



Directory Support Services

SEND Support



Tower Hamlets Local Offer- Guide to information and services in Tower Hamlets for children and young people with Special Educational Needs and Disabilities (SEND) and all families in the borough.

<https://www.localoffertowerhamlets.co.uk/>

call us on 020 7364 6495 or email fs@towerhamlets.gov.uk



Caudwell Children's Charity-

Caudwell Children's Charity Aim to change the futures of all disabled children providing access to services, equipment, therapies and treatments they need. To view the eligibility criteria and to apply for support go to:

<https://www.caudwellchildren.com/apply-support/>



Family Fund-

If you are raising a child with a SEND or a seriously ill child and need support with essentials items, family fund may be able to help and provide a grant. To view the eligibility criteria and to apply go to:

<https://www.familyfund.org.uk/Pages/Category/using-your-grant>



National Autistic Society

The Autism Helpline enquiry service provides impartial, confidential information along with advice for autistic people, their families, friends and carer

Telephone: 0808 800 4104

Web: <https://www.autism.org.uk>

Online Safety



- [Thinkuknow](#) provides advice from the National Crime Agency (NCA) on staying safe online
- <https://www.thinkuknow.co.uk/parents/Support-tools/home-activity-worksheets/> weekly activity packs for parents.
- [Parent info](#) is a collaboration between Parentzone and the NCA providing support and guidance for parents from leading experts and organisations.
- [Childnet](#) offers a toolkit to support parents and carers of children of any age to start discussions about their online life, to set boundaries around online behaviour and technology use, and to find out where to get more help and support.
- [Internet matters](#) provides age-specific online safety checklists, guides on how to set parental controls on a range of devices, and a host of practical tips to help children get the most out of their digital world.
- [London Grid for Learning](#) has support for parents and carers to keep their children safe online, including tips to keep primary aged children safe online.
- [Net-aware](#) has support for parents and carers from the NSPCC, including a guide to social networks, apps and games.
- [Let's Talk About It](#) has advice for parents and carers to keep children safe from online radicalisation.
- [UK Safer Internet Centre](#) has tips, advice, guides and other resources to help keep children safe online, including parental controls offered by home internet providers and safety tools on social networks and other online services.

Death and Grief



Child Bereavement UK help children and young people (up to age 25), parents, and families, to rebuild their lives when a child grieves or when a child dies. Child Bereavement UK has a wealth of information on how to talk about death with your child as well as a number of resources/ activities to support your child and family with the grieving process.

<https://www.childbereavementuk.org/>



Winston's Wish supports bereaved children, young people, their families

<https://www.winstonswish.org/about-us/>



The Child Development Institute support with discussing death with your kids can be a real concern and many tend to avoid it. Death is however an inevitable part of life and it is important to ensure our kids are aware of it and know it's okay to discuss it.

<https://childdevelopmentinfo.com/how-to-be-a-parent/communication/talk-to-kids-death/#gs.ki4zby>



Grief Encounter

Supporting children and young people who have suffered a bereavement. Tel: 0808 802 0111

Web: <https://www.griefencounter.org.uk/young-people/>

Live chat available

Parenting Support

Parenting programmes are a source of support for all parents and carers and offer an opportunity to share parenting experiences, develop a greater understanding of child development, build positive relationships and learn skills to deal with challenging behaviour.

Tower Hamlets Parenting Support

Speak to our Family support Officer, Lily Thompson for further information or contact Tower Hamlet's Parental Engagement Team.

Email parenting@towerhamlets.gov.uk

Phone: 020 7364 6398 (Monday to Friday, 9am to 5pm).

If you would prefer to self refer here is the form:

https://www.towerhamlets.gov.uk/Documents/Parenting_support/Parenting-Referral-Form-May-2020.pdf



Action For Children

Free and confidential live chat with a qualified parenting coach. We're here 12:30-19:30 Monday, 10:30-16:30 Tuesday, 09:30-16:30 Wednesday, 12:30-19:30 Thursday and 09:30-16:00 Friday. https://parents.actionforchildren.org.uk/chat/?gclid=EAlaQobChMI-eOPxe7o7AIVKP_jBx2hLARWEAAYASAAEgK4Vfd_BwE



Family Action

Family Action's Free Family Line service tackles issues in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through phone calls, email, web chat and text message.

Opening times: Monday to Friday, 9am to 9pm,

Contact details: Telephone: 0808 802 6666, Text message: 07537 404 282 Email: familyline@family-action.org.uk

Web: <https://www.family-action.org.uk/what-we-do/children-families/familyline/>

Domestic Abuse & Violence Against Women & Girls



Victim Support

Working towards a world where people affected by crime or traumatic event gets the support they need.

Monday - Friday, 9am - 5pm Tel: 020 7364 2448 or 020 7364 7957

24 hour support line Tel: 0808 1689 111

<https://www.victimsupport.org.uk/>



Tower Hamlets Community Intervention- Service Look Ahead-

The service offers support across a broad range of needs with a focus on those at risk of eviction, in unsafe accommodation, with substance misuse or mental health needs or those who are subject to serious safeguarding concerns.

Telephone: 020 3222 4027 <https://www.lookahead.org.uk/>



Hestia

The service works with victims of domestic abuse including modern Slavery. Hestia provide support with accessing refuges, Child and Family Support and Community Support. Hestia also provide support to those with complex Mental Health & Complex Needs as well as providing volunteer opportunities.

Hestia: <https://www.hestia.org/>

Tel: 020 7517 1420 or 020 7858 6500 Monday to Friday, 9am to 5pm Refuges email:

Tamara.white@hestia.org or robi.bibi@hestia.org



The Hide Out

Women's Aid have created a space to help children and young people to understand domestic abuse, and how to take positive action if it's happening to them.

Website: <http://thehideout.org.uk/>

Bowling & Co solicitors

Legal advice relating to domestic abuse and family law, such as non-molestation orders, child arrangements, or divorce.

Tel: 020 8221 8000 or 07464 925 083 (in case of emergencies) Email:

family@bowlinglaw.co.uk

**Tower Hamlets Law Centre**

An agency that can provide legal advice and assistance on both immigration and welfare benefits law is:

Tel: 020 7538 4909

<http://thlc.co.uk/>

women's aid
until women & children are safe

Women's Aid

Women's Aid is a grassroots federation working together to provide life-saving services in England and build a future where domestic abuse is not tolerated.

Email: helpline@womensaid.org.uk **Web:** <https://www.womensaid.org.uk/>

Live Chat: <https://chat.womensaid.org.uk/>

Domestic Abuse Against Men

Respect
Men's advice line

Respect

The helpline for male victims of domestic abuse

Tel :0808 801 0327 Monday-Friday (9am-8pm Monday & Wednesday; 9am-5pm Tuesday, Thursday, Friday)

Email: info@mensadviceline.org.uk

Web: <https://mensadviceline.org.uk/>

Housing

Tower Hamlets Housing Options Team:

Helps clients who are at risk of being made homeless. They can offer advice and assistance to victims of domestic violence who may need help with accommodation.

Monday to Friday, 9am to 4.30pm **Tel:** 020 7364 7474 / Out of hours **Tel:** 020 7364 4079



Praxis

An advice service for new residents/ migrants in Tower Hamlets. Supporting with: benefits, health, housing, debt, employment and immigration/ no recourse to public funds.

<https://www.praxis.org.uk/> Tel: **020 7749 7608** Email: admin@praxis.org.uk



Shelter

Helps people with inadequate housing or those at risk of homelessness.

<http://england.shelter.org.uk/>

Housing Advice helpline Tel: **0808 800 4444** / **London Public Advice Line** Tel: **0344 515 1540**



Poplar Harca-

For property maintenance/ repairs contact: Tel: 0800 035 1991

Email: info@poplarharca.co.uk

Web: <https://www.poplarharca.co.uk/your-home/repairs/>



The Limehouse Project

LIMEHOUSE PROJECT

The Limehouse Project (LHP) is a registered charity that works to respond to the needs of minority communities throughout the London Borough of Tower Hamlets. They are able to provide a wide range of advice in English, Bengali or Somali, covering housing, employment, benefit advice, debt support, immigration, general health and wellbeing. **Address: 789-791 Commercial Road, Unit 2 - St Anne Street, London E14 7HG**

Tel: 020 7538 0075

Web: <https://limehouseproject.org.uk/our-advice-services/>

Financial Advice, Benefits, Employment, Debts & Housing

TOYNBEE
HALL



Toynbee Hall

Toynbee Hall provides free, confidential and easy to access advice covering a wide range of area including, legal advice, debt support and benefits support. You can speak to us over the phone, by email or you can drop in to the Advice Centre, Monday to Friday between 10am-4pm (closed between 1pm-2pm for lunch) for an Initial Assessment.

Tel: Call: 020 7392 2953

Email: advice@toynbeehall.org.uk Web: <https://www.toynbeehall.org.uk/>



Island Advice Centre

Island Advice Centre works within the London Borough of Tower Hamlets helping residents secure their statutory and legal rights, enabling them to improve their living standards and quality of life.

Tel: 020 7 987 9379 Monday-Thursday 10am -12pm & 2pm- 4pm Friday 10-12pm.

Email admin@island-advice.org.uk

Web: <http://www.island-advice.org.uk/>

Debt Support



StepChange
Debt Charity

Step Change Debt Charity

StepChange provide free, confidential advice and support provided to anyone worried about debt. For information about different types of debt solutions and the services on offer contact their freephone helpline:

Tel: 0800 138 1111

Web: <https://www.stepchange.org/>

Foodbanks



First Love Foundation

<https://www.firstlovefoundation.org.uk/>

Referrals only- Please speak to our Family Support Officer, Lily Thompson for further information or to request a referral.

Bow Food Bank (drop-in) St Mary's Church, 230 Bow Road, London E3 3AH Mondays, 9.30am - 12.30pm.

info@bowfoodbank.org

Bethnal Green Food Bank (drop-in) St Matthew's Church, St Matthew's Row, London E2 6DT 1st and 3rd Friday of the month, 10am-12pm

rector@st-matthews.co.uk 0207 739 7586

Additional Support Services

Tower Hamlets MASH (CSC)- 020 7364 5006

Early Help Hub- 020 7364 5006

Health Visiting Service/ School Nursing Team- 020 3961 8564

Citizens Advice bureau- <http://www.eastendcab.org.uk/> Monday to Friday, 10am to 4pm **Tel:** 020 3855 4472

Text'Help' to 07860041410 **Email:** advice@eastendcab.org.uk



Toynbee Hall

Toynbee Hall provides free, confidential and easy to access advice covering a wide range of area including, legal advice, debt support and benefits support. You can speak to us over the phone, by email or you can drop in to the Advice Centre, Monday to Friday between 10am-4pm (closed between 1pm-2pm for lunch) for an Initial Assessment. **Tel: Call: 020 7392 2953**

Email: advice@toynbeehall.org.uk

Web: <https://www.toynbeehall.org.uk/>