



Supporting the first 1,001 days with your baby



Department  
for Education



Department  
of Health &  
Social Care

# Hounslow's Start for Life Offer



London Borough  
of Hounslow

**ONE  
HOUNSLOW**

# Introduction

Every family knows the immense joy that the arrival of a baby can bring. But every parent or carer also knows the anxiety of this sudden responsibility. The sleepless nights, the doubt, the questions – these are all natural and common experiences during the 1,001 days from conception to a baby's second birthday.

All families need some help to give their babies the best start in life.

Hounslow's Start for Life offer provides a single point of reference that families can use to navigate a wide range of local support and services - specifically for babies from conception to two years of age.

Through Hounslow's Start for Life offer we hope that our families can access the support they need when they need it.

## Our Start for Life Offer

During pregnancy and the first 2 years of a baby's life, families interact with many services and sources of support – ranging from antenatal scans to health visiting. These are often delivered by different organisations and could be offered in a wide range of locations. Broadly, the support available will fall into two categories:

- **Universal services**
- **Additional, targeted or specialist services and support**

### Universal Services include:

- Midwifery
- Health visiting
- Mental health support
- Infant feeding and specialist breastfeeding support
- Early help and support
- Services relating to special educational needs and disabilities (SEND)

## **Additional Services and Support include:**

- Safeguarding and child protection
  - Support for domestic abuse
  - Help with drug and alcohol use
  - Smoking cessation
  - Debt advice
  - Help overcoming language barriers
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## **Our Start for Life Offer includes information to help families access relevant services and support such as:**

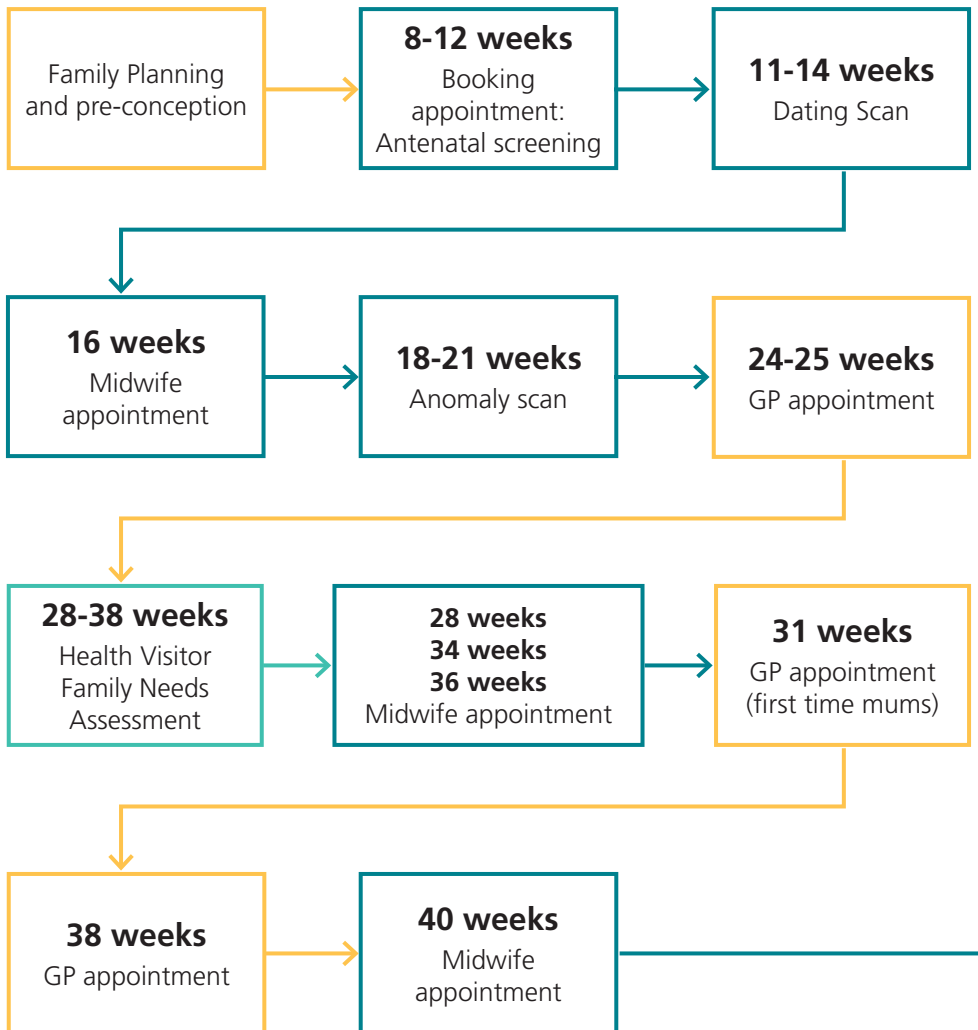
- Details of the service and which organisation runs it
- Appropriate contact details
- A link to the website (with address and availability information)

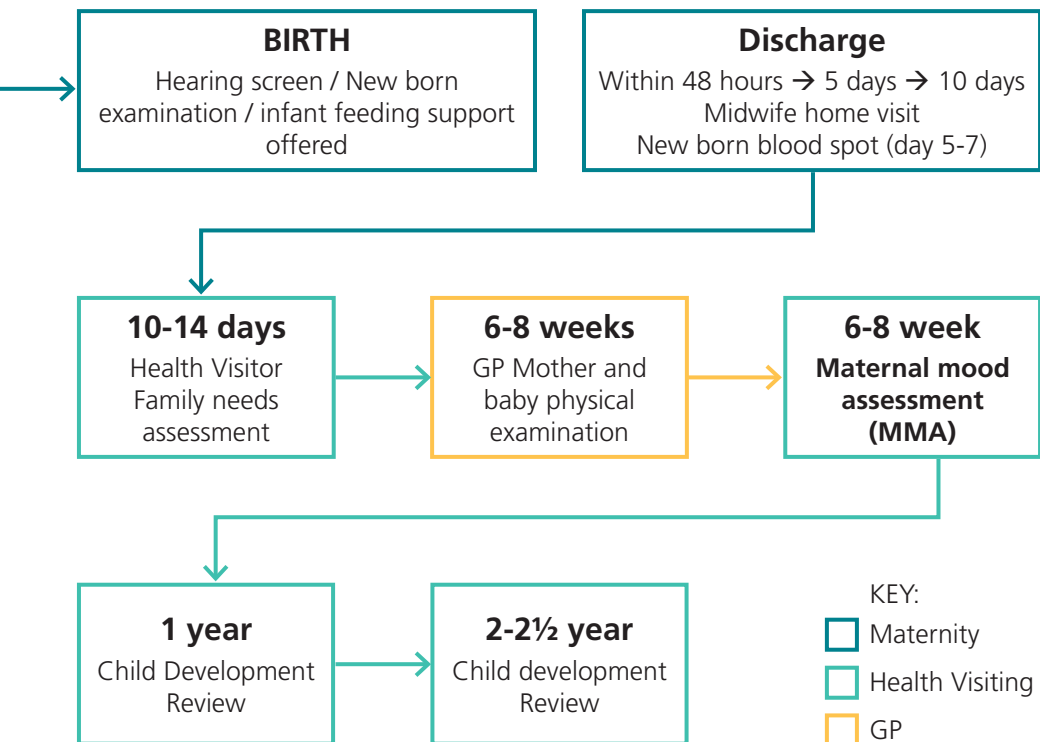
## **Our Start for Life Offer is outlined in the following sections:**

- Pregnancy and Pre-birth (Pages 6-7)
- New-born and Infant Health (Pages 8-11)
- Mental Health (Pages 12-15)
- Childhood Development (Pages 16-17)
- Parents and Carers Support (Pages 18-24)
- Financial and Other Support (Pages 25-26)
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# Pregnancy and Childhood Key Points – Guide

Across your pregnancy and up until your child is two years old there are various key points where medical and health professionals are available to help you and your child have the best start to life. The map below outlines all the key services and the timings when you should access the support available.





If you have any health queries regarding your pregnancy or the health of your baby you should reach out to your GP, Midwife or Health Visitor.

The Healthier Together Website is also a helpful page dedicated to the health of babies, children, and young people throughout Hounslow with information, guidance, and outlines a range of health care services to support you and your child's needs:

[www.healthiertogether.hrch.nhs.uk](http://www.healthiertogether.hrch.nhs.uk)

For more helpful guidance and information, the Mum and Baby App - which has been designed with the NHS to help parents navigate choices for maternity care in England - can be downloaded here: [apps.apple.com/gb/app/mum-baby/id887373841](https://apps.apple.com/gb/app/mum-baby/id887373841)

## Pre-birth and Pregnancy

Service	Description	Service Type	Contact Details and Website
<b>Family Planning and Pre-conception (NHS)</b>	Free and confidential advice and support on all aspects of family planning and sexual health.	Universal	020 8321 5718 <a href="http://www.hounslow.gov.uk/sexual-health">www.hounslow.gov.uk/sexual-health</a> <ul style="list-style-type: none"> <li>• Isleworth - West Middlesex Hospital, Twickenham House TW7 6AF</li> <li>• Hounslow - Heart of Hounslow, 92 Bath Road TW3 3EL</li> <li>• Feltham - Feltham Centre for Health, TW13 4GU</li> </ul>
<b>Maternity Services (NHS)</b>	Range of care covering perinatal, antenatal, and postnatal support.	Universal	<a href="http://www.chelwest.nhs.uk/services/maternity">www.chelwest.nhs.uk/services/maternity</a> Queen Mary Maternity Unit West Middlesex University Hospital, Chelsea and Westminster NHS Foundation Trust, Twickenham Road, Isleworth TW7 6AF
<b>Health Visiting – Antenatal Check (NHS)</b>	The Health Visiting Service supports families with a new baby or child under five-years-old by offering advice and guidance.	Universal	020 8973 3490 <a href="mailto:hrch.hvadminhub@nhs.net">hrch.hvadminhub@nhs.net</a> <a href="http://www.healthiertogether.hrch.nhs.uk/parentscarers/Feeding-nurturing/Antenatal-Visits">www.healthiertogether.hrch.nhs.uk/parentscarers/Feeding-nurturing/Antenatal-Visits</a>
<b>Birth Preparation and Antenatal Classes (NHS)</b>	A range of live online classes to help mothers prepare for their baby's birth. A full list of free classes can be found on the website.	Universal	<a href="http://www.chelwest.nhs.uk/services/maternity/antenatal-education/birth-preparation-classes">www.chelwest.nhs.uk/services/maternity/antenatal-education/birth-preparation-classes</a>

<b>Antenatal Infant feeding Workshops (NHS)</b>	Antenatal breastfeeding workshops aim to help mothers more confident about breastfeeding and understand how to prevent and solve common breastfeeding difficulties.	Universal	020 8321 5006 chelwest.infantfeedingteam. wmuh@nhs.net <a href="http://rb.gy/i5khxm">rb.gy/i5khxm</a>  To book a workshop please use the Eventbrite link below: <a href="http://www.eventbrite.co.uk/e/351492933827">www.eventbrite.co.uk/e/351492933827</a>
<b>Birth Registration (LBH)</b>	Birth Registration service allows parents to register a Birth.	Universal	<a href="http://www.hounslow.gov.uk/register-birth">www.hounslow.gov.uk/register-birth</a>  Lodge, 38, 40 Harlington Rd W, Feltham TW14 0JJ
<b>Help Accessing Support</b>			
<b>Maternity Helpline (NHS)</b>	Helpline for parents to call regarding maternity support at West Middlesex Hospital.	Universal	020 8321 5839 <a href="http://www.chelwest.nhs.uk/services/maternity">www.chelwest.nhs.uk/services/maternity</a>

## New-born and Infant Health

Service	Description	Service Type	Contact Details and Website
<b>Infant Feeding</b>			
<b>Breast and Infant Feeding Service (NHS)</b>	<p>The service helps to provide support, guidance, information on breast and infant feeding.</p> <p>If you need help or support with infant feeding, in the first instance please call your community midwife or health visitor.</p>	Universal	020 8321 5006 chelwest.infantfeedingteam. wmuh@nhs.net <a href="http://www.chelwest.nhs.uk/services/maternity/pregnancy-birth/feeding-your-baby/postnatal-breastfeeding-support">www.chelwest.nhs.uk/services/maternity/pregnancy-birth/feeding-your-baby/postnatal-breastfeeding-support</a> Queen Mary Maternity Unit West Middlesex University Hospital Chelsea and Westminster NHS Foundation Trust, Twickenham Road, Isleworth TW7 6AF
<b>Community Drop-ins (NHS &amp; CVS)</b>	Local breastfeeding and infant feeding support sessions across Hounslow.	Universal	<a href="http://rb.gy/vbdgxw">rb.gy/vbdgxw</a>
<b>NCT Baby Café (CVS)</b>	NCT Baby Cafés are free infant feeding support drop-ins, facilitated by NCT Breastfeeding Counsellors in the community. Three drop-in sessions are available in Children's Centres and one is available virtually. Families can attend these sessions to get support on infant feeding queries, including breastfeeding.	Universal	020 8583 3922 <a href="http://rb.gy/htupus">rb.gy/htupus</a>



Health Visiting			
<b>Health Visiting (NHS)</b>	The Health Visiting team supports and advises on areas such as breast feeding and weaning, emotional wellbeing, attachment, safety, immunisation, physical and emotional development and other aspects of health and childcare.	Universal	020 8973 3490 hrch.hvadminhub@nhs.net <a href="http://hrch.nhs.uk/services/search-services/health-visiting-hounslow">hrch.nhs.uk/services/search-services/health-visiting-hounslow</a>
<b>Family Nurse Partnership (NHS)</b>	The Family Nurse Partnership (FNP) is a home visiting programme for first time mums aged 24 years or under.	Targeted	020 3771 6060 hrch.familynursepartnership@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/family-nurse-partnership-hounslow">www.hrch.nhs.uk/services/search-services/family-nurse-partnership-hounslow</a>
<b>MECSH (NHS)</b>	Health Visiting universal plus service, offering extended home visits for families who need extra support from a health visitor up until the baby is aged 2.	Specialist	020 8973 3490 hrch.hvadminhub@nhs.net <a href="http://www.healthiertogether.hrch.nhs.uk/parentscarers/our-teams/Enhanced-Visiting">www.healthiertogether.hrch.nhs.uk/parentscarers/our-teams/Enhanced-Visiting</a>
Infant Health Services			
<b>Childhood Immunisations (NHS)</b>	Please use the weblink provided for information on all vaccines and immunisations for infants and how to book.	Universal	<a href="http://rb.gy/laawmk">rb.gy/laawmk</a>
<b>New-born Hearing Screening (NHS)</b>	HRCH Newborn Hearing Screening Service provides hearing screening at birth.	Universal	020 8614 5337 SWL.newbornhearing@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/newborn-hearing-screening">www.hrch.nhs.uk/services/search-services/newborn-hearing-screening</a> South West London Newborn Hearing Screening Programme (SWL) Teddington Health and Social Care Centre, 18 Queens Road, Teddington TW11 0LR

<b>Asthma (NHS)</b>	The Children's Asthma and Wheeze team provide specialist support for children and young people 19 years old or younger with asthma or viral induced wheeze.	Specialist	020 8973 3490 hrch.ccnhounslow@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/asthma-children">www.hrch.nhs.uk/services/search-services/asthma-children</a> Brentford Health Centre Boston Manor Road, Brentford TW8 8DS
<b>Audiology (NHS)</b>	Audiology provide a range of hearing assessments as well as hearing aid fittings and patient focused rehabilitation programmes.	Specialist	020 8973 3000 hrch.audiology@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/audiology-children">www.hrch.nhs.uk/services/search-services/audiology-children</a> Children's Hearing Clinic Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3LN
<b>Tongue Tie Clinic (NHS)</b>	A mid-wife led service for babies with feeding problems associated with a restrictive frenulum, otherwise known as tongue tie.	Specialist	<a href="http://www.chelwest.nhs.uk/services/childrens-services/childrens-surgery/tongue-tie-clinic">www.chelwest.nhs.uk/services/childrens-services/childrens-surgery/tongue-tie-clinic</a> West Middlesex University Hospital Chelsea and Westminster NHS Foundation Trust, Twickenham Road, Isleworth TW7 6AF
<b>Community Paediatrics (NHS)</b>	Community Paediatrics is a specialist child health assessment and diagnostic service to meet the needs of children with special or complex health needs.	Specialist	020 3771 6100 hrch.richmondcompaed@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/community-paediatrics">www.hrch.nhs.uk/services/search-services/community-paediatrics</a> Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL
<b>Occupational Therapy (NHS)</b>	Children's occupational therapists (OTs) work with babies, pre-school and school-aged children who have physical, developmental or sensory difficulties, to help them with skills that they need to succeed in everyday life.	Specialist	020 8973 3480 <a href="http://www.hrch.nhs.uk/services/search-services/occupational-therapy-children-hounslow">www.hrch.nhs.uk/services/search-services/occupational-therapy-children-hounslow</a> Children's Therapy Department Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL

<b>Physiotherapy (NHS)</b>	Physiotherapy provide assessment and treatment for children and young people who are referred with conditions which limit physical ability.	Specialist	020 8973 3480 <a href="http://www.hrch.nhs.uk/services/search-services/physiotherapy-children-hounslow">www.hrch.nhs.uk/services/search-services/physiotherapy-children-hounslow</a> Children's Therapy Department Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL
<b>Paediatric Dietitian (NHS)</b>	The paediatric nutrition and dietetic service team of registered dietitians are specialised in infant feeding and child nutrition, providing one-to-one consultations and giving advice to children and young people aged 0-17 years with a wide range of medical/developmental feeding issues and special dietary needs.	Specialist	<a href="tel:02089733570">020 8973 3570</a> hrch.dietetics@nhs.net <a href="http://rb.gy/sygbmz">rb.gy/sygbmz</a>
<b>Children's Community Nursing (NHS)</b>	A team of registered Children's nurses, health care support staff and administrators who work with parents and carers of children with acute, chronic, complex health or palliative care needs.	Specialist	020 3903 3660 hrch.ccnhounslow@nhs.net <a href="http://rb.gy/b78x2f">rb.gy/b78x2f</a> Whitton Corner Health and Social Care Centre CCNS, Percy Road, Whitton TW2 6JL
<b>Help Accessing Support</b>			
<b>Health Visitor Advice Line</b>	An advice line for parents accessing Health Visiting Services	Universal	020 8973 3490 (Monday to Friday 9am-4pm)

## Mental Health

Service	Description	Service Type	Contact Details and Website
<b>Peer Support</b>			
<b>Hounslow Wellbeing Network (NHS)</b>	The Hounslow Wellbeing Network is a social network that connects people, organisations and services to help reduce stigma and mental illness.	Universal	<p>hello@wellbeing-network.org</p> <p><a href="http://www.westlondon.nhs.uk/our-services/adult/mental-health-services/hounslow">www.westlondon.nhs.uk/our-services/adult/mental-health-services/hounslow</a></p> <p>The Arts Centre, The Treaty Shopping Centre, High Street, Hounslow TW3 1ES</p>
<b>EACH (CVS)</b>	This is a supportive Drop-In service providing a safe space for Hounslow residents with low or moderate mental health needs.	Targeted	<p>020 8577 6059</p> <p>info@eachcounselling.org.uk</p> <p><a href="http://www.eachcounselling.org.uk/star-centre">www.eachcounselling.org.uk/star-centre</a></p> <p>Hounslow – Star Centre, 63-65 Bell Road, Hounslow TW3 3NX</p>
<b>Cherish Hounslow (CVS)</b>	Cherish Hounslow is a mental health community project partnership provided by NAZ and METRO. The project provides one-to-one and group support for both LGBTQ+ and BAME people in Hounslow who are experiencing mental health issues.	Targeted	<p>020 8741 1879</p> <p>sekhon@naz.org.uk</p> <p><a href="http://www.wellbeingwestlondon.org.uk/services/cherish-hounslow/">www.wellbeingwestlondon.org.uk/services/cherish-hounslow/</a></p> <p>30 Black's Road Hammersmith, London W6 9DT</p>

## Therapeutic Support

<b>Mental Health Integrated Teams - MINT (NHS)</b>	Community-based teams made up of different professionals with a wide range of skills, focusing on supporting people's mental health, alongside their physical health and social care needs.	Targeted	<ul style="list-style-type: none"> <li>• Central - 020 8483 2020 HounslowCentralMINT@west-london.nhs.uk</li> <li>• East - 020 8483 2816 HounslowEastMINT@westlon-don.nhs.uk</li> <li>• West - 020 8483 1859 HounslowWestMINT@westlon-don.nhs.uk</li> </ul> <a href="http://www.westlondon.nhs.uk/mint">www.westlondon.nhs.uk/mint</a>
<b>Perinatal Mental Health (NHS)</b>	Provides specialist support to women that are experiencing mental health problems during pregnancy and after birth.	Specialist	<a href="mailto:wlm-tr.PNMHEHHF@nhs.net">wlm-tr.PNMHEHHF@nhs.net</a> <a href="http://rb.gy/1hajpr">rb.gy/1hajpr</a>
<b>IAPT (NHS)</b>	Improving Access to Psychological Therapies (IAPT) services offer talking therapies to help with common problems like stress, anxiety and depression.	Universal	0300 123 0739 <a href="mailto:nhsnwlcg.hounslowiapt@nhs.net">nhsnwlcg.hounslowiapt@nhs.net</a> <a href="http://www.westlondon.nhs.uk/our-services/adult/iapt/iapt-hounslow">www.westlondon.nhs.uk/our-services/adult/iapt/iapt-hounslow</a> The Isleworth Centre (Main Hub), 146 Twickenham Road, Isleworth TW7 7DJ
<b>Maternity Trauma and Loss Care (NHS)</b>	Provides specialist support and treatment to women and pregnant people, those who have experienced pregnancy or birth, their families and supported network - who are affected by birth trauma or baby loss.	Specialist	020 3313 2022 <a href="mailto:wlm-tr.maternitytlc@nhs.net">wlm-tr.maternitytlc@nhs.net</a> <a href="http://rb.gy/pizla8">rb.gy/pizla8</a>

<b>Anchor Counselling (CVS)</b>	Anchor Counselling offers free and confidential one to one counselling and couple counselling to people registered with a GP in the Borough of Hounslow who are aged 18 or over.	Targeted	020 8867 7660 info@anchorcounselling.org <a href="http://www.anchorcounselling.org">www.anchorcounselling.org</a> The Meadows Centre For Health, Chinchilla Drive, Hounslow TW4 7NJ
<b>Drop-in Sessions</b>			
<b>Adult Locality Mental Health Team (LBH)</b>	Adult Locality Mental Health Team workers base themselves in local community spaces – this is to engage individuals who would not usually seek support for their mental health needs and/or who would wait for a crisis in their emotional wellbeing before seeking help.	Universal	020 8583 3100 adultsocialcare@hounslow.gov.uk <a href="http://www.hounslow.gov.uk/adult-mental-health">www.hounslow.gov.uk/adult-mental-health</a>
<b>HFEH MIND (CVS)</b>	Hammersmith, Fulham, Ealing and Hounslow Mind provides a range of services to support people dealing with mental health issues.	Universal	020 8571 7454 enquiries@hfehmind.org.uk <a href="http://www.hfehmind.org.uk/get-support/hounslow-safe-space">www.hfehmind.org.uk/get-support/hounslow-safe-space</a> Safe Space Hounslow, Southville Centre, Southville Road, Feltham TW14 8AP
<b>Younger Parents (Under 18)</b>			
<b>Hounslow Youth Counselling (CVS)</b>	HYCS offers a free and confidential 1-2-1 counselling service for young people. Anyone aged 11-25 who lives, works or studies in the Borough of Hounslow can self-refer to our free service.	Targeted	020 8568 1818 ask@hycscounselling.co.uk <a href="http://www.hycscounselling.co.uk/young-people/about-our-service">www.hycscounselling.co.uk/young-people/about-our-service</a> 78 St John's Road, Isleworth TW7 6RU

<b>Child and Adolescent Mental Health Service (CAMHS - NHS)</b>	CAMHS provides mental health assessment and treatment for children and young people aged 0 to 18, and support for their families.	Universal	020 8483 2050 wlm-tr.hounslowcamhs@nhs.net <a href="http://rb.gy/jzxs0r">rb.gy/jzxs0r</a>
<b>Digital</b>			
<b>Kooth and Qwell (CVS)</b>	Online mental health support provided by Kooth and Qwell, with online counselling, therapeutic messaging, peer-support, and wellbeing tools.	Universal	<a href="http://gov.kooth.com/nwlondon">gov.kooth.com/nwlondon</a>
<b>Help Accessing Support</b>			
<b>Single Point of Access (NHS)</b>	The Mental Health Single Point of Access provides a single entry point for referrals to secondary mental health services and support in a mental health crisis. The Mental Health Single Point of Access is open 24 hours a day, 7 days a week, 365 days a year.	Universal	0800 328 4444 <a href="http://rb.gy/4ooigk">rb.gy/4ooigk</a>
<b>Hub of Hope</b>	A mental health directory to locate services and the support they provide in your area.	Universal	<a href="http://www.hubofhope.co.uk">www.hubofhope.co.uk</a>

## Childhood Development

Service	Description	Service Type	Contact Details and Website
<b>Identification</b>			
<b>Community Paediatrics (NHS)</b>	Community Paediatrics is a specialist child health assessment and diagnostic service to meet the needs of children with special or complex health needs.	Specialist	020 3771 6100 hrch.richmondcompaed@nhs.net <a href="http://www.hrch.nhs.uk/services/search-services/community-paediatrics">www.hrch.nhs.uk/services/search-services/community-paediatrics</a> Heart of Hounslow Centre for Health, 92 Bath Road, Hounslow TW3 3EL
<b>Support</b>			
<b>Early Years SEN Team (LBH)</b>	Providing advice and practical support about approaches to identification, assessment and intervention	Specialist	eyesenteam@hounslow.gov.uk <a href="mailto:rb.gy/c0jhmo">rb.gy/c0jhmo</a>
<b>Portage (LBH)</b>	Hounslow Portage Service is an all year round, home education and support service for families offering a blended approach of home visits, video sessions and centre sessions to help parents understand their child's development and how to support it in the home.	Specialist	portage@hounslow.gov.uk <a href="http://rb.gy/sf0frz">rb.gy/sf0frz</a> Hounslow Portage Service. Redlees Play Centre. Worton Road. Isleworth. Middlesex. TW7 6DW
<b>Our Barn (CVS)</b>	Our Barn provides practical support to access local services and disability-related benefits. Assisting with Disability Living Allowance applications and Appeals as well as Personal Independence Payments, Blue Badge Applications and School Travel.	Targeted	0300 7772 800 karen.adams@ourbarn.org.uk <a href="http://rb.gy/me7et8">rb.gy/me7et8</a> 7 Summerwood Rd, Isleworth TW7 7QD



<b>Hounslow Parent Carer Forum (CVS)</b>	Hounslow Parent Carers Forum is a group of Hounslow-based parents/carers of children/young people (aged 0 to 25 years) with disabilities or special educational needs.	Targeted	07881 788 483 hounslowpcf@gmail.com <a href="http://www.hounslowpcf.co.uk">www.hounslowpcf.co.uk</a>
<b>Contact (CVS)</b>	Contact provides free peer-support, 1-2-1 support, and helpful information and guidance.	Targeted	0808 808 3555 helpline@contact.org.uk <a href="http://contact.org.uk">contact.org.uk</a>
<b>Family Matters Richmond and Hounslow (CVS)</b>	Family Matters Advisors 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.	Targeted	07376 354 638 alkatripathi@ruils.co.uk <a href="http://www.ruils.co.uk/services/family-matters">www.ruils.co.uk/services/family-matters</a>
<b>Speech and Language Therapy</b>			
<b>Speech and Language Therapy (NHS)</b>	Provides information, assessment, advice and treatment for children and young people with speech, language and communication needs (SLCN)	Specialist	<a href="http://rb.gy/c5nnqk">rb.gy/c5nnqk</a> Children's Therapy Services Admin Hub Teddington Health and Social Care Centre 18 Queens Road, Teddington TW11 0LR
<b>Education</b>			
<b>Educational Psychology (LBH)</b>	Educational Psychologists (EPs) are trained to apply psychological theory, research, and techniques to support children, young people, their families, schools and other services.	Specialist	<a href="http://rb.gy/mg69d0">rb.gy/mg69d0</a>
<b>Help Accessing Support</b>			
<b>SENDIASS (LBH)</b>	Free, impartial and confidential service that provides information and advice on SEND care related inquiries.	Universal	020 8583 2607 sendiass@hounslow.gov.uk <a href="http://www.hounslow.gov.uk/IASS">www.hounslow.gov.uk/IASS</a>

## Parents and Carers Support

Service	Description	Service Type	Contact Details and Website
<b>Substance Misuse</b>			
<b>ARC Substance Misuse (NHS)</b>	The service helps people break a cycle of addiction to substances such as heroin, cocaine, and new psychoactive substance as well as long term alcohol addiction.	Targeted	01895 488675 cnw-tr.archounslow@nhs.net <a href="http://rb.gy/7hd50j">rb.gy/7hd50j</a> Addiction Recovery Community (ARC) Hounslow Montague Hall, Montague Road, Hounslow TW3 1LD
<b>Stop Smoking Service (NHS)</b>	The Stop Smoking Service provides specialist help to inpatients, outpatients, and visitors. You can also receive support in the community from the Hounslow Stop Smoking Service, which offers friendly expert advice and a range of medications (Nicotine Replacement Therapy or Champix).	Targeted	stop.smoking@hrch.nhs.uk <a href="http://www.chelwest.nhs.uk/services/medicine/stop-smoking-service">www.chelwest.nhs.uk/services/medicine/stop-smoking-service</a>
<b>Domestic Violence and Sexual Abuse</b>			
<b>Domestic Abuse and Sexual Outreach Service (LBH)</b>	Free and confidential advice and support to anyone affected by domestic and sexual violence.	Targeted	07810 031 780 domesticabusesupport@hounslow.gov.uk <a href="http://www.hounslow.gov.uk/domestic-abuse">www.hounslow.gov.uk/domestic-abuse</a> 7 Bath Road, Hounslow TW3 3EB
<b>One Stop Shop (LBH)</b>	Free weekly drop-in service for anyone experiencing domestic abuse.	Targeted	<a href="http://www.hounslow.gov.uk/onestopshop-dv">www.hounslow.gov.uk/onestopshop-dv</a> Hounslow Arts Centre, 1st Floor Treaty Centre, High Street, Hounslow TW3 1ES

<b>Southall Black Sisters (CVS)</b>	Advice, advocacy, and resource centre which provides a comprehensive service to women experiencing violence and abuse and other forms of inequality.	Targeted	020 8571 9595 <a href="https://southallblacksisters.org.uk">southallblacksisters.org.uk</a> Southall Black Sisters, 21 Avenue Road, Southall UB1 3BL
<b>Womens and Girls Network (CVS)</b>	Free service run by women, for women in London who have been affected by all forms of violence and abuse.	Targeted	0808 801 0660 <a href="https://www.wgn.org.uk">www.wgn.org.uk</a>
<b>Ascent Ending Harmful Practices (CVS)</b>	Provides long-term counselling for women who have experienced harmful practices (HP), such as female genital mutilation (FGM), honour based violence and forced marriage, whether recent or historic.	Targeted	020 7610 4678 AscentCounselling@wgn.org.uk <a href="https://rb.gy/tgcfpk">rb.gy/tgcfpk</a> Star Centre, 63-65 Bell Road, Hounslow TW3 3NX
<b>Ascent Counselling (CVS)</b>	This specialist counselling is for women and girls who have experienced any form of gendered violence, whether historic or recent, including rape, childhood sexual abuse, domestic violence, trafficking and sexual exploitation.	Targeted	020 7610 4678 AscentCounselling@wgn.org.uk <a href="https://rb.gy/bi3rvd">rb.gy/bi3rvd</a> Star Centre, 63-65 Bell Road, Hounslow TW3 3NX
<b>Let's Talk Programme (LBH)</b>	A 12 week therapeutic group programme for children and mothers affected by domestic violence is open for referrals and assessments for groups starting in April 2023.	Targeted	020 8583 5034 Tejinder.aiyadorai@hounslow.gov.uk Rachel.atterton@hounslow.gov.uk <a href="https://rb.gy/4wou0d">rb.gy/4wou0d</a>

## Parenting Support

<b>HomeStart Hounslow (CVS)</b>	<p>Home-Start offers support to families with children under the age of 5 years who are struggling with challenges including mental health concerns, post-natal depression, isolation, loneliness, the effects of domestic abuse, disability, illness or developmental delay.</p>	<p>Universal</p>	<p>020 8487 8500  <a href="mailto:info@homestart-rkh.org.uk">info@homestart-rkh.org.uk</a>  <a href="http://www.homestart-rkh.org.uk">www.homestart-rkh.org.uk</a></p>
<b>Reach Children's Hub (CVS)</b>	<p>Reach Children's Hub offers continuous support from pregnancy until a child is two to all families living in Feltham. Work aims to nurture and support the parent infant relationship. The offer includes pregnancy wellbeing classes, antenatal courses, drop in baby groups, baby massage courses, breastfeeding support, workshops on starting solids, a therapeutic toddler group, and commissioning the Baby Talk and Play parent infant course from Debbie Brace.</p>	<p>Universal</p>	<p><a href="mailto:info@reachfoundation.org.uk">info@reachfoundation.org.uk</a>  <a href="http://www.reachchildrenshub.com">www.reachchildrenshub.com</a>          The Reach Foundation,          Axiom House The Centre,          Feltham TW13 4AU</p>
<b>Children's Centres (LBH)</b>	<p>Children's Centres offer services across Hounslow broken down into 3 locality areas (Central, East and West). Alongside fun playgroups they support families with advice and information on helping families to prepare for nursery, supporting healthy lifestyles, parenting support groups/ courses, support in returning to work and meeting other families in the local community.</p>	<p>Universal</p>	<p><a href="http://rb.gy/mpe6k9">rb.gy/mpe6k9</a></p>

<b>Children's Centres Parenting Programme (LBH)</b>	Children's Centres provide a 12-week parenting programme (by referral) offering simple and effective tools to help parents and children understand and manage feelings and behaviour.	Targeted	<a href="http://rb.gy/4wou0d">rb.gy/4wou0d</a>
<b>123 Magic - Families First and Intensive Support (LBH)</b>	Designed to empower and support parents to better manage their child's behaviour. A 5-week programme in a group setting. Suitable for parents with children with additional needs (diagnosed or undiagnosed) and also suitable for parents who have children that present with very challenging behaviour.	Specialist	<a href="http://rb.gy/4wou0d">rb.gy/4wou0d</a>
<b>Nurturing Future Minds (CVS)</b>	Resources for caregivers and professionals in changing times with children aged 0–5	Universal	<a href="http://www.nurturingfutureminds.org.uk">www.nurturingfutureminds.org.uk</a>
<b>Adopt London West (CVS)</b>	Adopt London West provide a range of support for adoptive families.	Specialist	02088255241 <a href="http://www.adoptlondon.org.uk/adoption-support-old/adopt-london-west">www.adoptlondon.org.uk/adoption-support-old/adopt-london-west</a>
<b>Safeguarding and Child Protection</b>			
<b>Children's Social Care - Child Protection (LBH)</b>	<p>If you think that a child or young person is at risk from abuse or neglect, contact us immediately.</p> <p>If you feel urgent action is needed contact the police on 999.</p> <p>If you suspect ill treatment of a child or young person you can contact Children's Services on 020 8583 6600 option 2. It is important to act fast if you suspect abuse as some signs of abuse can disappear quickly.</p> <p>Our office is open Monday to Thursday 9am to 5pm, Friday 9am to 4.45pm</p>	Universal	020 8583 6600 option 2 <a href="http://www.hounslow.gov.uk/child-protection">www.hounslow.gov.uk/child-protection</a> 7 Bath Road Hounslow TW3 3EB

<b>LADO (LBH)</b>	To manage allegations against professionals, every Local Authority appoints a Designated Officer (DO). The DO works within Children's Services and should be alerted to all cases in which it is alleged that a person who works with children has behaved in a way that has harmed, or may have harmed, possibly committed a criminal offence against children, or related to a child, or behaved towards a child or children in a way that indicates s/he may pose a risk to children.	Universal	0208 583 5730 lado@hounslow.gov.uk <a href="http://www.hscb.org.uk/professionals/allegations-against-professionals/">www.hscb.org.uk/professionals/allegations-against-professionals/</a> 7 Bath Road Hounslow TW3 3EB
<b>Housing</b>			
<b>Housing Options and Solutions (LBH)</b>	Assessment of entitlement to housing for people who are homeless or threatened with homelessness. General housing advice and information for private and council tenants and homeless people. Out of hours emergencies phone 020 8583 2222.	Universal	020 8583 3942 housingadvice@hounslow.gov.uk <a href="http://rb.gy/jycgjr">rb.gy/jycgjr</a> Hounslow House, 7 Bath Road, Hounslow TW3 3EB
<b>Homelessness Prevention (LBH)</b>	The Council Team support with housing, financial, eviction, relationship, armed forces, in care, in hospital or in prison due to leave, having mental health issues, practical support or supported housing, housing register, moving into a new home, homeless, rough sleeper.	Targeted	020 8583 2000 <a href="http://www.hounslow.gov.uk/homelessness">www.hounslow.gov.uk/homelessness</a> Hounslow House, 7 Bath Road, Hounslow, Middlesex, TW3 3EB
<b>Childcare, playgroups and activities</b>			
<b>List of Activities</b>	Toddler groups, stay and plays and activities.	Universal	<a href="http://rb.gy/dd97su">rb.gy/dd97su</a>
<b>PreSchools and Playgroups</b>	Pre-schools and playgroups offer care and activities to children from the age of two years old and are registered with and inspected by Ofsted.	Universal	<a href="http://rb.gy/lhxnz7">rb.gy/lhxnz7</a>

<b>Day Nurseries</b>	Day nurseries provide care for children aged from birth to five years, with care usually offered from 8am-6pm.	Universal	<a href="http://rb.gy/lhxnz7">rb.gy/lhxnz7</a>
<b>Child Minders</b>	Childminders look after children in their own homes, providing a flexible service, caring for children from birth to eight years old, offering a service that is unique to each family's needs.	Universal	<a href="http://rb.gy/lhxnz7">rb.gy/lhxnz7</a>
<b>Play Café (CVS)</b>	A friendly cafe for all parents with pre-school children. There is lots of time to play and make craft followed by singing and a story. Play Cafe runs every Tuesday morning during term time from 10am - 11.30am.	Universal	info@hwparish.org.uk <a href="http://www.hounslowconnect.com/services/play-cafe">www.hounslowconnect.com/services/play-cafe</a> Beavers Lane, TW4 6HJ
<b>Reflections Stay and Play for Children with Special Needs (CVS)</b>	This stay and play session is for children with special educational needs and their siblings.	Specialist	020 8893 2429 <a href="http://rb.gy/pjz0pt">rb.gy/pjz0pt</a> Faggs Road, TW14 0LZ
<b>Language Support and Improving Access for Re-settled Communities</b>			
<b>Refugee Council (CVS)</b>	Resources to Improve Access to Primary Care for Refugees and Asylum Seekers.	Targeted	<a href="http://rb.gy/xczmhu">rb.gy/xczmhu</a>
<b>Interpreting and translation (NHS)</b>	If you have specific communication needs, we can arrange for an interpreter to attend your appointment or for information to be translated into another format.	Targeted	0800 953 0363 pals.hrch@nhs.net <a href="http://rb.gy/4a3e2q">rb.gy/4a3e2q</a> Patient Experience Team, HRCH, Thames House, 180 High Street, Teddington TW11 8HU
<b>Ilays (CVS)</b>	Ilays provide non-judgmental services to the migrant, refugee and asylum seeker communities of West London.	Targeted	020 8890 5385 ilays@hotmail.co.uk <a href="http://ilays.org.uk/support/our-services">ilays.org.uk/support/our-services</a> 38 Bensington Court, New Road, Bedfont, Feltham TW14 8HX

<b>ESOL classes (CVS)</b>	Afghanistan and Central Asian Association offers Esol (English for speakers of other languages) classes to local members of the community aged 16+. We welcome all levels of ability to improve reading, writing, and speaking skills in a fun, relaxed environment.	Targeted	admin@afghanistan-central-asian.org.uk <a href="http://www.hounslowconnect.com/services/esol-classes">www.hounslowconnect.com/services/esol-classes</a> Unit 9, Griffin Centre, Staines Road TW14 0HS
<b>Community Support</b>			
<b>Hounslow Connect (CVS)</b>	An information and guidance hub connecting residents to local groups, services, and support.	Universal	<a href="http://www.hounslowconnect.com">www.hounslowconnect.com</a>
<b>Community Solutions (LBH)</b>	Community Solutions will provide a range of resources and activities for residents in places that are suitable to you.	Universal	020 8583 2211 communitysolutions@hounslow.gov.uk <a href="http://www.hounslow.gov.uk/communitysolutions">www.hounslow.gov.uk/communitysolutions</a>
<b>Brentford Football Club Community Sports Trust (CVS)</b>	Brentford FC Community Sports Trust has a range of projects to support the local community on empowering young people, health and support, education and employment, and young carers.	Targeted	020 8326 7030 enquiries@brentfordfcst.com <a href="http://www.brentfordfcst.com">www.brentfordfcst.com</a>
<b>POhWer (CVS)</b>	POhWER provide a range of advocacy services to the residents of Hounslow.	Targeted	0300 456 2370 pohwer@pohwer.net <a href="http://www.pohwer.net/hounslow">www.pohwer.net/hounslow</a>
<b>Help Accessing Support</b>			
<b>Family Information Service (LBH)</b>	The Family Information Service offers an information and signposting service on all aspects of family life for parents of children and young people aged 0-19.	Universal	020 8583 3470 fis@hounslow.gov.uk <a href="http://www.hounslow.gov.uk/fis">www.hounslow.gov.uk/fis</a>



## Financial and Other Support

Service	Description	Service Type	Contact Details and Website
<b>Financial Grants and Schemes</b>			
<b>Healthy Start Scheme (NHS)</b>	If you're more than 10 weeks pregnant or have a child under 4, you may be entitled to get help to buy healthy food and milk. Please check if you are eligible by visiting the Healthy Start website.	Targeted	<a href="http://www.healthystart.nhs.uk">www.healthystart.nhs.uk</a>
<b>Childcare Funding (LBH)</b>	Financial support is available to help parents with free and funded childcare for 2, 3, and 4 year olds. A full breakdown of entitlements can be found on the website link provided.	Universal and Targeted	020 8583 3470 fis@hounslow.gov.uk <a href="http://rb.gy/t5zffn">rb.gy/t5zffn</a>
<b>Government Financial Support Towards the Cost of Childcare (GOV)</b>	Tax Free Childcare for working families, Universal Credit childcare for low-income families, childcare support for students and more.	Targeted	<a href="http://www.childcarechoices.gov.uk">www.childcarechoices.gov.uk</a>
<b>Isleworth &amp; Hounslow Charity (CVS)</b>	Offers one-off 'relief in need' and 'relief of sickness' grants to Hounslow residents.	Targeted	<a href="http://www.iahcharity.org.uk">www.iahcharity.org.uk</a>
<b>Benefits and Financial Support for Families (GOV)</b>	Information on benefits and financial support families can receive.	Targeted	<a href="http://www.gov.uk/browse/benefits/families">www.gov.uk/browse/benefits/families</a>
<b>Universal Credit/ Benefits page for family (GOV)</b>	Further information for families on Universal Credit entitlement.	Targeted	<a href="http://rb.gy/yud82h">rb.gy/yud82h</a>
<b>Family Support</b>			
<b>Food Banks (CVS)</b>	Food banks are available across Hounslow for any families in need.	Targeted	<a href="http://rb.gy/8l5git">rb.gy/8l5git</a>
<b>Pregnancy and Birth (GOV)</b>	Working, time off and financial support when you have a baby, registering a birth.	Universal	<a href="http://rb.gy/rkqkqp">rb.gy/rkqkqp</a>

<b>Citizen's Advise Bureau (CVS)</b>	Citizens Advice Hounslow service provides free, confidential, impartial advice on welfare benefits, debt, housing, employment, consumer, relationship & family issues, immigration and other topics.		0808 278 7830 <a href="http://www.hounslowcabs.org.uk">www.hounslowcabs.org.uk</a> 2nd Floor, The Centre, High Street, Feltham TW13 4GU  Chiswick Town Hall, Heathfield Terrace, Chiswick W4 4JN
<b>Baby Essentials</b>			
<b>Storehouse (CVS)</b>	For food or children's clothing (aged 0-5 years). Supporting those who are in a time of need, on a referral basis.	Targeted	020 8890 3535 hello@riversidevineyard.com <a href="http://www.riversidevineyard.com/storehouse">www.riversidevineyard.com/storehouse</a> Riverside Vineyard Church, Air Park Way, Feltham TW13 7LX
<b>Baby Basics (CVS)</b>	Baby Basics provide essentials and equipment to mothers and families. Referral process applies.	Targeted	0114 2787262 jenny.pegg@baby-basics.org.uk <a href="http://www.baby-basics.org.uk">www.baby-basics.org.uk</a>
<b>Little Village (CVS)</b>	Provides equipment, clothes and toys to families with children under the age of 5. Referral process applies	Targeted	hello@littlevillagehq.org <a href="http://littlevillagehq.org/make-a-referral">littlevillagehq.org/make-a-referral</a>
<b>Debt and Welfare</b>			
<b>Debt and Welfare Advice (LBH)</b>	Debt and welfare advice can support council tenants or leaseholders with arrears, by arranging a free, confidential session with a money/debt adviser.	Targeted	020 8583 4000 <a href="http://www.hounslow.gov.uk/money-debt-advice">www.hounslow.gov.uk/money-debt-advice</a>

# Useful Resources

- **Healthier Together Website (NHS):**  
[www.healthiertogether.hrch.nhs.uk](http://www.healthiertogether.hrch.nhs.uk)
- **Mum and Baby App:**  
[www.chelwest.nhs.uk/about-us/news/news-archive/2017/new-mum-and-baby-app-launched](http://www.chelwest.nhs.uk/about-us/news/news-archive/2017/new-mum-and-baby-app-launched)
- **Directory of Maternity and Children's Services in North West London:**  
[www.nwlondonics.nhs.uk/your-health-services/your-services/pregnancy-and-maternity-services/directory-maternity-and-childrens-services-north-west-london](http://www.nwlondonics.nhs.uk/your-health-services/your-services/pregnancy-and-maternity-services/directory-maternity-and-childrens-services-north-west-london)
- **Family Services Directory:**  
[fsd.hounslow.gov.uk/SynergyWeb/](http://fsd.hounslow.gov.uk/SynergyWeb/)
- **Family Hubs:**  
[fsd.hounslow.gov.uk/SynergyWeb/Family\\_Hubs](http://fsd.hounslow.gov.uk/SynergyWeb/Family_Hubs)
- **Hounslow Connect:**  
[www.hounslowconnect.com/](http://www.hounslowconnect.com/)
- **SEND Local Offer:**  
[fsd.hounslow.gov.uk/synergyweb/local\\_offer/](http://fsd.hounslow.gov.uk/synergyweb/local_offer/)
- **Special Needs Jungle:**  
[www.specialneedsjungle.com/](http://www.specialneedsjungle.com/)
- **Money Advice and Debt Counselling Webpage:**  
[www.hounslow.gov.uk/money-debt-advice](http://www.hounslow.gov.uk/money-debt-advice)
- **Hounslow Council Website:**  
[www.hounslow.gov.uk](http://www.hounslow.gov.uk)

# Hounslow's Start for Life Offer



London Borough  
of Hounslow

**ONE  
HOUNSLOW**