

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?

In partnership with our colleagues in Young Tower Hamlets, we provide services for families from pregnancy through to young people aged 19, or up to 25 for those with Special Educational Needs and Disabilities (SEND).

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 – have helped me more than they know.' Parent volunteer

What does Early Help look like?

To understand what Early Help is, it's helpful to know the difference between universal and targeted services.

Universal services are for everyone, like schools, healthcare, and advice on baby care and wellbeing.

Targeted services are for those who need extra help, such as families dealing with:

- Parental conflict
- Special Educational Needs and Disabilities
- Poor school attendance
- Parental mental health issues
- Language barriers

Examples of targeted services include:

- Parent groups
- Debt and budgeting help

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 Hubs 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 and career advice
- Emotional wellbeing support
- Debt and budgeting help
- Family therapy and learning
- Domestic abuse support
- Health visiting and midwifery
- Housing and mental health advice
- Parent education and forums
- Play and school holiday activities
- Return-to-work support
- Special education needs and disabilities support
- Primary school readiness sessions
- Volunteering opportunities

When concerned about a child

The Early Help Team in the Multi-Agency Support Team (MAST) is the main contact for Early Help requests and safeguarding concerns. We work with families to offer the right support when needed.

Our team includes Social Workers, Early Help Workers, and professionals from Health, Housing, Education, Police, and more, all working together to support children and families.

Please contact;

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 2 or 3**

Email: mast@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 2 or 3**



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
-  EarlyHelp@towerhamlets.gov.uk
-  **020 7364 5006** (select option 2 or 3)

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



- 1 Meath Gardens Family Hub
- 2 Mowlem Children and Family Centre
- 3 Collingwood Children and Family Centre
- 4 Overland Family Hub
- 5 Marner Children and Family Centre
- 6 Mile End Children and Family Centre
- 7 Overland (Olga site)
- 8 Wapping & Bigland Children and Family Centre
- 9 John Smith Family Hub
- 10 Ocean Children and Family Centre
- 11 Ocean (Shadwell site)
- 12 Around Poplar Children and Family Centre
- 13 Chrisp Street Children and Family Centre
- 14 Isle of Dogs Family Hub

Where to find us

North West Locality

Meath Gardens Family Hub, 1 Smart Street, E2 0SN

Monday: 9:15am - 5pm

Tuesday: 9:15am - 7pm

Wednesday: 9:15am - 6pm

Thursday: 9:15am - 7pm

Friday: 9:15am - 5pm

Saturday: 9am - 2pm on the first and last Saturday of the month

☎ 020 7364 0349

Mowlem Children and Family Centre, Wadeson Street, E2 9DL

Monday – Friday: 9:15am - 5pm

☎ 020 7364 7935

Collingwood, St Bartholomew Gardens, Buckhurst Street, E1 5QT

Monday – Friday: 9:15am - 5pm

☎ 020 7364 0539

North East Locality

Overland Family Hub, 60 Parnell Road, Bow E3 2RU

Monday – Friday: 9:15am - 5pm

☎ 020 7364 1925

Olga (Overland) Children and Family Centre, 25 Medway Road, E3 5DS

Monday – Friday: 9:15am - 5pm

☎ 020 7364 3100

Marner Children and Family Centre, Marner Centre, Devas Street, E3 3LL

Monday – Friday: 9:15am - 5pm

☎ 020 7364 3534

Mile End Children and Family Centre, 9 Bede Square, Joseph Street, Off Bow Common Lane, E3 4GY

Monday – Friday: 9:15am - 5pm

☎ 020 7364 7557

South West Locality

John Smith Family Hub, 90 Stepney Way, E1 2EN

Monday – Friday: 9:15am – 5pm

☎ 020 7364 0537

Ocean Children and Family Centre, Whitehorse Road, E1 OND

Monday – Friday: 9:15am – 5pm

☎ 020 7364 6605

Shadwell (Ocean) Children and family Centre, 418 Cable Street, E1 OAF

Monday – Friday: 9:15am – 5pm

☎ 020 87364 1836

Wapping Children and Family Centre, 15 Richard Street, E1 2JP

Monday – Friday: 9:15am – 5pm

☎ 020 7364 6004

South East Locality

Isle of Dogs Family Hub, Millwall Park,

Stebondale Street, E14 3BX

Monday: 9:15am – 6pm

Tuesday: 9:15am – 5pm

Wednesday: 9:15am – 6pm

Thursday: 9:15am – 7pm

Friday: 9:15am – 6pm

Saturday: 9am – 2pm

☎ 020 7364 1179

Around Poplar Children and Family Centre,

115 Three Colt Street, E14 8AP

Monday – Friday: 9:15am – 5pm

☎ 020 7364 0540

Chrisp Street Children and Family Centre,

45 Kerbey Street, E14 6AW

Monday – Friday: 9:15am – 5pm

☎ 020 7364 2856

