We experience high demand for this service and there is currently a waiting list.

Email: [Kelly@ourbarn.org.uk](mailto:Kelly@ourbarn.org.uk)

Website: <https://www.ourbarn.org.uk/>

### **Portage Home Visiting**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Home visiting	✓	✓	0-5	Yes	None

Hounslow Portage Service is a home visiting service for children who do not have a specific diagnosis, but have moderate to severe delays in two or more areas of development and are likely to have significant learning difficulties.

A child can be referred from the age of six months and we will work with the family until the child enters a nursery or pre-school setting.

We also offer the social communication matters parent course for families with young children up to nursery age who have been identified by a Paediatrician as having social communication difficulties.

### Referrals

If you would like to refer a child who lives in Hounslow for the Portage service or the social communication matters course (SCM) you must have permission of the parents/carers. Parents can refer themselves.

### Contact:

T: 0208 583 6270

E: portage@hounslow.gov.uk

For further information:

<https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=iT411SAzK7Y&localofferchannel=0>

### RUILS - Family Matters

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support	✓	✓	0-25	No	None

We provide Family Matters, our parents support service, in Richmond and Hounslow. Our Parent Support Workers provide practical support, advice and information to families with children with disabilities and/or additional needs who are feeling under pressure or who are experiencing difficulties.

We will:

- Listen to your worries and experiences in a non-judgemental way
- Work with you to identify what is working and what is not working
- Support you to focus on areas of family life that you find challenging and will work with you to identify steps to address some of these difficulties
- Provide you with information on activities and services and will support you to access them.

To find out more about our Hounslow service contact Alka Tripathi on 07376 354 638 [alkatripathi@ruils.co.uk](mailto:alkatripathi@ruils.co.uk).

### Sharing their world @ Alf King Children's Centre

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activity		✓	0-5 years	No	None

**Sharing their World' is a relaxed, friendly and supportive group; specifically tailored**

Sharing their World' is a relaxed, friendly and supportive group; specifically tailored for children and parents/carers that have additional needs.

This group is run by a Children's Centre Practitioner, who is very experienced and knowledgeable working with individuals that have additional needs. Every session is planned to meet each families individual needs, however most sessions will include Sensory activities, Desensitization techniques, Bucket time and an opportunity to meet other families in the area. Please give us a call if you would like to discuss your family's needs or require any further support. Groups are held in Alf King Children's Centre, Brentford Children's Centre & Lampton Children's Centre.

Tel: 020 8583 5760

**TAG - club for young people with disabilities 15-25**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities		✓	15-25	No	£5 per session

We are a youth club for disabled young people, who seek to provide a safe, stimulating and engaging environment for anyone with a disability to meet up with their friends, take part in fun activities and learn social and life skills.

Juniors for 8 to 15yrs (alternate Fridays, 5.30-7pm) and Youth 15 to 25 year olds (every Friday, 7.30-9.30pm).

Both Clubs run from Ham Youth Centre.

Each week we have a theme and the evenings activities are based around that theme.

We have loads of activities including zorbing, simulators, laser gaming, soundbeam, magic carpet etc. We also have iPads and a radio station.

We have a very active Twitter account and have a Facebook page for each Club TAG Youth Club and TAG Junior Club. We also have a website [www.tagyouthclub.org](http://www.tagyouthclub.org)

TAG is a registered charity, independent of the council, we fundraise to enable our weekly activities. Each session costs £5

We work hard to be as inclusive as possible and as such TAG is a parent free zone - we want our members to experience their youth club as their peers do. Our Youth Workers are experienced and well trained and you can be confident in the support and care that we offer.

At present however our staff ratio does not allow for us to provide 1:1 support. If additional support is needed then this must be organised by the young person, parent or carer and provided by a third party.

**Telephone:** 07557397934

**Email:** [info@tagyouthclub.org](mailto:info@tagyouthclub.org)

### **TAG - Junior club for Children with disabilities 8-15**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities		✓	8-15	No	£5 per session

We are a youth club for disabled young people, who seek to provide a safe, stimulating and engaging environment for anyone with a disability to meet up with their friends, take part in fun activities and learn social and life skills.

Juniors for 8 to 15yrs (alternate Fridays, 5.30-7pm) and Youth 15 to 25-year olds (every Friday, 7.30-9.30pm).

Both Clubs run from Ham Youth Centre.

Each week we have a theme and the evenings activities are based around that theme.

We have loads of activities including zorbing, simulators, laser gaming, soundbeam, magic carpet etc. We also have iPads and a radio station.

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At present however our staff ratio does not allow for us to provide 1:1 support. If additional support is needed then this must be organised by the young person, parent or carer and provided by a third party.

### **The Autism Project, CareTrade Charitable Trust**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities		✓	18-30	no	Per person fee

The Autism Project is a full time two year employment programme for young people on the autism spectrum who would like work but need more confidence, support, skills and experience.

#### **How the programme works**

We use a module based learning system ( in Employability and Functional Skills) so students start in September and can progress at a pace that best meets their individual needs.

All students follow our supported internship curriculum for their first term and typically students will spend three terms (their first year) following this.

### **Work experience placements**

They will learn within real work experience placements within either Guy's, St. Thomas' or The Whittington hospitals four days a week, supported by work-place mentors and specialist job coaches and must also attend class once a week.

There, they will learn valuable employability and independent living skills and work towards City & Guilds qualifications.

The objective is for young people to become work-ready and to gain reference from their workplace.

Students' progress to the year two curriculum once work-ready, typically in term four, where the focus is on greater independence in the workplace (with a wider range of employers).

### **Skills to find work or apprenticeships**

They are supported in developing their interview and communication skills and to actively seek and hopefully gain paid employment, a paid apprenticeship or further vocational training of choice. In year two students access weekly 1:1 job search sessions.

Staff use person-centred planning to help all students reach their individual goals as defined in their education health and care plans (EHCP).

Throughout the course there is a high level of 1:1 support. From September 2018 all our students now have access to our new counselling service.

In addition, The Autism Project supports young people to improve their independent living skills, become involved in their community and take steps to stay healthy through enrichment activities and social groups that run across all CareTrade services. This includes local travel training.

Name: Demelza Danaher

Telephone: 07805637599

Email: demelza.danaher@caretradeuk.org

Website: <http://www.care-trade.org>

### **True Access**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Community Activities		✓	16-25	Yes	None

True Access is a newly established non-profit organisation whose aim is to increase the life quality of young people and adults 18+ with mild to moderate learning disabilities and other health conditions living in Richmond, Hounslow, Kingston, Ealing and Hammersmith.

Whether your diagnosis is ADHD, Autism, Down Syndrome, Cerebral Palsy, Asperger Syndrome, Dyspepsia, SEN, hidden disabilities, mental health, wheelchair user or use of other mobility aids or have dual disability True Access are confident in catering to your needs.

Our company offers young adults exciting opportunities to take part in many activities such as, night clubbing events, workshops, social events, day trips and group holidays.

We believe that everyone should have the opportunity to take part and enjoy life whether they have a disability or not. Our services will allow those to fulfil some of their dreams and aspirations by taking part in exciting new activities that may have not been possible due to a number of hindering social factors. Ultimately, we want our clients to feel in control and have autonomy over their own lives, gaining independence, achieving outcomes and increasing well-being.

Telephone: 07946 897995

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

Website: [www.trueaccess.co.uk](http://www.trueaccess.co.uk)

**Skylarks**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support Group	✓	✓	0-25	No	None

Skylarks is an independent charity providing support and information for parents and carers of children with any additional needs and/or disabilities, as well as providing play and therapy sessions for the children and their siblings.

We offer support and a wide range of workshops, therapies and training. Most of our services are free to parents and are in the term time only. We are based in Twickenham but there are no geographical or borough limits on where our families live. Children do not need a statement or EHC Plan or even a formal diagnosis to access our services and families do not need to be referred by a professional.

Telephone: 07946646033

[info@skylarks.charity](mailto:info@skylarks.charity)

[www.skylarks.charity](http://www.skylarks.charity)

## Service Directory- Support Groups

Going through the process of receiving a diagnosis of ASD and living with a child with ASD can be a challenging time for any parent, carer and their families. Support Groups offer peer-to-peer support with other parents/ carers who are experiencing or have experienced similar things to you.



### ADHD Richmond

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support group		✓	All ages	No	None

ADHD Richmond has been offering support to families of children with ADHD in and around the Borough of Richmond since 1995.

We're a voluntary, independent, non-funded, parent/carer support group for the neuro-developmental condition Attention Deficit Hyperactivity Disorder & all its comorbidities. We're based in Richmond upon Thames, London, UK and support all families with ADHD concerns.

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

### CAMHS ASD Support Group

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support group		✓	All ages	No	None

The ASD Support Group Hounslow meets every 2nd Wednesday during term time and supports carers of children with a diagnosis of Autistic Spectrum Disorders.

Time: 10 am -12 noon

Venue: Hounslow CAMHS  
Heart of Hounslow Centre for Health  
92 Bath Road, Hounslow, TW3 3EL

Each session will aim to cover information on a specific topic as well as provide an opportunity for general discussion/sharing of experiences.

For details of events and upcoming meetings, find us on Facebook (ASD Support Group Hounslow).

Tel: 0208 630 3237

Email: [sally.billenness@blueyonder.co.uk](mailto:sally.billenness@blueyonder.co.uk)

Website: <https://www.careplace.org.uk/Services/13300>

### **Our Barn Carers Support Group**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support group	✓	✓	Carers of all ages	No	None

Our drop-in sessions are suitable for anyone who has an unpaid caring role or claims Carers Allowance. We aim to focus on the emotional needs of the carer and practical sessions on accessing local services.

Tel: 0300 777 2800

Email: [karen@ourbarn.org.uk](mailto:karen@ourbarn.org.uk)

Website: <https://www.ourbarn.org.uk/>

### **Parent Carers Forum**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Support group	✓	✓	Carers of all ages	No	None

Get together with other parents of young people (0 to 25 years) with special educational needs and disabilities (SEND).

The Hounslow parent carers' forum is a friendly group of parents who meet once a month to discuss SEND issues such as health, education and employment.

Care professionals will be there too, sharing advice and listening to what you have to say. The ideas and concerns you raise at these meetings can shape policy within Hounslow.

Email: [hounslowpcf@gmail.com](mailto:hounslowpcf@gmail.com)

Telephone: 020 3096 427

### **Skylarks**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
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Support Group	✓	✓	0-25	No	None
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Sylarks is an independent charity providing support and information for parents and carers of children with any additional needs and/or disabilities, as well as providing play and therapy sessions for the children and their siblings.

We offer support and a wide range of workshops, therapies and training. Most of our services are free to parents and are in the term time only. We are based in Twickenham but there are no geographical or borough limits on where our families live. Children do not need a statement or EHC Plan or even a formal diagnosis to access our services and families do not need to be referred by a professional.

Telephone: 07946646033

[info@skylarks.charity](mailto:info@skylarks.charity)

[www.skylarks.charity](http://www.skylarks.charity)

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## Service Directory- Training

There are a number of courses that parents/carers can take part in that may help you to help your child with social communication difficulties.



### 123 Magic

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Parental Support		✓	All ages	Yes	None

123 Magic is designed to empower and support parents to better manage their child's behaviour.

This programme is five weeks long, and is suitable for parents with children with additional needs (diagnosed or undiagnosed), the programme is also suitable for parents who have children that present with very challenging behaviour from ages 2-15 years old.

The programme takes place in a group setting with other parents. Parents who have completed previous programmes have found that they were able to build a support network for themselves with other parents in attendance which has been another benefit to them.

Parents can self-refer by contacting Nikkita directly. Professionals will need to fill in a CFAN form.

Telephone: 0208 583 5985

Email: [Nikkita.Beghi@hounslow.gov.uk](mailto:Nikkita.Beghi@hounslow.gov.uk)

Website:

[https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=aWB\\_BAvXqHg&familychannel=2425](https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=aWB_BAvXqHg&familychannel=2425)

### Cygnets

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Parental Support		✓	5-18	Yes	None

The Barnardo's Cygnet service is widely recognised for its award winning parenting support programme that is now available to parents of children on the autistic spectrum aged 5-18, and is delivered by Hounslow's Educational Psychology service.

Call the Educational Psychology Service on the number below for more information.  
Telephone: 020 8583 4188

**Early Bird/ Early Bird Plus**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Parental Support		✓	Early Bird (under 5) Early Bird Plus (5-9)	Yes	None

The Early Bird and Early Bird Plus programmes are facilitated yearly with Educational Psychologists (EPs), alongside professionals from health. In 2016, the Early Bird Plus programme (a course for parents/carers of and professionals working with children with a diagnosis of Autism) was delivered by an EP and a speech and language therapist. Parents who took part in the programme gave the following feedback:

“You must attend this course, there is only so much you can read about Autism in books and on the internet. This course helps you find coping mechanisms to help you and your child to live with Autism. You can learn valuable tips from the book, videos, professionals and other parents on the course. I feel stronger and confident that I can give my son the support he needs.”

“All parents who want to learn about the condition even if their child is not autistic, should be able to do the course, it’s very good.”

A teacher who attended the programme also commented:

“I thought the programme was excellent – very thorough.....I wish more teachers had the opportunity to attend and I wish more courses that I attend were as relevant and thought provoking as this one.”

Telephone: 020 8583 4188

## Service Directory- Health

The NHS & some private healthcare services can provide therapeutic services to help your child and your family.



### **Behaviour Intensive Community Support (BICS) Service**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Intensive Behaviour Support		✓	Adolescents	Yes	None

Hounslow's BICS service offers Positive Behaviour Support to young people with diagnoses of autism and/or a learning disability who display challenging behaviours. The service works closely with the child and their family by focusing on creating physical and social environments that are supportive and capable of meeting the individual's needs, and teaching people new skills to replace the behaviours which challenge.

Referrals for BICS support must come from CAMHS, a health professional, or from a social worker.

For more information, please contact the service commissioner [ellie.tobin@hounslow.gov.uk](mailto:ellie.tobin@hounslow.gov.uk)

### **Community Paediatric Service**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Paediatrics	✓	✓	0-18	Yes	None

If your child has special or complex health needs, community paediatricians are specialists in assessment and support.

#### **What paediatricians can support you with**

- Developmental/ educational conditions
- motor delay/ clumsiness/ coordination problems
- social communication issues like autism spectrum disorder
- global developmental delay
- neurodevelopmental concerns
- speech and language difficulties
- Down's syndrome, neurofibromatosis, tuberous sclerosis and developmental regression
- ex-NICU babies with neurodevelopmental concerns
- acquired brain injury / disabilities following trauma, infection or malignancy

### Behavioural conditions

- suspected attention deficit and hyperactivity disorder (ADHD)

### Medical conditions

- epilepsy in children with known neurodevelopmental problems

### How a child or young person can get support

If you feel a child needs to be assessed, a referral needs to be made by a professional.

This could be a health visitor, GP, medical professional, special educational needs coordinator (SENCO), school nurse or social worker, among others.

You can [download the referral criteria here](#) (PDF 63KB)

Telephone: 020 3771 6100

Website: <http://www.hrch.nhs.uk/>

### Education, Health and Care Plans (EHCPs)

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Education, Health and Care Plans		✓	All ages	Yes	None

An education health and care plan (EHC plan) is for young people up to 25 years old with complex needs who can't get the support they need in mainstream education.

[Mainstream schools can support most children with SEND.](#)

You'll only need an EHC assessment if the young person:

- has complex needs which can't be met by a mainstream school with support from the council
- their needs affect daily functioning

For more information, please see

[https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/advice.page?id=tGzyy\\_BA8so&localofferchannel=2341\\_2&c=008752](https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/advice.page?id=tGzyy_BA8so&localofferchannel=2341_2&c=008752)

### GPs

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
GP	✓	✓	All ages	No	None

As well as tending to your health needs, your GP is your first port of call if you have any concerns about your child's delays in development. Your GP will be able to refer you on to

any other services and may be able to provide advice about what services to turn to for support. They may also help with any medical needs that your child may have.

Your local GP will need to be in Hounslow to be able to refer to most of our local services. If your GP is out of borough, you will need to speak to them about the possibility of referring to Hounslow's services.

**Hounslow Adult Autism Assessment and Diagnostic Service (HAAADS)**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Assessments	✓		18+	Yes	None

The Hounslow Adult Autism Assessment and Diagnostic Service provides specialist diagnostic assessments for adults residing in Hounslow or who have a Hounslow CCG GP who may benefit from the clarification of a possible diagnosis of Autism Spectrum Condition (ASC).

Assessments will be carried out by clinical psychologists with training in specialist assessments for ASCs.

The service also provides training on autism awareness and working with autism. This training will be offered not only to health and care professionals, but also to other workers from an array of services in Hounslow who may interface with adults with ASCs.

Tel: 020 8614 5420

Email: hrch.autismhounslow@nhs.net

**Hounslow Adult Learning Disability Health Team**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Adult LD Health Team		✓	18+	Yes	None

We are a team of specialist health professionals who support people with learning disabilities who are registered with a Hounslow GP and who live locally. We also provide support for their families and carers.

We work with people who have a significant impairment of social functioning that is present before the age of 18, linked to an IQ of 69 and below, who may have difficulty managing their health needs independently.

The Hounslow Adult Learning Disability Health Team includes the following clinical professionals:

- Community learning disability nursing
- Dietician
- Physiotherapy (for people with profound and severe learning disabilities)
- Psychiatry

- Psychology
- Positive behaviour support practitioners
- Speech and language therapy

We undertake specialist health assessments and therapeutic interventions. We also provide advice and support to enable people with learning disabilities, who often have complex and continuing health needs, to maintain and improve their health wherever possible.

The service operates a ‘facilitative model of care and support’ which is delivered through ‘episodes of care and intervention’ which aims to support individuals, families and paid carers to maximize an individual’s potential.

Following assessment, we deliver our work under the following principle care pathways:

- Transition into adult services
- Physical health and wellbeing
- Mental and psychological health and wellbeing
- Dementia health and wellbeing

The Adult Learning Disability Health Team operates between 9am and 5pm Monday to Friday (excluding bank holidays). Please note we do not offer a rapid/crisis response service within this team. All crisis and very urgent responses should be directed to GPs, NHS 111 and accident emergency departments for further advice and support.

Tel: 020 8614 5410

Email: [hrch.haldht@nhs.net](mailto:hrch.haldht@nhs.net)

### Health Visiting

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Health Visiting	✓	✓	0-5	No	None

Health Visitor is a qualified and registered nurse or midwife who works primarily with pre-school children and families. The role of the Health Visitor is about the promotion of health and the prevention of illness in all age groups. The health visitor leads a skill mix team of community staff nurses and community nursery nurses

The health visiting team are be able to support and advise on areas such as breast feeding and weaning, emotional wellbeing, attachment, safety, immunisation, physical and emotional development and other aspects of health and childcare. They are also able to provide support with behaviour management, toilet training, sleep and school readiness.

Health visitors can advise on all aspects of family health and social issues that may impact on families. Health visitors work in partnership with GPs and other members of the primary healthcare team, and other health professionals such as therapists, community paediatricians, and child and adolescent mental health services.

Health visitors work in collaboration with other agencies such as local authority children’s services and early years children’s services.

The health visiting service also has close contact with, and may refer families to, support groups in the voluntary sector such as Home Start. The team are able to signpost clients to services in the local community.

Contact:

The Health Visiting Team can be contacted via a centralised Administration Hub on **020 8973 3490** / email: [hrch.hvadminhub@nhs.net](mailto:hrch.hvadminhub@nhs.net)

### **Hounslow Adult Mental Health Services**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Mental Health Support		✓	18+	Yes	None

Assessment and treatment for adults who have emotional, behavioural or mental health difficulties.

Areas of support

- violent or angry behaviour
- depression
- eating difficulties
- low self-esteem
- anxiety
- obsessions or compulsions
- sleep problems
- self-harming and the effects of abuse or traumatic events

You will need a referral from your GP.

### **Hounslow CAMHS**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Mental Health Support		✓	0-18	Yes	None

Assessment and treatment for children and young people have emotional, behavioural or mental health difficulties.

Your child might be referred to CAMHS if they are over the age of 5 and require an autism assessment. CAMHS will help by assessing and helping to treat any additional mental health needs that a child or young person aged 5-19 years old in Hounslow may have.

These may include, but are not limited to :

- violent or angry behaviour
- depression
- eating difficulties

- low self-esteem
- anxiety
- obsessions or compulsions
- sleep problems
- self-harming and the effects of abuse or traumatic events

Referrals should be made by a professional in writing using the CAMHS referral form. Please find the link here:

[https://www.hounslow.gov.uk/downloads/file/876/camhs\\_referral\\_form](https://www.hounslow.gov.uk/downloads/file/876/camhs_referral_form)

Telephone: 020 8483 2050

Email: [hounslow.camhs@nhs.net](mailto:hounslow.camhs@nhs.net)

Website: <http://www.westlondoncamhs.nhs.uk/>

### Occupational Therapy

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Occupational Therapy		✓	0-19	Yes	None

If physical, sensory or cognitive disability is preventing your child from doing the activities they want, occupational therapy could give them the support they need to maximise their independence.

Occupational therapy helps your child function and play better, as well as be able to go to school.

#### When you should request an assessment

Occupation therapy is available for children aged 0 to 19 who have signs of:

- developmental difficulties
- sensory processing
- physical or neurological disabilities

#### Support you can get

Following an assessment you could get support with:

- therapy
- group sessions
- equipment and adaptations
- autism
- cerebral palsy
- hemiplegia
- motor skills and handwriting

Support is available in clinics, at home and in schools and nurseries.

A child needs to be referred by their GP, a health professional or school.

Telephone: 020 8973 3480

### Speech and Language Therapy

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Speech and Language Therapy		✓	0-19	Yes	None

Support for children and young people aged 0 to 19 years who experience difficulties with:

- speech
- language
- communication
- swallowing

#### Services available

The young person can get the following services so they can develop their independence as much as possible:

- assessment, diagnosis, therapy and management of disorders
- training and advice for parents, carers and professionals
- access to professionals and voluntary organisations

Tel: 0208 973 3480

## Service Directory- Schools & Education

There are a number of schools in the borough who are equipped to work with children with complex needs. This ranges from mainstream schools with additional facilities to special schools. Your child's needs may not be met in all education settings, so please see each page on the local offer website or the schools' individual websites for full details of what they offer.



### **Prior to assessment**

#### **Pre-school & Nursery**

All nurseries and childminders should have experience of supporting children with an autism diagnosis or who are waiting for an autism assessment. They can access support from the Early Years SEN team who can provide advice, training and access to funding if needed to support the child. They cannot refuse to admit a child because of their diagnosis or needs. If you cannot find suitable childcare, phone the Family Information Service on 0208 583 3470 or email [fis@hounslow.gov.uk](mailto:fis@hounslow.gov.uk)

Support can be provided by Hounslow's Early Years SEN Team to private, voluntary and independent education settings in the borough (support for both pre and post diagnosis). This support can take the form of:

- Recommendations and advice on strategies and interventions
- Support with target and outcome planning
- Modelling / demonstration of range of interventions e.g. PECS, Intensive interaction
- Make / provide resources e.g. visual supports, social stories
- Facilitate smooth transitions to next placement

#### **School**

If your child is struggling in school then the first thing to do is to speak to your child's teacher and/or SENCO in the school. They may recommend that you contact Hounslow's SEN Team ([sen@hounslow.gov.uk](mailto:sen@hounslow.gov.uk)) for any further advice and additional provision that may be required for your child in school. This can be done whilst a child is waiting for an assessment.

#### **Schools for social communication difficulties**

The borough has some specialised primary schools equipped to help support children with social communication difficulties who do not have a diagnosis of autism.

- [Feltham Hill](#)
- [The Worples Pool](#)

### **Post diagnosis**

The majority of children in Hounslow with Autism are educated in mainstream schools. All schools in Hounslow have experience of supporting children with an autism diagnosis and can access specialists to help them if they need it.

- SEN Support at London Borough of Hounslow
- Education Health and Care Plans (EHCPs)

If a child's needs are more complex then there are a number of specialist centres which are attached to mainstream Primary and Secondary schools which provide support at differing levels.

The centres will only be for children who have them in their EHCP.

These can be found on the Local Offer.

If a child's needs are very complex there are specialist schools within Hounslow and in neighbouring boroughs that may be suitable.

These can be found on the [Hounslow Local Offer](#).

### What happens after school?

Post-college there are a number of different services which may help young people with disabilities get further education or into supported employment. To name but a few:

- [Hounslow Project Search](#)
- [Green Corridor](#)
- [Capel Manor](#)

In addition, there is Hounslow's Employment Opportunities Service:

### [Employment Opportunities Service](#)

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Employment Support	✓	✓	0-18	No	None

The Employment Opportunities Service aims to support people with a disability to find and retain paid employment. If you are looking for paid work or want to take steps towards paid work, then the Employment Opportunities Service may be able to help.

### Who is eligible?

To be eligible to use the service you have to be of working age, living or working in the London Borough of Hounslow and be covered by the [Equality Act 2010 definition of disability](#).

### How we can help

Here are some examples of the support that we can provide:

- Vocational profiling to help you to identify the type of work that matches your abilities and interests
- Advice on how to search for jobs effectively
- Advice on producing an effective CV, supporting statements and covering letters
- Advice on voluntary work, apprenticeships, work placements and other means to take steps towards paid employment
- Advice on what practical support will be available to you once you start work including information on Access to Work
- Help to negotiate adjustments with a prospective employer
- Information on the Equality Act and your rights
- Information on benefits in relation to employment

- Signposting to organisations that can provide additional help

We also help you to stay in work by offering:

- Support to both you and your employer to identify and put in place adjustments to overcome disability-related barriers to success at work
- Advice on Access to Work and funding of extra costs.
- Help to negotiate with your employer
- Representation at meetings
- Help to resolve disputes
- Arrangement of job coaching and other training
- Information on the Equality Act and your rights at work

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### Hounslow Educational Psychologists

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Educational Psychology		✓	0-25	Yes	None

Educational Psychologists (EPs) are trained to apply psychological theory, research and techniques to support children, young people, their families, schools and other services. All EPs are registered with the Health and Care Professions Council (HCPC). Schools in Hounslow have a linked Educational Psychologist who provides a set number of visits each term.

#### **Who do we help?**

EPs in Hounslow work with early years settings, schools, colleges and families for the benefit of children and young people who present with significant special educational needs, between the ages of 0-25.

#### **What we do**

- EPs in Hounslow visit nurseries, schools, colleges and specialist settings regularly. We meet with teachers, parents/carers and often children and young people themselves, to gain an understanding of the child or young person's strengths and the barriers to their learning/education, including their emotional well-being
- We often liaise and/or work in partnership with other agencies and professionals who are supporting a child or young person
- We work together with those who know the child or young person well on learning programmes and/or strategies to meet individual needs
- Sometimes we will undertake individual assessment of a child/young person to gain a clearer picture of the current situation
- We can also advise parents about managing difficulties at home that may be affecting the child in their school or setting
- We have a formal role in contributing to the statutory assessment of children and young people with severe and complex needs for their **Education Health and Care Plan**.

#### **How do Educational Psychologists become involved?**

- We are asked to become involved with children and young people by their school and sometimes by other professionals and agencies (e.g. Speech and Language Therapists, Paediatricians)
- Parental consent is always sought before we become involved

- Parents/carers can contact the allocated Educational Psychologist through the Special Educational Needs and Disabilities Co-ordinator (SENDCo) at the school/setting who, in collaboration with the EP, prioritises the children to be seen.

Tel: 020 8583 4188

### **Mental Health Support Teams & Wellbeing Practitioners**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Guided Self Help	✓	✓	4-18	Yes	None

Hounslow have a new service available in schools across the borough called Mental Health Support Teams. Wellbeing Practitioners based in hubs either in the East or West of the borough are available to assist with low level mental health problems, such as challenging behaviour, anxiety or depression.

Wellbeing Practitioners are based in schools and deliver their sessions in the school setting.

If you are interested in accessing the support of a Wellbeing Practitioner, please contact your school's Senior Lead for Mental Health.

If you have any further questions, please call the Service Commissioner at [ellie.tobin@hounslow.gov.uk](mailto:ellie.tobin@hounslow.gov.uk)

### **School Nursing**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
School Nursing	✓	✓	0-18	No	None

The Hounslow School nursing service has a public health role and responsibilities for individual children, their families, the school and wider communities.

The team consists of qualified school nurses (specialist community public health nurses), community staff nurses and school nurse assistants.

The school nurse is a key health worker in schools and works with the school age population aged 5-19 years and is in the unique position to identify early problems, which may affect the health or development of children and young people.

Each school in Hounslow has a named school nurse with whom children, young people, parents and education staff can discuss any concerns.

School nurses offer 4 levels of service to children and young people attending maintained schools, academies and free schools in Hounslow, as outlined in the Healthy Child Programme 5-19, which includes:

- Community (Your neighbourhood)
- Universal Service (Offered to every child and young person)
- Universal Plus (Further support for children, young people and their families)
- Universal Partnership Plus (Children, young people and families who need additional support)

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## Service Directory- Social Care

If you have a child with Autism with complex needs, such as a learning disability, physical disability or other complex needs such as a severe and potentially life threatening health condition, severe hearing or sight impairment, then you may be eligible for social care support.



### **If you feel you are not coping or you are worried about a child**

Telephone: 020 8583 6600 option 2

Email: [earlyhelp@hounslow.gov.uk](mailto:earlyhelp@hounslow.gov.uk) or [childrensocialcare@hounslow.gov.uk](mailto:childrensocialcare@hounslow.gov.uk)

Out of hours: After 5pm weekdays or weekends

Telephone 020 8583 2222 and ask to speak to the duty social worker

### **Hounslow 0-25 Disability Team**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Social Care	✓	✓	0-25s	Assessment Required	None

The London Borough of Hounslow 0-25 Disability Team work with children from birth until their 25<sup>th</sup> birthday.

What support may be available?

- Help with the assessment process
- Care and support planning
- Domiciliary care (help with care in the home)
- Personal Assistant support
- Direct payments
- Respite care and short breaks
- Social activities
- Help finding suitable accommodation
- Work and training advice

#### **0 – 17 years of age**

To access services and support from the 0-25 Disability Team, you must complete an assessment which will identify any needs that you have that our social work team can meet. For children under the age of 18, assessment is known as a Child and Family Assessment.

A Child and Family Assessment may be accessed via the [Early Help Team](#) by calling 020 8583 6600 (option 1) or by [email](#).

#### **18 to 25 years of age**

For young people between the ages of 18 and 25, assessment is carried out by Hounslow Adult Social Care and can be accessed by:

- Telephoning the First Contact Team on 020 8583 3100 or
- Emailing [adultsocialcare@hounslow.gov.uk](mailto:adultsocialcare@hounslow.gov.uk) or
- Completing a Needs Assessment via the Autonomy Online Assessment Portal ([find out more about Autonomy here](#)).

Contact us

For general enquiries prior to assessment (all ages), please call 020 8583 3177 (between 9am and 5pm, Monday to Friday)

### Hounslow Early Help

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Social Care	✓		0-18	No	None

The Hounslow Early Help Offer is a collection of services which aim to provide effective support to families as soon as difficulties start, to prevent them from getting worse. These services cover a range of areas, from parenting to health to education to support for teenagers. Your school, nursery or GP will also be able to help.

Practitioners in these services will discuss with you what is working well in your family and where you need extra support. They will help you to move forward and to access additional services where these may be able to help.

#### Safeguarding children and young people

Safeguarding children is everybody's responsibility. If you think that a child or young person is at risk from abuse or neglect, contact us:

If the child/ren are open to Children's Services and have an allocated Social Worker, call 020 8583 6600 (option 2 followed by option 1)

If you are worried about a child and want to report your concerns, call 020 8583 6600 (option 2 followed by option 3)

Email: [childrensocialcare@hounslow.gov.uk](mailto:childrensocialcare@hounslow.gov.uk)

Out of hours (after 5pm weekdays or weekends) call 020 8583 2222 and ask to speak to the duty social worker

If you feel urgent action is needed contact the police on 999.

If you are uncertain, you might find it helpful to discuss your worries with someone you know who works with children and families. This could be a teacher, school nurse, health visitor or social worker.

It is important to act fast if you suspect abuse as some signs of abuse can disappear quickly. You do not have to give your name and your conversation will be treated confidentially.

Telephone: 020 8583 6600 option 2

Email: [earlyhelp@hounslow.gov.uk](mailto:earlyhelp@hounslow.gov.uk)

### Reflections

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Activities & Play		✓	5-18 years	yes	None

Reflections run fun activities, clubs and drop-ins that support children and young people with special needs.

- holiday play sessions
- afterschool care on Tuesdays, Wednesdays and Thursdays
- Saturday club
- Sunday drop-ins

Open to all, but for some activities, children will have to be referred by social work professionals.

Telephone; 020 8893 2429

Email: [sharon.smith2@hounslow.gov.uk](mailto:sharon.smith2@hounslow.gov.uk)

### Short Breaks

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Short breaks		✓	1-5 years	yes	None

All children and young people with a disability can access a short break. This includes those with a physical disability, a learning disability, those with ADHD or ASD, or those with challenging behaviour. Short breaks cater for all levels of disability from those with mild learning or physical disability to those with more complex or challenging disability.

Tel: 0208 583 3636

Email: [shortbreaks@hounslow.gov.uk](mailto:shortbreaks@hounslow.gov.uk)

### Tiny Tots

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Short breaks		✓	1-5 years	yes	None

Tiny Tots is run by the London Borough of Hounslow Play Team as a play session for disabled children to attend on their own.

At Tiny Tots we are very often the first point of separation between parents and carers of children under 5 with disabilities and our aim is to provide a safe and stimulating play environment for Under 5's with additional needs.

We provide a variety of sensory toys and activities that gives each child different play opportunities and experiences, assists them to develop an awareness of their surroundings and aids and promotes their development.

Play Team staff work in partnership with Health, Portage, Education and other professionals to ensure that the activities provided are relevant to the child's abilities and will enhance their development.

The sessions run twice a week during term time with children normally given either Wednesday or Friday and for 4 weeks during the school summer holidays.

The sessions take place either at our purpose built disability centre in Feltham (Reflections) or at one of the many Children's Centre across the Borough.

Every member of staff will also have been police checked and will hold a current enhanced DBS.

For more information about Tiny Tots contact Sharon on 020 8893 2429

Telephone: 020 8893 2429

Email: [sharon.smith2@hounslow.gov.uk](mailto:sharon.smith2@hounslow.gov.uk)

**[Westbrook Short Break and Resource Centre](#)**

Type of support	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?
Short Breaks		✓	10-18	Yes	None

Westbrook is a Short Break and Resource Centre for young people with a disability age from 10-18 who are referred by the Social Work team for children with disabilities.

Westbrook primarily provides overnight Short Breaks, but can offer short breaks after school, at the weekend and during school holidays.

Each child/young person at Westbrook will have an identified key worker who will ensure that individual's needs are met through a child focused care planning approach.

Westbrook ensures that young people with a disability are given the same opportunities that are available to any child/young person.

It has an accessible garden and sensory room and fully equipped for the children's needs.

The Centre is registered with OFSTED and funded by the London Borough of Hounslow.

**Referrals**

Westbrook only accepts referrals for a service from a Local Authority social care team.

For more information about Westbrook, please either speak to your social worker or contact the Manager.

Name: Rachel-Anne Oommen - Manager

Telephone: 020 8583 6570

Email: [Westbrook.shortbreakunit@hounslow.gov.uk](mailto:Westbrook.shortbreakunit@hounslow.gov.uk)

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Commented [ET1]: Will update page numbers when formatting is finalised

Organisation/Service	Support before or during assessment	Support after diagnosis	Age range	Referral Required?	Cost?	Page
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ADHD Richmond		✓	0-25	No	No	27
Adult Mental Health Services		✓	18+	Yes	No	36
Asperger United		✓	16+	No	No	15
Autism Hounslow (Peer Support Group-adults)	✓	✓	18+	No	No	15
BICS		✓	14-18	Yes	No	32
BILD	✓	✓	All ages	No	No	9
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<b>HAAADS (Hounslow Adult Autism Assessment and Diagnostic Service)</b>	✓		18+	No	No	34
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<b>Hounslow Local Offer</b>	✓	✓	0-25	No	No	10
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<b>One O'Clock Club</b>	✓	✓	0-5	No	No	19
<b>Our Barn Carers Support Group</b>	✓	✓	16-25	Yes	No	28
<b>Our Barn Gardening</b>	✓	✓	16-25	No	No	19
<b>Our Barn Multisports</b>	✓	✓	16-25	No	No	20
<b>Our Barn Our Futures Programme</b>	✓	✓	16-35	No	No	20
<b>Our Barn Youth Club (in the community)</b>	✓	✓	16-25	No	No	21

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<b>Sharing Their World</b>	✓	✓	0-5	No	No	22
<b>Special Needs Jungle</b>	✓	✓	0-18	No	No	12
<b>Special Needs Today: by parents, for parents</b>	✓	✓	0-25	No	No	13
<b>Speech and Language Therapy</b>		✓	0-19	No	No	37
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<b>The Autism Project, CareTrade Charitable Trust</b>		✓	18-30	No	No	24
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<b>True Access</b>		✓	16-25	Yes	No	25
<b>Westbrook Short Breaks</b>		✓	10-18	No	No	48