



Right Help,  
Right Time



# A Guide to the Early Help Offer

This Guide provides information on the early help offer and other resources that you may want to access.

## What is Early Help?

- Early Help is our approach to providing support to children, young people and their families when problems have emerged but do not yet meet the threshold for statutory intervention.
- Early Help is delivered through:
  - Universal services, accessed, for example, in Children's Centres, early years settings and schools; and targeted services which require a multi-agency intervention such as the Core Early Help Offer
  - Interventions and support that contribute to early help such as parenting support and the array of Voluntary Sector Services including those which support prospective parents from conception.
- Through prompt and targeted interventions issues and problems can be prevented from becoming acute and chronic.



## Where can I get advice about Early Help?

General advice and guidance about Early Help can be obtained from the Early Help Hub.

What is offered?	Information and contact details
Early Help Hub	<p><b>Age:</b> Conception to 19; and up to age 25 if the young person has a learning difficulty or disability</p> <ul style="list-style-type: none"> <li>• <b>Telephone access point</b> providing information, advice and guidance on early help for the public and professionals</li> <li>• Screening of Early Help enquires</li> <li>• Up to 15 days direct work with families.</li> <li>• Support to professional to complete Early Help Assessments.</li> <li>• Advice on increasingly complex cases that may require statutory intervention (step-up)</li> <li>• Advice on statutory cases being considered for closure but in need of on-going support (step-down)</li> </ul> <p><b>T:</b> 020 7364 5006 (Option 2); <a href="http://www.towerhamlets.gov.uk/earlyhelp">www.towerhamlets.gov.uk/earlyhelp</a>;  <b>Early Help Enquiry form:</b> <a href="https://bit.ly/2AA2WNy">https://bit.ly/2AA2WNy</a></p>

## What is the Core Early Help offer?

The Early Help core offer includes the Early Help Hub and services and teams that deliver more complex interventions which require a multi-agency response. The core Early Help Offer is delivered in a number of different settings by skilled workers:

What is offered?	Who for?	Information and contact details
Children's Centre's	Families and children	<p><b>Age:</b> Conception to 11</p> <ul style="list-style-type: none"> <li>• Offers a one-stop shop for a range of universal services</li> <li>• <b>Targeted support</b> is provided by Family Support Workers for families with more complex but non-statutory needs (Early Help Assessment required)</li> <li>• Play sessions (six months – 5 years)</li> <li>• Family support (pre-conception – 11 years)</li> <li>• Child health clinics and other specialist services</li> <li>• Parent employment training</li> <li>• Advice on free government childcare entitlements and support with access to childcare for children with SEND and inclusion needs (under five)</li> </ul> <p><b>T:</b> 0207 364 1553 <a href="http://www.towerhamlets.gov.uk/childrenscentres">www.towerhamlets.gov.uk/childrenscentres</a></p>
Early Help and Transition Team	Vulnerable young people	<p><b>Age:</b> 11 – 19 (up to 25 if there are Special Educational Needs and or Disabilities (SEND))</p> <ul style="list-style-type: none"> <li>• <b>Targeted support</b> is provided by Early Help and Transitions Practitioners through one-to-one casework (Early Help Assessment required)</li> <li>• Support is usually offered for between 3 to 6 months</li> <li>• Support around education</li> <li>• Anti-Social Behaviour support</li> </ul> <p><b>T</b> 0207 364 5006 (option 2) <a href="http://www.towerhamlets.gov.uk/ignl/health_social_care/children_and_family_care/Early_Help/Early_Help.aspx">www.towerhamlets.gov.uk/ignl/health_social_care/children_and_family_care/Early_Help/Early_Help.aspx</a></p>
Schools Social Work Team	School age children	<p><b>Age:</b> Up to age 18</p> <ul style="list-style-type: none"> <li>• This is a traded service provided to schools only; available only to those who buy into the service</li> <li>• A team of Social Workers</li> <li>• Offers preventative and targeted interventions with hard to engage families with school age children.</li> <li>• Offer one-to-one casework</li> <li>• Support to schools with Early Help Assessments</li> </ul>
Early Help Locality Co-ordination	Vulnerable children and young people	<ul style="list-style-type: none"> <li>• Undertake partnership work with schools and other key partners across the local authority to ensure the implementation and development of Early Help processes and Quality assurance</li> <li>• Offer advice and guidance to schools on Early Help</li> <li>• Supervise the School Social Workers in the <b>Social Work in Schools Team</b></li> <li>• Supervise managers in the <b>Early Help and Transition Service</b></li> </ul> <p><b>T:</b> 020 7364 2975 (East of the borough) T: 020 7364 3939 (West of the borough)</p>

## Are there other resources that I should know about?

There are numerous Early Help and other resources provided by the council and by our partners. Below are some which we think will be of use to you in your work with children and their families.

### Youth Centres and Leisure Activities

What is offered?	Who for?	Information and contact details
<b>Youth Service</b>	<b>Young people</b>	<p><b>Age:</b> 11 - 19; (up to 25 if there are Special Educational Needs or Disabilities ( SEND)</p> <ul style="list-style-type: none"> <li>• Positive activities free to residents and those studying in the borough</li> <li>• 21 youth centres; including 3 specialist centres (SEND, LGBTQ; and performing arts)</li> <li>• A weekly timetable (including games, sports, cookery; and lifestyle sessions on relationships and sexual health.)</li> <li>• The Young Mayor; and Youth Council</li> <li>• Girls Leadership Programme.</li> <li>• From June 2019: The Children in Care Council.</li> </ul> <p><b>T: 020 7364 6440</b>  <a href="http://www.towerhamlets.gov.uk/lgnl/education_and_learning/young_people/young_people.aspx">www.towerhamlets.gov.uk/lgnl/education_and_learning/young_people/young_people.aspx</a></p>
<b>Idea Store and Children</b>	<b>Adults, children and young people</b>	<p><b>Age:</b> Babies to 16</p> <ul style="list-style-type: none"> <li>• 5 Idea Stores in Tower Hamlets</li> <li>• 7 day a week opening</li> <li>• Over 170,000 books, big books, posters, artefacts, and costumes</li> <li>• Focused on individual children and their families.</li> <li>• Out of class services including after school, at weekends and during the school holidays</li> <li>• Promoting reading for pleasure</li> <li>• Encouraging children to choose their own books to take home</li> <li>• Supporting reading at home</li> <li>• Establishing visiting the library as a regular family habit.</li> </ul> <p><a href="http://issuu.com/ideastores/docs/childrens_offer_booklet_final_final/1?e=1138203/5356624">http://issuu.com/ideastores/docs/childrens_offer_booklet_final_final/1?e=1138203/5356624</a></p>

### Health resources

What is offered?	Who for?	Information and contact details
<b>Infant Feeding and Wellbeing Service</b>	<b>Mothers and fathers antenatally or with infants/ young children</b>	<p><b>Age:</b> 0-2</p> <ul style="list-style-type: none"> <li>• Support and information on all matters related to feeding babies provided in community drop ins</li> <li>• Provides support and information on all aspects of infant feeding including antenatal advice, breastfeeding, formula feeding, advice on weaning and introducing solid foods as well as specialist support for babies with complex feeding problems</li> </ul> <p><b>T: 0203 594 2591 or 07961 906626 E-mail: <a href="https://www.facebook.com/b2bth">https://www.facebook.com/b2bth</a></b></p>
<b>Family Nurse Partnership</b>	<b>First time young mum's (under 19)</b>	<p><b>Age:</b> 0-2</p> <ul style="list-style-type: none"> <li>• Voluntary home visiting programme</li> <li>• Specially trained family nurse visit the young mum regularly; from the early stages of pregnancy until the children are two.</li> </ul> <p><b>T: 020 8223 8601 <a href="https://www.gpcaregroup.org">https://www.gpcaregroup.org</a></b></p>
<b>Health Visiting</b>	<b>New born babies to 5 years</b>	<p><b>Age:</b> 0 – 5</p> <ul style="list-style-type: none"> <li>• Health visitors work with parents who have new babies,</li> <li>• Offering support and informed advice from the ante-natal period until the child starts school at 5</li> </ul> <p><b>T: 0203 409 3972 (General HV queries)</b>  <b>E-mail: <a href="mailto:thgpcg.hvrecordsandreferrals@nhs.net">thgpcg.hvrecordsandreferrals@nhs.net</a></b></p>

What is offered?	Who for?	Information and contact details
How to register with a dentist	All children	<p><b>Age:</b> All</p> <ul style="list-style-type: none"> <li>Information on finding an NHS dentist</li> </ul> <p><a href="https://www.nhs.uk/using-the-nhs/nhs-services/dentists/how-to-find-an-nhs-dentist/">https://www.nhs.uk/using-the-nhs/nhs-services/dentists/how-to-find-an-nhs-dentist/</a></p>
Healthy Start Vitamins	Pregnant women; women with a baby under one; and children up to 4	<ul style="list-style-type: none"> <li>Free healthy start vitamins from any Tower Hamlets Children's Centres.</li> </ul> <p><b>T: 020 7364 5288</b>  <a href="https://www.healthystart.nhs.uk/healthy-start-vouchers/healthy-start-vitamins/">https://www.healthystart.nhs.uk/healthy-start-vouchers/healthy-start-vitamins/</a></p>
Vaccinations	All children	<p><b>Age:</b> 8 weeks to 14 years</p> <ul style="list-style-type: none"> <li>Vaccinations to protect against serious diseases.</li> <li>Bodies are better able to fight these diseases if we come into contact with them.</li> </ul> <p><a href="https://www.nhs.uk/conditions/vaccinations/">https://www.nhs.uk/conditions/vaccinations/</a></p>
Quit Right – stop smoking service	Adults and Young People	<p><b>Age:</b> All ages</p> <ul style="list-style-type: none"> <li>Open to residents and people who work or study in Tower Hamlets.</li> <li>Offers culturally sensitive services for people from the Somali, South Asian and migrant communities who chew tobacco or use paan.</li> </ul> <p><b>T: 020 7882 8230</b> <a href="http://quitrightth.org/services/">http://quitrightth.org/services/</a></p>
Safe East	Young people	<p><b>Age:</b> Up to 19; and up to 25 if the young person is in care or has a learning difficulty or disability</p> <ul style="list-style-type: none"> <li>Staffed by experienced health and wellbeing workers and nurses</li> <li>Confidential, young person friendly substance misuse service</li> <li>Works with anyone who lives or studies in Tower Hamlets</li> <li>Drop in service offered</li> <li>Drug or alcohol use advice and support</li> <li>Stop smoking support</li> <li>Sexual health</li> <li>Free condoms</li> <li>STI testing</li> <li>Contraception</li> </ul> <p><b>T: 020 3917 5443</b>  <b>Text (ChatHealth confidential text messaging): 07520615593</b>  <b>Website:</b> <a href="https://www.compass-uk.org/services/tower-hamlets-compass-safe-east/">https://www.compass-uk.org/services/tower-hamlets-compass-safe-east/</a></p>
School Nursing Service	School age children	<p><b>Age:</b> Up to 18</p> <ul style="list-style-type: none"> <li>Provides essential specialist nursing care led by specialist Public Health Nurses</li> <li>Advice and support</li> <li>Offered in primary and secondary schools through sessional or drop-in access</li> </ul> <p><a href="http://www.gpcaregroup.org/content/28954/Tower-Hamlets-School-Nursing-Service">www.gpcaregroup.org/content/28954/Tower-Hamlets-School-Nursing-Service</a></p>

## Parenting resources

What is offered?	Who for?	Information and contact details
<p><b>Parent and Family Support Service</b></p>	<p><b>Parents, Carers and Young people</b></p>	<p>Offers the following open access resources for all parents:</p> <ul style="list-style-type: none"> <li>• Parent and Carer Council</li> <li>• Parent networks/ forums including for Dads, Home Educators, Somali parents</li> <li>• An Annual Parent/ Carer Conference</li> <li>• Parenting discussion groups</li> <li>• e-safety workshops</li> <li>• Parent Champion / volunteer programmes</li> <li>• Parental engagement workshops</li> <li>• Evidenced based parenting courses</li> <li>• Healthy families sessions,</li> </ul> <p>(Note: Some provision is a traded service provided to schools only)</p> <p><b>Targeted interventions:</b> Offers evidence based parenting courses. Note these programmes are targeted at parents that have been assessed i.e. EHA/ Single Assessment/ ASSET+:</p> <ul style="list-style-type: none"> <li>• Strengthening Families, Strengthening Communities parenting programme</li> <li>• Triple P- Group, group teen, discussion and family transitions</li> <li>• Emotional First Aid parenting programmes</li> <li>• Pre and post programme support</li> </ul> <p><b>T: 020 7364 6398 <a href="http://www.towerhamlets.gov.uk/parentingsupport">www.towerhamlets.gov.uk/parentingsupport</a></b></p> <p><b>Transition Support Programme:</b> Information, Advice and Support Services for parents and carers of children and young people with Special Education Needs and Disabilities (SEND) and young people with SEND independent of their parents</p> <ul style="list-style-type: none"> <li>• Telephone information and advice</li> <li>• Information on local SEN processes and procedures</li> <li>• Support groups and drop-in sessions</li> </ul> <p><b>T: 020 7364 6489 Email: <a href="mailto:pac@towerhamlets.gov.uk">pac@towerhamlets.gov.uk</a></b></p>

## Education Support

What is offered?	Who for?	Information and contact details
<p><b>Behaviour and Attendance Support Service</b></p>	<p><b>Children and young people</b></p>	<p><b>Age:</b> 5-19 and up to 25 if the young person has an Education Health Care Plan (EHCP)</p> <ul style="list-style-type: none"> <li>• Service provides advice, support, training and interventions to schools for pupils experiencing Social, Emotional and Mental Health Difficulties (SEMH), at risk of exclusion or poor attendance to school</li> <li>• Early Advice and assessment is available for individual pupils without an EHCP and strategic whole-school school improvement work to embed good Behaviour and Attendance policy and practice.</li> <li>• The Attendance service fulfils the statutory duty to take legal action to enforce school attendance.</li> <li>• Buy-back service for bespoke Behaviour and Attendance support is available.</li> </ul>
<p><b>Support for Learning Service</b></p>	<p><b>Children and young people</b></p>	<p><b>Age:</b> 0 up to age 25 if the young person has SEND</p> <p>The Support for Learning Service is a team of specialist teachers. We help to ensure that:</p> <ul style="list-style-type: none"> <li>• children and young people with SEND can access their education;</li> <li>• supporting schools to be inclusive for all learners.</li> </ul> <p>We work in partnership with colleagues from different services, so that children can best access their every day school life. This may mean working 'behind the scenes' with parents and professionals and in different locations to join up services and systems.</p> <p>We take referrals from schools and health professionals in the areas of: sensory impairment, physical disability/complex medical conditions, ICT and SEND, literacy and language and communication.</p> <p><b>T: 020 7364 6440 <a href="http://webfronter.com/towerhamlets/supportforlearning/">http://webfronter.com/towerhamlets/supportforlearning/</a></b></p>

## Other resources

What is offered?	Who for?	Information and contact details
<b>Holiday Childcare Scheme</b>	<b>Children</b>	<p><b>Age:</b> 3 – 13</p> <ul style="list-style-type: none"> <li>• Holiday childcare</li> <li>• From 8.00am to 6.00pm or 9.00am to 5.00pm,</li> <li>• Fees apply; subsidised rate available.</li> </ul> <p><b>T:</b> 0207 364 0523 <b>Website:</b> <a href="http://www.towerhamlets.gov.uk/hcs">www.towerhamlets.gov.uk/hcs</a></p>
<b>Family Information Service</b>	<b>Families</b>	<ul style="list-style-type: none"> <li>• Free, impartial information and advice on a wide range of services for children and young people (birth to 25 years old), parents and families</li> <li>• Telephone helpline and drop-in service from Monday to Friday, 9am to 5pm</li> <li>• Childcare information and brokerage service</li> </ul> <p><b>T:</b> 020 7364 6495 <b>Email :</b> <a href="mailto:fis@towerhamlets.gov.uk">fis@towerhamlets.gov.uk</a></p>

## Employment support for the family (adults and young people)

What is offered?	Who for?	Information and contact details
<b>WorkPath</b>	<b>Adults</b>	<p><b>Age:</b> Adults</p> <ul style="list-style-type: none"> <li>• Employment support</li> <li>• Basic skills training</li> <li>• Advanced skills training</li> <li>• Access to work experience</li> <li>• Apprenticeships</li> <li>• Graduate schemes</li> <li>• CV Help</li> <li>• Interview preparation</li> </ul> <p><b>T:</b> 020 7364 8626 <b>Website:</b> <a href="http://www.towerhamlets.gov.uk/workpath">http://www.towerhamlets.gov.uk/workpath</a></p>
<b>Young WorkPath</b>	<b>Young people in need of extra support who have:</b> <ul style="list-style-type: none"> <li>– Send</li> <li>– Physical or mental health issues</li> <li>– Are in or leaving Care</li> <li>– Are NEET (not in education, employment or training)</li> </ul>	<p><b>Age:</b> 13 -19; and up to age 25 if the young person has SEND</p> <ul style="list-style-type: none"> <li>• A young person friendly service</li> <li>• Staffed by qualified Careers Advisers</li> <li>• Young WorkPath also work in local secondary schools and New City College.</li> <li>• Support with making careers choices</li> <li>• Information, advice and guidance on education (college, 6th form, university)</li> <li>• Information, advice and guidance on training (traineeships and apprenticeships)</li> <li>• Information, advice and guidance on getting into work (including CVs and interviews)</li> </ul> <p><b>T:</b> 020 7364 1401  <a href="https://www.towerhamlets.gov.uk/lgnl/jobs_and_careers/employment_and_training_initia/Workpath/Young_WorkPath.aspx">https://www.towerhamlets.gov.uk/lgnl/jobs_and_careers/employment_and_training_initia/Workpath/Young_WorkPath.aspx</a></p>

## Where can I get more detailed information?

You can obtain more information about some of the resources listed above on the local offer home page.

What is offered?	Who for?	Information and contact details
<b>The Local Offer</b>	<b>All children with SEND</b>	<p><b>Age:</b> Birth to 25</p> <ul style="list-style-type: none"> <li>• Telephone helpline, information service operated from Monday to Friday; 9 am to 5pm</li> <li>• An on-line guide to information and services for children and young people with SEND and ALL families in Tower Hamlets</li> </ul> <p><b>T:</b> 020 7364 6495 <b>http:</b> <a href="http://www.localoffertowerhamlets.co.uk/">http://www.localoffertowerhamlets.co.uk/</a></p>