

# Section 5

## Other information



### Customer Service Centres

#### Wood Green Customer Service Centre

Ground Floor  
48 Station Road  
Wood Green N22 7TY

Opening times:  
Monday - Friday. 8.45am – 5pm

#### South Tottenham Customer Service Centre

Apex House  
820 Seven Sisters Road  
Tottenham N15 5PQ

Opening times:  
Monday – Friday. 8.45am – 5pm

### Advisory Centre for Education (ACE)

A voluntary organisation which offers support with education issues.

Tel: 0808 800 5793 (10am - 5pm, Mon - Fri)

Website: [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

### Charges for school activities

Haringey Council's policy on charging for educational activities and the remission of charges is available – please telephone 020 8489 5033.

### Children's Centres

Haringey's Children's Centres offer access to the following services: early education integrated with childcare; family support and outreach to parents and child and family health services. Information about these is available on the Haringey website.

### Department for Education

The government department responsible for schools and education.

Tel: 0870 000 2288

Website: [www.education.gov.uk](http://www.education.gov.uk)

### Family Information Service (FIS)

Haringey's Family Information Service provides information and advice on a wide range of local and national services, covering ages 0-20, to help you and your family. These services are provided online, face to face, by telephone and via email.

The online directory - [www.fisd.haringey.gov.uk](http://www.fisd.haringey.gov.uk) - is a quick and easy to use website where you can find services, support and activities in Haringey and national information.

For more information

Tel: 020 8489 1000  
(Monday to Friday, 8am – 6pm)

Email: [childcare@haringey.gov.uk](mailto:childcare@haringey.gov.uk)

### Free school meals

Parents/legal carers in receipt of Income Support, Income Based Job Seekers Allowance, an Income Related Employment and Support Allowance (ESA – (IR)), Child Tax Credit **and not** receiving Working Tax Credit, Guaranteed Element of State Pension Credit or support under the Immigration and Asylum Act 1999 are eligible to apply for free school meals for their children.

We also need to see the child benefit letter or the children's long birth certificate. You must renew the entitlement each year, usually every 12 months.

To get an application form, ask at the school, visit your nearest Haringey Customer Service Centre or call 020 8489 1000.

[www.haringey.gov.uk/freeschoolmeals](http://www.haringey.gov.uk/freeschoolmeals)

## Independent (private fee paying) schools

Haringey Education Services does not hold information about independent schools. If you are interested in such schools, you should contact the Independent Schools Information Service (ISIS) on 020 7798 1500.

## Local Government Ombudsman (LGO)

The Local Government Ombudsman looks at complaints about councils and some other authorities, including education admissions appeal panels. It is a free service. Their job is to investigate complaints in a fair and independent way - they do not take sides. If you have a problem with a council service, you should first complain to the council, but if you are still not satisfied, they may be able to help.

The LGO Advice Team: 0300 061 0614.

[www.lgo.org.uk](http://www.lgo.org.uk)

## Ofsted

Ofsted inspect and report on standards of schools and childminders. Reports can be viewed online at [www.ofsted.gov.uk](http://www.ofsted.gov.uk)

Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

## Parent advice and support

The outreach team provides advice and support on a range of educational issues.

Tel: 020 8489 5025

## Education welfare service

Tel: 020 8489 1000

The Education Welfare Service works with schools, pupils and families to encourage good school attendance and high standards of pupil welfare. There is a very clear link between good school attendance and good academic achievement. There are also clear links between poor school attendance and risk of being involved in antisocial behaviour, crime and poor life outcomes generally.

The Education Welfare Officer (EWO) will work with young people who find regular school attendance problematic. This may mean directly working with young people themselves or referral to other agencies (with parental agreement). They will ensure that parents / carers are fully aware of their responsibilities to ensure regular school attendance. They can give advice on a range of issues such as matters relating to child protection and bullying.

However, where such work has failed to improve school attendance, the school based EWO will refer cases to the central EWS service which may use its full range of statutory powers, including legal action where there is no good reason for absence from school.

## Special Educational Needs

Tel: 020 8489 1913

Email [sen@haringey.gov.uk](mailto:sen@haringey.gov.uk)

