

Ealing Help Website

Background

Our clients for this project were Ealing Mencap and Ealing Service for Children with Additional Needs.

Ealing Mencap is a voluntary organisation that represents the interests of people with learning disabilities and their carers within the London Borough of Ealing. It runs a range of projects to help people with learning disabilities and their carers.

Ealing Service for Children with Additional Needs is a joint initiative between Ealing Primary Care Trust, and Ealing Council. It acts as a single point of information, providing improved access to referral, assessment and appropriate help for children and young people with disabilities in the borough.

Challenge

When you have a child with a disability there is a lot of information that you may need. Ealing Mencap and Ealing Service for Children with Additional Needs wanted to make it much easier for parents to access information on all the support services available to them in the Ealing Borough.

Clients Say:

"The site is established as the main online resource for parents and carers of children with disabilities in Ealing. Aurion have consistently responded well to maintenance/update requests. We are looking forward to working with them on the restructuring of the site which is due to start in September 2010."

Nick Radclyffe MCSD



Ealing Mencap and Ealing Service for Children with Additional Needs challenged us to design and build an online resource that would provide parents/carers of children with disabilities with easy access to all the information they needed. They also wanted to create a forum that would allow parents/carers to share their experiences, ideas and seek advice from each other.

Solution

Our client provided us with the information and it was our job to transform it into a useful, easy to use resource for parents and carers. Ealing Help (www.ealinghelp.org.uk) is a website designed specifically to help families of children with disabilities.

Although written in English, the website includes an introduction in Arabic, Farsi, Hindi, Gujarati, Polish, Punjabi, Somali, Tamil and Urdu for people whose first language is not English. It also provides information on how to get advice in other languages.

Ealing Help gives parents and carers easy access to accurate, up-to-date and useful information on a wide range of topics including:

- Health.
- Education.
- Social Services.

Solution Continued

- Transition – preparing for adulthood.
- Getting around (transport and mobility).
- Housing (provision of housing and adaptations).
- Local support services.
- Special projects in Ealing.
- Benefits and funding.
- Complementary therapies.
- Life and leisure.
- Legal and policy.
- Useful contacts.
- Frequently asked questions.
- Resources and reading.

In addition the website also provides users with the following:

- Event calendar.
- Latest news.
- Discussion forums.
- My directory (which allows users to create their own personalised list of services from those listed on the website).
- Newsletters (from Ealing Mencap and other relevant organisations).
- Glossary (of terms used throughout the site).

Users can share their experiences, ideas and seek advice through the discussion area. Users must register with the website in order to access the online discussions.

News and Events



Results

Parents/carers of children with disabilities who live in Ealing Borough now have easy access to information on the support services available to them.

They can also contact other parents/carers of children with a disability and can share their experiences, ideas and advice with each other. This creates both a support network and community of learning for parents and carers.

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