

Early Help & Children and Families Service

Right help at
the right time.






What is Early Help?

Early Help, sometimes known as early intervention, is an approach to providing children, young people and families with support to thrive and reach their full potential.

Early Help supports families at the earliest point when they first have challenges, stopping problems from escalating. Parents are encouraged to build on their capacity and resources and are empowered to deal with the challenges they face.

Our ambition is for every family to receive the support they need, when they need it

Timely and flexible support means:

-  Better outcomes for families
-  Reduced social problems in the community
-  More cost-effective overall

Our vision is that every child, young person and family feels included in their community, is happy and healthy, and can easily get any help they need to thrive and reach their potential.

Who is it for?

Early Help is available for all families living in Tower Hamlets when they need it, from pregnancy through to young people turning 19 (or up to 25 with Special Educational Needs and/or Disabilities).

Although research shows that the most impact can be made during a child's early years, the early help approach is not just for very young children, because problems can emerge at any point throughout childhood and adolescence.

We welcome all families to our service.



'The people I've met through Family Hubs have helped me more than they know.' - Parent volunteer with Family Hubs

What does Early Help look like?

To understand what Early Help looks like, it's useful to know the difference between universal and targeted services.

Most children's needs are met by their family, or what are known as **'universal services'**. Universal services are available to everyone and include provisions like school, healthcare, and Baby feeding and wellbeing advice.

For those who need extra support, **'targeted services'** are offered. Examples of families who might need additional support are those experiencing:

- Parental conflict
- Children or parents with Special Educational Needs and Disabilities
- Poor school attendance
- Parental mental health difficulties
- Language barriers

Examples of targeted services are:

- Parent groups
- Debt and budgeting sessions

Both universal and targeted support in Tower Hamlets often begins in our **Family Hubs** and **Children and Family Centres**.



Family Hubs

Early Help in Tower Hamlets is delivered through the Family Hub approach.

Every family should have access to the information and tools needed to care for their family and look after their wellbeing.

Family Hubs join up services in Tower Hamlets to improve access, connections between families, professionals, services, and providers, and put relationships at the heart of family support.

Who is part of Family Hubs?

Family Hubs deliver Early Help services with community partners from many different backgrounds, including:

- Charities
- Voluntary groups
- Faith organisation
- Parent groups
- Healthcare services
- Schools and Early Years service
- Youth services
- Arts organisation

and more, who all have a vital role to play in supporting families. Examples of help on offer in Family Hubs are:

- Baby feeding
- Benefits advice
- Career advice

- Children and adult emotional wellbeing
- Debt and budgeting
- Family learning
- Family therapy
- For people experiencing domestic abuse
- Health visiting Housing advice
- Mental health support
- Midwifery
- Parent and adult education courses
- Parents forum /groups
- Play, early learning and school holiday activities
- Return to work volunteering and training support
- Support around special educational needs and disabilities
- Primary school readiness sessions
- Volunteering

How do families access Early Help?

Families can begin accessing Early Help:



In person in Family Hubs and Family Hub spoke sites

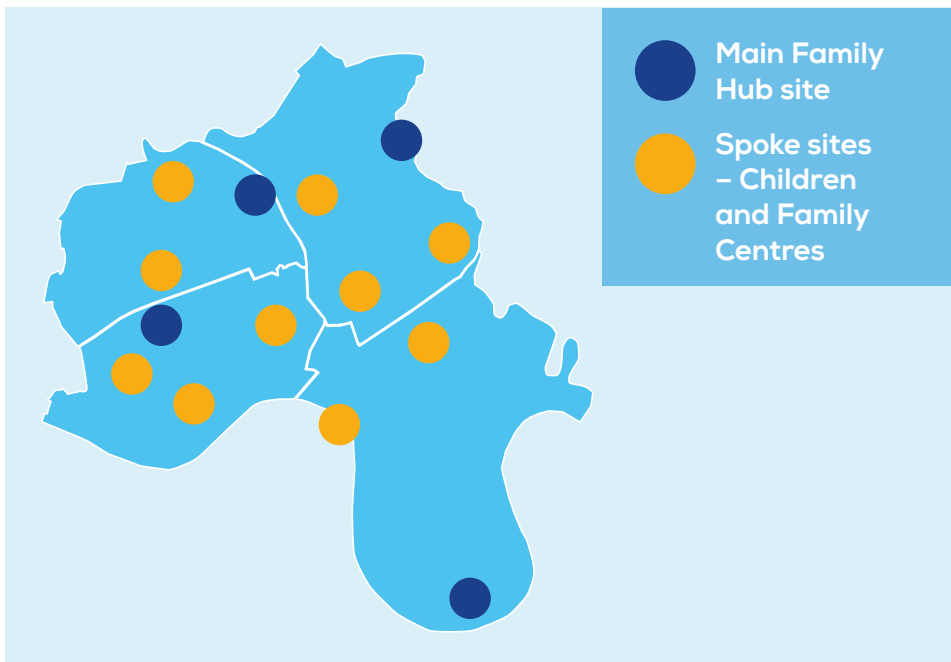


Online through thfamilyhubs.co.uk

To access targeted services, an **Early Help Assessment** will be completed with the family which will decide the best method of support.

When a child's needs cannot be met through Early Help services, and if a child is suffering or likely to suffer significant harm, they will be referred to statutory services.

For the most up to date information about activities taking place across the borough, download our quarterly activity timetables, available at thfamilyhubs.co.uk



When concerned about a child

We are currently integrating our Early Help Hub and the MASH. The MAST is a multi-disciplinary team which includes Social Workers, Early Help Workers, Health, Housing, Education Police colleagues amongst others.

At the current moment until the full interrogation has taken place.

Please contact;

For Early Help Support

For more information about Early Help, please call the Early Help Hub on **020 7364 5006 (select option 2)** or visit the **Early Help Hub** page for most Early Help Services.

For Safeguarding Concerns

If you have a concern about the welfare or safety of a child during the office hours of 9am-5pm, you should contact MAST:

Tel: **020 7364 5006 option 3**

Extensions: **5606/5601/5358/7796**

Email: **Mash@towerhamlets.gov.uk**

If a child is in immediate danger, please call the police on **999**.

Emergency Duty Team (EDT) – Out of hours service

Tel: **020 7364 4079** (after 5pm and at weekends).

Tel: **020 7364 5006 option 3**



Where to find us

North West Locality

Meath Gardens 🕒 Opening hours 8:30am - 5pm
1 Smart Street
E2 0SN
☎ Telephone: 020 7364 0349

Mowlem 🕒 Opening hours 8:30am - 5pm
Wadeson Street
E2 9DL
☎ Telephone: 020 7364 7935

Collingwood 🕒 Opening hours 8:30am - 5pm
St Bartholomew Gardens
Buckhurst Street
E1 5QT
☎ Telephone: 020 7364 0539

North East Locality

Overland 🕒 Opening hours 8:30am - 5pm
60 Parnell Road
Bow
E3 2RU
☎ Telephone: 020 7364 1925

Olga (Overland) 🕒 Opening hours 8:30am - 4:30pm
25 Medway Road
E3 5DS

Marner 🕒 Opening hours 8:30am - 5pm
Marner Centre
Devas Street
E3 3LL
☎ Telephone: 020 7364 3534

Mile End 🕒 Opening hours 8:30am - 5pm
9 Bede Square, Joseph Street
Off Bow Common Lane
E3 4GY
☎ Telephone: 020 7364 7557



South West Locality

John Smith Family Hub 🕒 Opening hours 8:30am - 5pm
90 Stepney Way
London
E1 2EN
☎ Tel: 020 7364 0537

Ocean 🕒 Opening hours 8:30am - 5pm
Whitehorse Road
London
E1 0ND
☎ Tel: 020 7364 6605

Shadwell (Ocean) 🕒 Opening hours 9am - 5pm
418 Cable Street
London
E1 0AF
☎ Tel: 0208 7364 1836

Wapping 🕒 Opening hours 8:30am - 5pm
15 Richard Street
London
E1 2JP
☎ Tel: 020 7364 6004

South East Locality

Around Poplar 🕒 Opening hours 8:30am - 5pm
115 Three Colt Street
E14 8AP
☎ Telephone: 020 7364 0540

Chrisp Street 🕒 Opening hours 8:30am - 5pm
45 Kerbey Street
E14 6AW
☎ Telephone: 020 7364 2856

Isle of Dogs 🕒 Opening hours 8:30am - 5pm
Millwall Park
Stebondale Street
E14 3BX
☎ Telephone: 020 7364 1179

