

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

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Intensive Family Support Service  
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**TOWER HAMLETS**

Intensive Family Support Service is funded by  
London Borough of Tower Hamlets

### Family Action Central Office

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Registered charity n° 264713.

family  
action

## Family Action Tower Hamlets Intensive Family Support Service

Partnership working with Tower Hamlets  
Sure Start Children's Centre's

To provide an early intervention service to  
families with complex needs, who have at  
least one child under the age of five

supporting families since 1869

## Areas Of Work

- **Promoting positive relationships between parents and their children:** Discussing with parents the importance of focussing on their children's emotional needs as well as their practical needs. Observation of the parent/child attachment. Encouraging play activities in the home.
- **Develop behaviour management strategies:** Discussion and agreement on behaviour boundaries including approved sanctions, diary keeping, and certificates for achieving weekly targets.
- **Support in structuring household management to overcome chaotic lifestyles**
- **Activities to improve family communication:** Suggestions and work on age-appropriate activities.
- **Recommendations and support in accessing other relevant services**

## Referral Criteria

The referral must have at **least two** of the following areas of concern and be a family with a **child under 5** (but Family Action will work with older children within the same family).

Difficulties in communication between parent/carer and child including verbal and non-verbal

Difficulties in household routines that impact on the well being of the child

Parent/carer has difficulty managing routines, challenging behaviour, setting boundaries which are impacting on the well being of the child.

Parent needs support to understand the importance of stimulation and play for their child/ren.

Parents/carers with mental health issues, drug and alcohol dependency, domestic violence which impacts on the development of the child.

The family/carers are not accessing services when identified with the above difficulties or concerns.

## Referral Process

An initial assessment should be completed on the family. The referral should be made on an Family Action referral form. Please attach any additional reports.

Referrals for the service can be sent via the local Children's Centre or direct to Family Action.

### Skills and Experience of Team

The IFS team are experienced in working with families with complex needs. Staff have training and experience in the following areas:

- Attachment issues
- Child development
- Safeguarding children
- Parental mental health
- Working on routines and boundaries
- Working with parents on school attendance issues.
- Working with domestic violence
- Assessment reports including CAF

A key principle of the service is enabling; we do not provide a child minding or escort service. Our aim is to work with families so that they can help themselves.