

We are England's leading family charity. We support over 45,000 families every year with over 100 services in communities across the country. We offer practical, emotional and financial help to families and individuals in their communities.

How To Contact Us

Family Action Tower Hamlets
Behavioural Support Service
Albert Jacob House
62 Roman Road, 1st Floor
Bethnal Green
London E2 0PG

Tel: 020 7364 3406 / 5765
Fax: 020 7364 3408
Email: towerhamlets.fbs@family-action.org.uk
www.family-action.org.uk



TOWER HAMLETS

Family Action Tower Hamlets
Behavioural Support Service is funded by
Education Tower Hamlets.

Family Action Central Office

501-505 Kingsland Road, London, E8 4AU. Phone 020 7254 6251
Fax 020 7249 5443 info@family-action.org.uk www.family-action.org.uk
Registered charity n° 264713.

family
action

Family Action
Tower Hamlets
Family Behavioural
Support Service

Supporting families in their homes

supporting families since 1869

What We Offer

A key aim of the service is to provide an early intervention to families with young people presenting severe behavioural difficulties putting them at risk of exclusion from either primary or secondary school.

We help families to:

- promote positive attachments with their children.
- develop behaviour management strategies.
- providing support in structuring household management.
- encourage participation in social and group activities – inside and outside the home.
- sign post families in accessing other relevant services.

Outcomes:

Our work is guided by the Every Child Matters agenda and the five key outcomes, particularly the Staying Safe, Be Healthy and Enjoy and Achieve outcomes.

How We Work

The key principle of the service is enabling; we do this by building on the families strengths and working in ways that suit them, and that best fit their needs.

The Behavioural Family Support Worker works in partnership with other professionals involved with the family, including Social Workers, Health Visitors, Teachers and Education Support Staff, CAMHS and Community Mental Health Team. We value sharing knowledge and expertise with other professionals and at times carry out joint visits with them. We also participate in planning meetings, case conferences etc.

The work is agreed with the family for six months and reviewed at three months. All the work undertaken should have a clear focus and be linked to the needs of the **whole family** as identified by the referrer, the family members and the Behavioural Family Support Worker. Referrers are kept informed of the work aims agreed with the family, the aims achieved and notified when the case is closed.

Referral Criteria

A child **must** be presenting serious behavioural difficulties putting them at risk of exclusion from school.

They must live in the borough of Tower Hamlets and be aged between 5 – 16 years old.

The referral must be made through the Social Inclusion Panel (SIP) on a CAF form.

For further information on making a referral please contact:

Head of Behaviour Support at Support for Learning Services on:
020 7364 6456

or

Family Behavioural Support Team at Family Action Tower Hamlets on:
020 7364 3406 / 5765.

We do **not** provide the following services :

- home-care.
- escorting to school and / or appointments.
- emergency intervention.