

# Families Matter

A magazine full of news and information to support families

## Featuring a new supplement

See pages 20-24 for our new SEND supplement, which will provide updates on our SEND improvement journey as well as information on services and the support available to families.

LET'S

TALK

SEND

## Parent and Family Support Service supporting families

For more details, including the Parental Engagement Team's 2021 satisfaction survey feedback, see pages 3 and 4.

12,300+

Parents accessed Parent and Family Support Services



1,358

Parents attended curriculum and information workshops to support their children's learning



77

Parents completed the accredited Volunteering in Your Child's School course



## Volunteers add value to E1 Partnership schools (see page 10)



Parents from E1 Partnership schools receiving their volunteer certificates with Lorraine Flanagan, Headteacher of Thomas Buxton Primary School

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## Welcome to the spring edition of Families Matter

Welcome to the spring edition of the Families Matter magazine.

After what has been another challenging year, we are hopefully moving towards regaining some form of 'normality'.

By the time you read this, children and young people will be back in school or college and another busy year for families will be underway.

In this edition you will find new and exciting things happening for children, parents and families in Tower Hamlets. Some activities are still online via Zoom but there are also many opportunities for parents to meet up and share their parenting experiences e.g. becoming a volunteer, attending a Platform to Talk event, joining workshops to support keeping children and young people safe online and much more.

This edition also includes a new supplement, 'Let's Talk SEND', which will be a regular feature. It will provide updates on our SEND improvement journey as well as information on services and the support available to families. The supplement is launched with an introduction by Steve Nyakatawa, the Divisional Director of Education in Tower Hamlets (see page 20).

We hope you find this magazine useful and welcome your feedback, contributions and suggestions for future editions.

Professionals who are working with families, please share Families Matter through your work, website and networks.

Best wishes,  
**Jill McGinley**  
 Head of Parent and Family Support Service

## Working with families?

### Sign up to the Parental Engagement Team's network mailing list

If you are working with families in the borough, sign up to the Parental Engagement Team's network mailing list to be emailed the latest news and information to support your work. Encourage your colleagues to sign up too.

Email: [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk)

**Families Matter**  
 Bitesize E-bulletin

Parental Engagement  
 School Transition  
 Parenting  
 SEND  
 Local Offer  
 Information  
 Support  
 Holiday Childcare  
 Parent Voice

Messages from the Parent and Family Support Service

## Families Matter: Bitesize E-bulletin

In addition to the regular termly Families Matter magazine, we publish a monthly e-bulletin. It provides regular updates, information, advice and support for all parents in Tower Hamlets.

Parents can sign up via the council's resident subscriber list, choosing 'children and education' as their preferred topic after closing the initial pop-up box and completing the one on the main webpage.

Visit [www.towerhamlets.gov.uk/signup](http://www.towerhamlets.gov.uk/signup).

This magazine is produced by the Parental Engagement Team within the Parent and Family Support Service, Children and Culture Directorate. To share news in future editions of Families Matter contact

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Tel: **020 7364 6049**

Email: [fiona.stokes@towerhamlets.gov.uk](mailto:fiona.stokes@towerhamlets.gov.uk)

*References to 'parents' describes any caregiver responsible for the care, protection and upbringing of a child or young person, including foster parents or connected persons, grandparents, siblings or other family members living in Tower Hamlets.*

*References to 'SEND' is used in some articles the abbreviation of special educational needs and disabilities.*

# Parent and Family Support Service

We provide relevant up-to-date information and support to help parents in Tower Hamlets feel more confident in their role as parents, have the knowledge and confidence to support their child's learning and have sufficient emotional resilience, skills and capacity to provide warm, responsive and safe parenting.

We do this by providing early intervention, prevention and targeted support within schools, early years settings and the wider community.

Strong parental engagement has always been key to this. To ensure parents continue to have the information and support they need, we have:

- Adapted our services
- Continued the monthly Bitesize E-bulletin and this termly magazine
- Developed an online parenting support offer
- Established a virtual online network through the Parent and Carer Council, SEND Ambassadors, Somali Parents and Carers Network and schools' 'Let's Talk/Platform to Talk' activities.

## The Parent and Family Support Service includes:

- Parental Engagement Team
- SEND Information, Advice and Support (SEND IAS)
- Parenting, Schools and Families
- Transition Service
- Family Information Service
- Local Offer
- Holiday Childcare Scheme

## Statistics for 2021

12,300+

Parents accessed Parent and Family Support Services



9,611

Calls received by the Family Information Service



70,194

User sessions recorded by the Local Offer



237

Playbags and food hampers distributed to vulnerable families



465

Parents were referred to a parenting programme



349

Parent and Carer Council membership



77

Parents completed the accredited Volunteering in Your Child's School course



334

Parents attended Keeping Children Safe Online sessions



143

Somali Parents and Carers Network membership



698

New referrals received by the SEND Information, Advice and Support Service



1,029

Parents attended school transition information sessions



1,358

Parents attended curriculum and information workshops to support their children's learning



2,905

1-1 support school-based family support interventions took place



723

Children of working parents, key workers and vulnerable families were supported by the Tower Hamlets Holiday Childcare Scheme



# An update from the Parental Engagement Schools and Families Team

As we navigate our recovery from the pandemic, support for parents has been ongoing through blended learning opportunities online and face-to-face sessions in schools.

Schools and family practitioners are still compiling resources and a list of recommended websites to support families with home learning. These are then sent directly to schools as well as being placed on the Local Offer website.

The team continues to work closely with family support practitioners to identify areas where families need support.

To help with the new learning landscape, parents were offered sessions ranging from supporting their child's learning in maths, reading and writing to how to navigate online learning. Experienced practitioners guided parents through the process so that they felt confident accessing their child's online learning.

Practitioners were also a much needed source for reliable information with the amount of misinformation that is online. They provided families with a list of safe websites to use for learning at home.

“

**I want to add what great support I have had from the Parental Engagement Team – the newsletter, fun sheets, website and links all have been very useful to our parents.**

**The Healthy Families workshops have had a huge positive impact on our parents – they are now all chatting, exchanging ideas and even asking to volunteer in school.**

Guthsna Khan  
Deputy Headteacher  
Children's House Nursery School

”

**Parents who attended a Parental Engagement Team course in the last year, and completed an evaluation, agreed or strongly agreed with the following:**

94%

Accessing the service/course has helped me to understand my child's development and improve our relationship



96%

The service/course has increased my confidence and awareness which will support my own learning and development



96%

Accessing this service/course has increased my knowledge and understanding and has enabled me to learn something new



94%

Coming into school/setting regularly has improved my relationships with school/setting staff



98%

The service/course has provided me with information and/or support which helps me in my role as a parent



96%

Staff delivering the service/course were knowledgeable and professional



82%

The service/workshop supported me and my family during lockdown and the Covid-19 pandemic



100%

I would recommend this service/course to another parent/carer







The Parental Engagement Team also asked school staff and partners to evaluate the support they had received.

### **100% of respondents agreed or strongly agreed that:**

- ✓ They were very satisfied with the service delivered by the Parental Engagement Team (schools and families/parenting teams)
- ✓ Staff delivering the service were knowledgeable and professional
- ✓ Services received made a positive contribution to the school's work with parents/families
- ✓ Services received were of a high quality and offered good value for money (if service/intervention was delivered through a service level agreement)
- ✓ They would recommend this service to another school/setting
- ✓ They received information, advice and support from the team to support families in their school during lockdown

For more information on how the Schools and Families Team can support your school or setting email [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk)

# The cost of the school day



There can be many hidden costs to the school day, which can leave some families feeling excluded. The Cost of the School Day calendar aims to help schools identify some of the key costs during the academic year.

The calendar provides examples of good practice from schools across the country that have taken part in the project. Packed full of inclusive ideas, the calendar will inspire schools to act on the cost of the school day so that all families can fully participate in education.

For more details, click [here](#).

Several Tower Hamlets schools have been involved with the **Poverty Proofing the School Day** initiative. It aims to remove the barriers to learning caused by the impact of living in poverty. The schools worked in partnership with the Tackling Poverty Team, the Parental Engagement Team and Toynbee Hall following training delivered by Children North East.

For more information email Dominic Hinde, Tackling Poverty Team at [dominic.hinde@towerhamlets.gov.uk](mailto:dominic.hinde@towerhamlets.gov.uk)

## More affordable school uniforms

The Department for Education has published **new statutory guidance** which seeks to make school uniforms more affordable for families. The guidance includes measures on second-hand uniforms, schools' arrangements with suppliers, and ensuring parents have access to clear information about uniform policies.

To help implement the guidance, the Child Poverty Action Group have joined forces with the Children's Society and Children North East to produce practical guides for schools on developing a pre-loved uniform provision and an effective uniform policy.

Useful school uniform guides can be found [here](#).

## London Early Years campaign to promote childcare support

Getting families the childcare support they're entitled to can help parents get back to work or training and ensure children are ready for the next stage.

The Greater London Authority (GLA) have launched a social media campaign targeting parents of under-5s. It will signpost them to the government's **Childcare Choices website**, where they can find information on:

- Tax-free childcare
- 15 hours free childcare for eligible 2-year-olds
- 15 hours free childcare for 3 and 4-year-olds
- 30 hours free childcare for working families with 3 and 4-year-olds
- Tax credits for childcare
- Universal credit for childcare
- Support while studying

### Digital pack

The GLA has created a free digital pack to help others share the London Early Years campaign and improve awareness about early education and childcare offers.

For more details and to download the digital pack, click [here](#).





## 'You Be You' school programme

**You Be You** is an award-winning social enterprise dedicated to ensuring children are equipped with the life skills they need to thrive for their future – be it resilience, confidence or being able to share their emotions in a constructive way.

The organisation has created a school programme, made by teachers for teachers, which includes lessons, teacher training and parental engagement resources to support pupil's mental health, confidence and career aspirations. It recently ran a pilot project at **St John's CE Primary School** in Bethnal Green.

The programme kicks off with an interactive two-hour teacher training workshop which equips participants with the knowledge and tools they need to embed diversity and inclusion across their school and wider community.



It also features role model videos showcasing local people breaking stereotypes in their personal and professional lives. Home activity kits are also provided to help parents to develop the confidence to talk about key topics including mental health, careers and issues such as race.

For more information email  
[bilkis@youbeyou.co.uk](mailto:bilkis@youbeyou.co.uk)

“

**The children really enjoyed the programme. It includes lots of relevant things around their understanding of stereotypes; what they want to become; and not being boxed in to meet certain expectations.**

Ms Smith, Year 1 teacher  
St John's CE Primary School

”

## Children's Mental Health Week

**Monday 7 - Sunday 13 February 2022**

Place2Be, the children's mental health charity is inviting anyone who works with, cares for or cares about children and young people to get involved in **Children's Mental Health Week**. The theme this year is Growing Together which asks how we can better support each other.

Learn how you can take part as a **School or Youth Group** or as a **Parent or Carer**.



## Families Connect programme

Families Connect is an eight-week programme developed by Save the Children to train staff so that they can support parents at their setting to engage in their children's learning.

The programme, designed for families with children aged three to six, builds relationships between families and settings and helps parents to support their children's learning in three key areas:

1. **Social and emotional development**
2. **Literacy and language development**
3. **Numeracy**

Families Connect is available to schools, nurseries and through our children and family centres. Facilitators are provided with a free package which includes training, a delivery manual, printed resources and quality improvement support.

Save the Children also have a new training programme for the new year.

To find out more or to register your interest email  
[b.lawson@savethechildren.org.uk](mailto:b.lawson@savethechildren.org.uk)





Parent Champions and community volunteers launching the Tower Hamlets Connect service alongside Cllr Rachel Blake, Deputy Mayor and Cabinet Member for Adults, Health and Wellbeing (left)

## Parent Champions help launch a new information and advice service

Parent Champion volunteers from the **Parent and Carer Council** have been working with Healthwatch and other community volunteers to help launch a new information and advice service called **Tower Hamlets Connect**. The service was created to provide free, independent information, advice and advocacy around health, social welfare and social care. It will also be able to help residents with housing and

benefits as well as consumer-related issues.

The service is now live and can be accessed [here](#). The website includes a directory of services, events, information and advice.

Anyone not digitally enabled can use the Tower Hamlets Connect helpline on 0300 303 6070 (Monday to Friday, 9am-5pm) where an advisor can help.

For more information, click [here](#).

## Volunteers discover 'it's good to talk'

We hear a lot about reading and writing, but what about talking?

Parents attending the 'Volunteering in Your Child's School' course have been learning that oracy – the ability to express yourself fluently – is a key skill in the classroom. The volunteers have discovered that teaching methods, such as using 'talk partners', can help develop children's reasoning and language skills. It is thought that when children learn to use talk

to reason together, they become better at reasoning on their own.

Through using talk partners and group discussions themselves, parents on the course have been gaining first-hand experience of how talk can facilitate learning. These approaches are based on the idea that intelligence is collective and language has evolved to enable collective thinking. Not only do we use language to interact, we use it to interthink.

## The 'Volunteering in Your Child's School' course

The Volunteering in Your Child's School course can be delivered either as a ten-week Open College Network (OCN) accredited course or as a five-week non-accredited introductory course.

**Delivered by experienced practitioners from the Parental Engagement Team, the course aims to prepare parents for their role as a volunteer by giving them an insight into teaching and learning in school.**

Key topics include:

- Teaching and learning methods
- The national and EYFS curriculum
- Communication strategies
- Professionalism
- Safeguarding

Hundreds of parent volunteers have completed the course and many are now employed in Tower Hamlets schools in a range of roles such as teaching assistants, midday meal supervisors and after school play workers. Several schools have teaching staff who started their journey on the volunteering course.

See pages 9 and 10 for more articles about this course.

To find out more or to book the course for your school or setting email [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk)



# Volunteer success stories at Columbia Primary



Volunteers from Columbia Primary School receiving their certificates

**Columbia Primary School** has been successfully running the 'Volunteering in Your Child's School' course since 2016 (see page 8 for details about this course).

The course often serves as a first step towards paid employment. Over the years, it has attracted parents who wish to pursue a career in education or those who have previously worked in education but wish to update their skills. Many of the graduates from the Columbia Primary School volunteer course have been successful in securing paid roles either in the school or elsewhere.

## Sultana's volunteering journey

'I did a bachelor's degree in Education and Communication Studies. Afterwards I worked as a teaching assistant before completing my post-graduate Certificate of Education and becoming a qualified primary school teacher. I had my third child at the end of my training, so I was unable to pursue my career in teaching.

I saw the volunteer course at Columbia Primary School and grabbed the opportunity. This was the perfect way for me to gain some experience working with children again and get back into teaching. This course was absolutely fantastic – I wish it lasted longer! I loved participating in all the activities – especially learning about early years education. The course has opened doors for me to pursue my dream of a teaching career'.

**Sultana Khanom**  
**Columbia Primary School**

“

The course was great and helped me into work. I now have three different paid roles at Columbia – teaching assistant in the nursery, midday meals supervisor and after school club leader.



Alea Khanam

”

“

I found the course so useful. I learned a lot and it was great preparation for my current role as a teaching assistant in Reception class. It's such a fulfilling job!



Shantell Lucey

”

“

The course was very useful to help us become volunteers at the school. I have learned so much and I have recommended it to all the parents I know.



Amy Safwat

”



Parents from the 'Volunteering in your Child's School' course

## Volunteers add value to E1 Partnership schools

The **E1 Partnership** is a partnership of schools in Tower Hamlets that work together to empower the community by raising aspirations and their achievements. The partnership, comprised of **Thomas Buxton, Osmani, Stewart Headlam, Hague, Canon Barnett, Kobi Nazrul** and **William Davis primary schools** as well as **Swanlea Secondary School**, has been working to harness the power of parent volunteers to add value to their schools.

It recently welcomed the latest cohort of volunteers who have completed the 'Volunteering in Your Child's School' course, held at **Hague Primary School** (see page 8 for details about this course).

The latest graduates were awarded their certificates by Lorraine Flanagan, Headteacher at Thomas Buxton Primary School, who has been coordinating the volunteer programme for the partnership (see photo on page 1).

“

The course has inspired our parents to engage with our group of E1 Partnership schools. Using their learning from the sessions, the participants bring a great skillset and understanding to volunteer placements and really add value to our schools.



We know that many parents are also encouraged to develop further qualifications for working with children and have established careers following this course. We are looking forward to the next cohort starting soon.

Lorraine Flanagan, Headteacher,  
Thomas Buxton Primary School

”

“

The course was so insightful and inspiring. It's given me the confidence to put myself forward and volunteer in an E1 Partnership school.



Teena Ahmed

”

# Spring parenting programmes

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

PROGRAMME	AGE RANGE	INFORMATION
Strengthening Families Strengthening Communities (SFSC)	2-18 years	Aims to increase parental self-esteem and confidence and reduce child behavioural difficulties. Five sessions, shortened version adapted for online. Also available in Bengali and Somali. Evening programme in English.
Triple P Teen	12-18 years	For parents to foster positive relationships with their teenager or for those who have concerns about problem behaviour, non-cooperation and aggression or wish to prevent behavioural problems from developing. Eight sessions.
Triple P Group	18 months-11 years	For parents who wish to build positive relationships with their child, increase self-confidence and develop their skills and techniques for dealing with difficult behaviour. Eight sessions.
Triple P Family Transitions	Birth-18 years	For parents who are experiencing personal distress after separation or divorce, which is impacting on their parenting. Eight sessions.
Triple P Online	18 months-11 years and 12-18 years	An individual online programme for parents to access and complete at their own pace. Practitioner support and guidance to complete the programme is available on request.
Emotional First Aid	All parents	Offers an overview of mental health and wellbeing in relation to parenting. Learn strategies to manage anxieties, identify stress factors, gain a better understanding of ourselves and promote a healthier sense of wellbeing. Six sessions.
Speakeasy	5-18 years	For parents to develop the skills and confidence to talk to their children about growing up, relationships and keeping safe. Explores how Relationship and Sex Education (RSE) is taught in schools and the influence on children from media and peers.
The Parent Factor in ADHD	5-18 years	A programme for parents with children diagnosed with attention deficit hyperactivity disorder (ADHD). The course will cover information to help understand the diagnosis and treatment, strategies to support your child and manage difficult behaviour and how to advocate on your child's behalf within the education system.

## Triple P discussion groups

For parents of children aged 2-11 years

- Encouraging positive behaviour
- Managing fighting and aggression
- Developing good bedtime routines

For parents of children aged 12-18 years

- Dealing with emotional behaviour
- Reducing family conflict
- Getting teenagers to co-operate

### PLUS!

New parenting workshops to come including:

- Promoting children's emotional wellbeing
- Parenting as a single parent
- Keeping our children and young people safe
- Hassle-free mealtimes with children

### Get in touch

To talk to a parenting practitioner for advice, to book a place or to make a professional referral contact the Tower Hamlets Parenting Team:

Email: [parenting@towerhamlets.gov.uk](mailto:parenting@towerhamlets.gov.uk) Tel: 020 7364 6398



## Platform to Talk supports parents through the pandemic

Platform to Talk, discussion-based sessions from the Parental Engagement Team, has been an invaluable source of support for parents. The sessions give parents a safe space to share their experiences, connect with others and get reliable advice at a time when there is so much misinformation online.

### Upcoming sessions

- **Friday 11 February**  
How gender roles and stereotypes affect young people
- **Friday 11 March**  
Keeping teens motivated to learn
- **Friday 22 April**  
Get ready for school

Click [here](#) for joining details.

## Fatherhood and mental wellbeing webinars

Tower Hamlets Talking Therapies are offering fathers and male carers a free webinar aiming to:

- Support the transition to becoming a dad
- Discuss common experiences and concerns
- Offer tips to support wellbeing

To register for this webinar fathers and male carers must be Tower Hamlets residents or have a GP in Tower Hamlets. To self-refer click [here](#).



Mayor John Biggs attending the launch of the 'Keeping Children Safe Online' programme at St John's Primary School

## Successful first term of 'Keeping Children Safe Online'

The Parental Engagement's Team's Keeping Children Safe Online programme has successfully completed its first term of delivery. The free online safety sessions aim to give parents an insight into their child's online world while providing some useful tips to help keep children safe while using the internet.

The sessions have been in high demand. More than 40 sessions have been delivered, either face-to-face or online, with nearly 400 parents attending. Every parent participant who has completed an evaluation said they would recommend the sessions to

“

**A very insightful and informative session. It's given us the confidence to talk about some of the risks with our children.**

Parent

”

other parents. Parents valued the insight the sessions provided and were left feeling more confident to talk to their children about internet safety.

A new programme of 'Keeping Children Safe Online' sessions is available for the spring term. Schools can book sessions and parents can book places directly by emailing [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk)

## Speakeasy – supporting parents with the Relationships and Sex Education (RSE) curriculum

Relationships education is now compulsory in all primary schools and RSE is compulsory in all secondary schools. Being the primary educators, parents have a key role to play in delivering this type of education, however some parents may feel embarrassed or unsure how to approach it.

The Speakeasy course helps by increasing parents' knowledge, so that they can talk to their children more confidently about body changes, feelings and relationships. The course allows parents to come together to share their experiences and learn together through discussions, games and role-play.

The course is updated frequently to ensure that the material is relevant. It features the latest resources produced by the National Society for the Protection of Cruelty to Children (NSPCC), Child Exploitation and Online Protection (CEOP) and the Department for Education (DfE).

Covering some of today's most challenging issues, including social media pressures, child sexual exploitation (CSE), female genital mutilation (FGM) and gangs and grooming, the course aims to equip parents with the knowledge and strategies to keep their children safe.



### Course content:

- Physical and emotional changes taking place at puberty
- Sex education in the context of family life
- Responding in an age-appropriate way to children's questions
- Societal and cultural attitudes towards sex and sexuality
- Information on sex and relationships education in schools

“

**There was lots of useful information. I gained knowledge and I am more confident now to speak to my children.**

Parent

”

## New course for separating or separated parents

When relationships break down the whole family is affected. Although your relationship has ended your family has not.

Children still need a stable environment to be confident as they grow up. This can be difficult when a relationship breaks down.

The Parenting Team are delivering a course (Triple P Family Transitions) that will help separating or separated parents to:

- Understand the impact of family changes on your child
- Communicate appropriately with your child about the changes in your family
- Develop strategies for difficult conversations and reducing conflict
- Continue to work together to support your child(ren)
- Develop an effective co-parenting partnership and avoid common co-parenting traps

For more information email [parenting@towerhamlets.gov.uk](mailto:parenting@towerhamlets.gov.uk) or call **020 7364 6398**.



To find out more about the Speakeasy course and how it can be delivered by service level agreement in your school email [denise.degoze@towerhamlets.gov.uk](mailto:denise.degoze@towerhamlets.gov.uk)





Cllr Asma Begum, Deputy Mayor and Cabinet Member for Children, Youth Services, Education and Equalities, Richard Baldwin, Divisional Director of Supporting Families, James Thomas, Corporate Director for Children & Culture and Mohammed Abdul-Jolil, Head of the Early Help & Children and Families Service at the launch of the service

## Launch of Early Help and Children and Family Service

The formal launch of the Early Help and Children and Family Service (EHCFS) was inaugurated along with the opening of the new **Chrisp Street Children and Family Centre** in Poplar.

The EHCFS combines parts of the Integrated Early Years' Service and the Early Help Service to create a new service with more local capacity to support families.

Support for children and families will primarily be delivered

through a network of 12 children and family centres across the borough and will be aimed at supporting children and young people aged 0-19 years and young people with SEND up to the age of 25.

It aims to give every child the best possible start in life, enabling access to a range of universal and targeted services, providing support with any concerns and playing a major part in early identification and early intervention.

Early Help and Children & Family Service

**Community Early Help networking event**

**Thursday, 3 February 2022  
10am-2pm  
Professional Development Centre, 229 Bethnal Green Road, E2 6AB**

An opportunity for local organisations to come together to explore and showcase the range of Early Help Services in the community.

To book a place please email [ehcfs@towerhamlets.gov.uk](mailto:ehcfs@towerhamlets.gov.uk)

For more information about the service and activities being run from the children and family centres, visit [www.towerhamlets.gov.uk/earlyhelp](http://www.towerhamlets.gov.uk/earlyhelp)



# Tower Hamlets Children and Family Centres map by locality

**1 Meath Gardens**, 1 Smart Street, London, E2 0SN

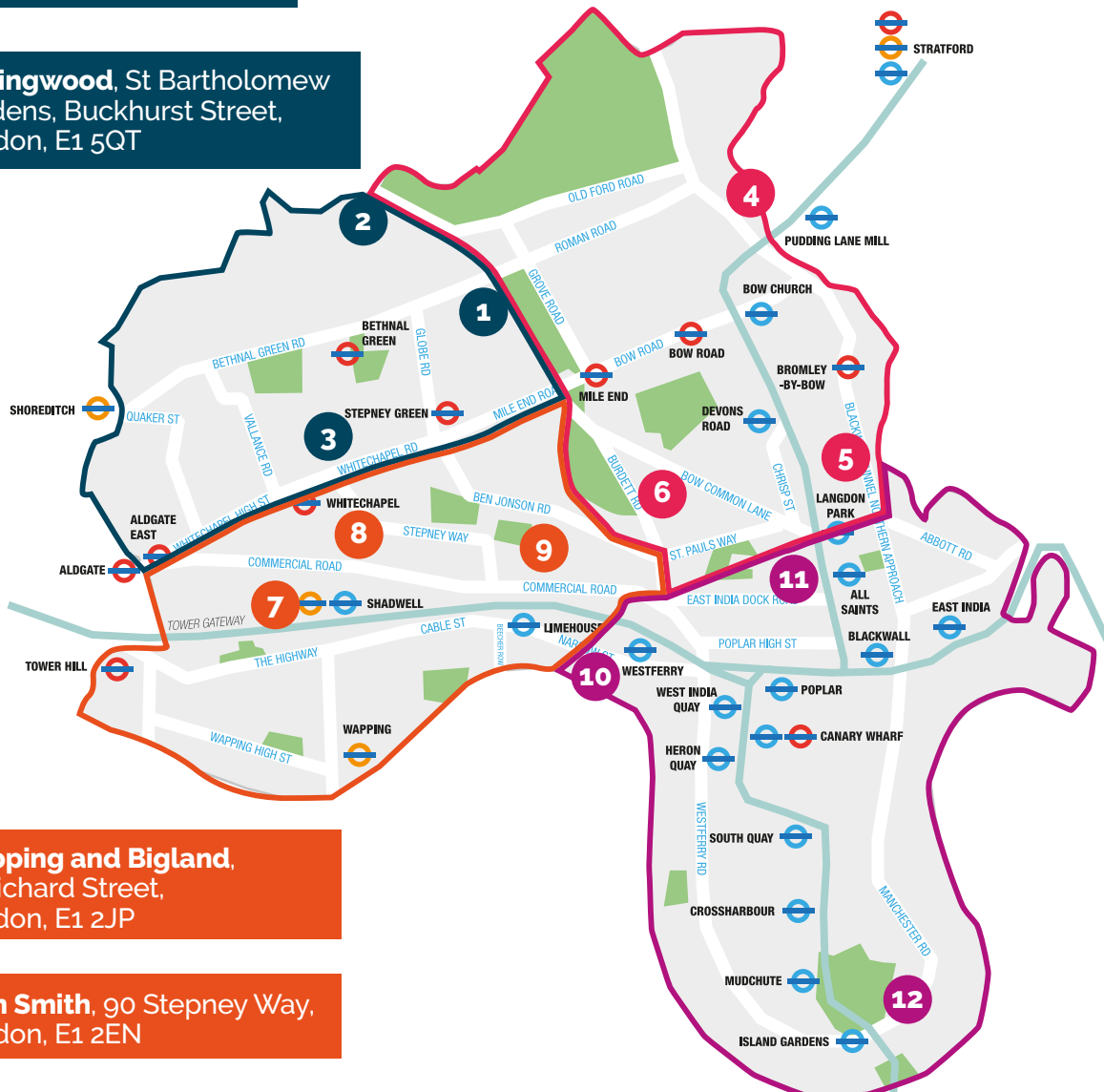
**2 Mowlem**, Wadeson Street, London, E2 9DL

**3 Collingwood**, St Bartholomew Gardens, Buckhurst Street, London, E1 5QT

**Overland**, 60 Parnell Road, Bow, London, E3 2RU

**Marnar**, Marnar Centre, Devas Street, London, E3 3LL

**Mile End**, 9 Bede Square, Joseph Street, Off Bow Common Lane, London, E3 4GY



**7 Wapping and Bigland**, 15 Richard Street, London, E1 2JP

**8 John Smith**, 90 Stepney Way, London, E1 2EN

**9 Ocean**, Whitehorse Road, London, E1 0ND

**Around Poplar**, 115 Three Colt Street, London, E14 8AP

**Chrisp Street**, 45 Kerbey Street, London, E14 6AW

**Isle of Dogs**, Millwall Park, Stebondale Street, London, E14 3BX

# Immunisations for children and babies



## Has your child missed any vaccines?

Contact your GP surgery and they will be able to book an appointment and help make sure your child receives any missed doses.

## Vaccination tips for parents

Your baby or child may cry for a little while after a vaccination, but they should feel better after a cuddle. Here are some tips to help your appointment go smoothly

### DO'S

- Remember to take your red book
- Dress your child in clothes that are easy to get on and off. Baby injections are usually in their thigh and children in their arms
- Hold your child on your knee and try to stay calm

### DON'TS

- Don't worry about asking the nurse or doctor any questions – they are happy to answer them
- Don't put off taking your child for their vaccines
- Don't trust anti-vaccine stories you see on social media. – they may not be based on scientific evidence

## What are immunisations?

Immunisations are usually injections but can sometimes be drops or nasal sprays. They protect us from harmful illness and diseases. They are given to prepare your child's immune system to fight off different diseases if they come into contact with them.

## Why are immunisations important?

Immunisations are the most important thing we can do to protect ourselves and our children against becoming seriously ill. They prevent up to three million deaths worldwide every year.

Not enough children in Tower Hamlets are having immunisations which means they are at risk of getting seriously ill. If people stop being immunised, it's possible for infectious

diseases to quickly spread again.

## When should children have their routine vaccinations?

- 8 weeks
- 12 weeks
- 16 weeks
- 1 year
- 3 years + 4 months
- 12-13 years
- 14 years

Two to three-year-old and most school-aged children will also be offered a flu vaccination in the autumn/winter.

## How to book?

You should get a letter or text message from your GP surgery or child's school inviting them for a vaccination when it is due. If you haven't heard anything and think your child is due a vaccine, contact your GP surgery.



## Children aged 12 and over can get a second dose of the Covid-19 vaccine

Following the latest advice from the Joint Committee of Vaccination and Immunisation (JCVI), children aged 12 and over are now eligible for two doses of the Covid-19 vaccine – this means that all 12-17-year-olds are now recommended to have two doses. Young people aged 16 and 17 are now eligible for a booster jab if it's been three months after their second dose.

To get the second dose (or booster), children and young people will need to wait at least three months after the last dose, or 12 weeks after a positive Covid-19 test.

Children and young people can get vaccinated in two community clinics in Tower Hamlets – all bookable through the national booking system.

For more information or support, visit the council website or call the council helpline on **020 7364 3030**.

## Supporting families affected by cancer

The Tower Hamlets Macmillan Local Authority Partnership Programme (THMLAPP) has just launched two new services to improve care and support for people affected by cancer. Both services are funded by Macmillan Cancer Support.

The services are being delivered by the East London Foundation Trust with the Macmillan Cancer Care Navigation Service and Age UK East London providing a take home and settle service for people affected by cancer and undergoing treatment.

These services will enable care closer to home, better transition support and assessment thereby improving the care experience for cancer patients and their carers.

Details of the two services can be found at:

**Macmillan Cancer Care Navigator ELFT**

**Take Home and Settle for Cancer Patients Age UK East London**

## Share your experience of accessing dental care

The Tower Hamlets Together Health and Care Partnership are working on a report to highlight the impact and difficulty of local residents who are having issues in accessing dental care for themselves or their children.

The partnership would like to hear from parents who are struggling with accessing dental care and are happy to share their experiences.

Email: [info@healthwatchtowerhamlets.co.uk](mailto:info@healthwatchtowerhamlets.co.uk)

Tel: **0800 145 5343**





# Healthy Families programme for foster carers

Parents and carers play a key role in influencing the health of the entire family and that's why it's important that they are placed at the heart of any healthy lifestyle programme. The Healthy Families programme encourages self-reflection so that parents identify areas in their own lifestyle that are working well and things that need to change. It is from this place that they can begin to make lasting changes to improve their family's health.

Recently, the Parental Engagement Team delivered two Healthy Families courses exclusively for Tower Hamlets foster carers. These formed part of the foster carer's learning and development training programme. The foster carers were supported by practitioners to make small changes to

“

**I have been drinking a lot more water and have made sure that my meals are always balanced with at least half the plate vegetables. I have also been making healthier choices since completing the course.**

Parent

”



Cooking session making sugar-free pancakes

improve the health of their families. Through discussion and practical activities, they now have a better understanding of how food supports both physical and mental health.

The group picked up some useful tips – for example, how to reduce sugar, salt, and fat; how to manage portion sizes; and how to increase family activity. Two practical cooking sessions demonstrated how easy it is to prepare cost-effective, home-cooked meals from scratch.

Participants reported an increase in fruit and vegetable consumption and a decrease in the consumption of sugary

snacks, ready meals and takeaways. Each week the foster carers fed back the changes they had made to motivate and inspire others. Here are a few:

- Used less salt, less sugar and more exercise. Was mindful of what to eat and what to cook for the family.
- Had a platter of vegetables instead of crisps, biscuits and sweets
- Used smaller plates
- Had breakfast with our children
- Avoided fast food – it also saved money

# Give lunch boxes a healthy makeover

There is no time like the new year to give packed lunches a healthy makeover. Follow these inspiring lunch box tips devised by the Parental Engagement Team and get off to a healthy start.

## Keep them fuller for longer

Base your lunch box on wholegrain bread, rice, pasta. They are higher in fibre and will help them stay fuller for longer.



## Introduce more wholegrains

If your child doesn't like wholegrains, try making a sandwich with one slice of white bread and one slice of wholemeal bread.



## Ditch the sugary snacks

Swap cakes, chocolates and biscuits that are high in sugar for healthier alternatives such as malt loaf, fruit breads or fruit.



## Choose lower fat options

Choose low fat and low sugar yoghurt or fromage frais. Instead of buying flavoured yoghurt, add your own fresh fruit to plain low fat yoghurt.



## Get the children involved

Let them choose and prepare what goes into their lunch box. They are more likely to eat it if they have been involved in making it.



## Be careful with dried fruit

Dried fruit counts towards their five a day, but it can stick to teeth so should only be eaten at mealtimes to reduce the risk of tooth decay.



## Check your cheese for fat and salt

Cheese can be high in fat and salt. If you choose stronger tasting cheese, you won't need as much of it. Or try using reduced fat varieties.



## Be creative and adventurous

Children like novelty and variety, so be creative and mix up what goes into their lunch box or present the food in a fun way.



# Healthy Start vouchers are going digital

If you are more than ten weeks pregnant or have a child under four, you may be entitled to get help to buy healthy food and milk.

Visit [www.healthystart.nhs.uk](http://www.healthystart.nhs.uk) to learn more and apply.

If you are already receiving Healthy Start vouchers, the way you receive these will soon change from paper vouchers to a prepaid card.

You should have been contacted about this change already by letter or leaflet within your voucher pack.

Whether you are applying for the first time or currently receiving

**NHS**

**Healthy Start paper vouchers will soon be replaced with a prepaid card**

paper vouchers, you must go online now to apply for your prepaid card.

If your application is successful, you will typically receive your

prepaid card within seven working days of your application.

Read the [FAQs](#) or more details.

Click [here](#) to apply now.



## An introduction from the Divisional Director of Education

My role as Divisional Director of Education enables me to visit all schools and settings in Tower Hamlets, meet school leaders and regularly hear from parents.

There are many things I am proud of. Our schools have some of the best outcomes in the country. We know there are improvements to be made to ensure that children with special educational needs and disabilities (SEND) and their families receive the best support possible.

Following the Local Area Inspection undertaken jointly by Ofsted and the Care Quality Commission (CQC) in June last year, work is underway to ensure the support that we offer to children who have SEND and their families is at the forefront of our improvement journey.

The Let's Talk SEND events and this supplement in the termly Families Matter magazine will provide a new opportunity for your experiences to inform service improvement. I hope to meet many parents over the coming year at events which will take place across the borough.



**Steve Nyakatawa**  
**Director of Education**  
**London Borough of Tower Hamlets**



# An introduction from the Divisional Director for Education continued

Last year between 28 June and 2 July 2021, Ofsted and the CQC conducted a joint inspection of Tower Hamlets to judge our effectiveness in implementing the disability and special educational needs reforms as set out in the Children and Families Act 2014.

The inspection report was published in September 2021 – you can find out more and read the inspection letter on our Local Offer pages:

[www.localoffertowerhamlets.co.uk/blog\\_articles/3259-joint-area-send-inspection-in-tower-hamlets](http://www.localoffertowerhamlets.co.uk/blog_articles/3259-joint-area-send-inspection-in-tower-hamlets)

The local authority and Clinical Commissioning Group (CCG) have been working hard to address the four areas identified for improvement. These are:

1. The poor quality and oversight of Education, Health and Care Plans (EHCP) including the annual review process
2. The lengthy waiting times for an assessment and diagnosis of ASD (autism spectrum disorder)
3. Fragmentation in the provision of speech and language therapy
4. Weaknesses in communication between area leaders and parents

In November 2021, we launched the 'Let's Talk' sessions to consider what can be done to address the issues raised by the inspection. I would like to thank parents and carers who contributed to the Let's Talk SEND sessions.

These sessions are informing the local area's Written Statement of Action following the Ofsted and CQC inspection. More information about the sessions can be found on page 22.

We will be holding Let's Talk SEND sessions on a regular basis, at least once each term. Details will be posted on the Local Offer and in the Families Matter magazine. The aim of the sessions is for you to engage with local area leaders, our SEND improvement journey and improve communication.

We look forward to meeting parents and carers at the Let's Talk events and hearing your suggestions on how we can improve services for your children.



**Our Time**  
All Ability Youth Forum

## "Every Star is Different"

For young people in East London aged 14-25

- Meet new people, have fun and get your voice heard
- Gain new experiences and skills
- Raise awareness about SEN and campaign for change

To find out more please call **020 7364 7127**

Or Email: **ourtime.yf@gmail.com**

# Let's Talk SEND sessions: information for families



Let's Talk SEND sessions have been developed in partnership with the Independent SEND Parent Forum (ISPF) and built upon successful models such as the ISPF Health Events and the Tower Hamlets Parent and Carer Council (PCC).

The launch event took place at the Brady Arts and Community Centre in November. SEND system leaders met with parents and carers of children on SEN Support or with an Education, Health and Care Plan (EHCP).

Parents heard from Steve Nyakatawa, Divisional Director of Education, about plans for improvement following the SEND Local Area Inspection.

Parents participated in a group discussion and shared their experiences of information and support, communication between local area leaders and access to services for children and families with SEND.

Parents spoke about the role of special educational needs coordinators (SENCOs) in schools.

## You said...

- Clear feedback from the class teacher really helped so that as a parent I can support my child
- The SENCO in school was really good at giving information and support
- Would like other professionals involved in the annual review process, not only the SENCOs
- More information about the SENCO's role would make it better

Parents also shared their experiences of health services, social care, youth services and children and family centres.

## You said...

- More support for families waiting for diagnosis is needed

- More information needed about diagnosis – what is or will be possible for our children?
- Emotional support for parents to help them accept diagnoses and outline how their child's education can be supported. That would make it better – giving them an info pack is not enough
- Families need to know what support is on offer from the inclusion service
- Better transition support with information about what is available for young people
- How to access respite or what is suitable for different ages, especially teenagers
- It is unclear what is available in children and family centres, particularly speech and language support for young children
- More information is needed about youth provision for teens with additional needs

## Your experiences are important and will inform the improvement journey.

The next Let's Talk SEND session will take place on **Tuesday 1 March, 10.30am-12noon.**

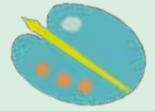
The focus will be SEND in the Early Years.

Meet SEND system leaders, share your experiences of services and support and find out about services for families and the Local Offer.

**For further dates, see page 27.**



# TOWER PROJECT Youth Club



A Free Club in Tower Hamlets for young people  
with disabilities aged 11-25



Opening times:

Monday, Tuesday & Thursday  
6:00pm-8:00pm term time only



Registration is simple. Call the number below to request an application form or you can send us an email.

All staff are professionally qualified and DBS checked.

**Please note:** this is not a short break offer and you will NOT lose your entitlement to your current short break if you join this club.

**Location:**

45-55 White Horse Road, LimeHouse  
London, E1 OND

**Contact us:**

0207 790 9085

Sam.johnstone@towerproject.org.uk



## Supporting young people with autism

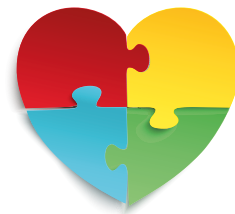
Young people with autism can request a lanyard from SEND IASS that they can use in public to let people know they have autism. The lanyard and card was designed by Our Time All Ability Youth Forum to promote autism awareness and acceptance.

To get a lanyard call 020 7364 6489.



**I am Autistic please  
be patient with me.**

**"We are all different and  
have different abilities"**



## Tower Hamlets Independent SEND Parent Forum

The Tower Hamlets Independent SEND Parent Forum is pan-disability. The aim of the forum is to facilitate a range of consultation opportunities, share local and national information and ensure parents are informed of their rights, legislation and good practice.

The forum organises events and coffee mornings across the borough providing opportunities for parents to talk to other parents, share their experiences and find out about local services.

It represents the collective voice of parents in Tower Hamlets. Members regularly meet with SEND system leaders providing feedback from consultations and the lived experiences of families.



Make your voice count towards a better future for all your children and join the Independent SEND Parent Forum.

Email: [thsendforum@gmail.com](mailto:thsendforum@gmail.com)

Tel: 07498 573 872

Web: [www.thsendforum.co.uk](http://www.thsendforum.co.uk)

### Local Offer spotlight on autism-friendly cinema

The Stratford Picturehouse holds autism-friendly film screenings on the third Sunday of each month. To find more inclusive family friendly events and activities, click [here](#).



## Autumn theme for the Holiday Childcare Scheme

The Holiday Childcare Team hosted the October half-term scheme at St Mary and St Michael Primary School. The children enjoyed taking part in activities based on an autumn theme including creating bonfire-inspired art, pumpkin carving and even baking bonfire flapjacks.

Active play was very popular at the scheme. The children had a chance to develop their cycling

and archery skills as well as use the specialised play equipment provided by the Young V&A to inspire their imaginative play.

Activities in the early years were inspired by the book 'The Very Helpful Hedgehog'. The children explored themes from the book and even decided to have a friendship week, just like the friendly hedgehog they read about!



“

**Playing with my friends that I haven't seen since the pandemic is the best – this is my first time back for nearly two years.**

Kaci, age 11

“

**I liked the autumn theme and the activities built around them. My children did stuff they wouldn't be able to do at home and really enjoyed it.**

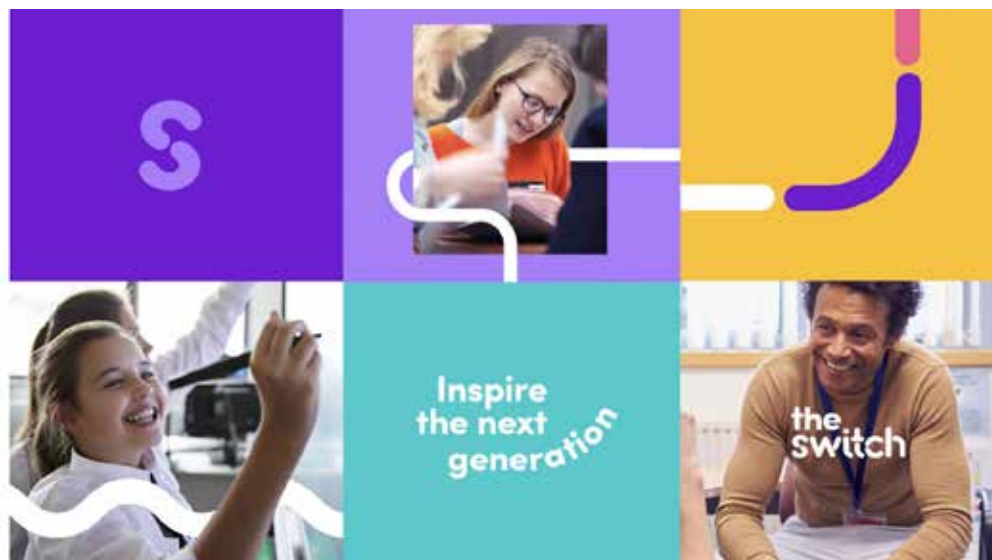
Joanne, parent

”

”

To book a place on the February half-term Holiday Childcare Scheme and to view the scheme's newsletters for parents, visit [www.towerhamlets.gov.uk/hcs](http://www.towerhamlets.gov.uk/hcs)





Today we become "The Switch"

## Message from the Tower Hamlets Education Business Partnership, now trading as 'The Switch'

After 30 years of supporting young people in the borough, Tower Hamlets Education Business Partnership has rebranded. We are now trading under our new, snappier name 'The Switch'. Following a thorough rebranding process, our new name was chosen to better reflect the great work that we do in helping to transform the lives of young people.

You may know us as the charity that organises a reading or writing partner for your children or the charity that sets up interview practice and work

experience for your teens. We may have changed our name, but we've kept our aim, and we're just as committed to our vital work supporting the needs of young people, schools and businesses in Tower Hamlets.

Our name change comes at an exciting time as we celebrate our 30th year, and after 18 months of running most of our programmes online, we can't wait to get back into schools with our brand-new name and look.

To watch the launch video to introduce the change click [here](#).

## THAMES Children's Choir

**Mondays**  
**during term-time**  
**4.30-5.30pm**  
**Cayley Primary School,**  
**Ashton Street, E14 7NG**

THAMES (Tower Hamlets Arts and Music Service) Children's Choir is a vibrant singing group for children aged 7-11 who live or go to school in Tower Hamlets.

Sessions include fun singing warm-ups, learning a range of new songs, developing musical and performing skills and working towards performances.

It is free to attend.

New members can sign-up [here](#).



## Tower Hamlets Connect can help you to live an independent, healthy and fulfilling life

Providing free, independent, quality-assured information, advice and advocacy across health, social care and social welfare to resolve issues, Tower Hamlets Connect aims to prevent or delay any needs or problems from getting worse.

Tower Hamlets Connect operates as your access point to Adult Social Care services in the borough.

To find out more, visit [www.towerhamletsconnect.org/about-us](http://www.towerhamletsconnect.org/about-us)





# Training and events calendar

## Parental engagement/participation dates and events for parents

DATE/TIME	DESCRIPTION
Fridays 11 February 11 March 22 April 13 May 10am-11.30am	<p><b>Platform to Talk Virtual Workshops</b></p> <p>The virtual sessions cover a range of topical issues from health and wellbeing to family life, parenting, school and more.</p> <p>To book your place, click <a href="#">here</a>.            Email: <a href="mailto:parentalengagement@towerhamlets.gov.uk">parentalengagement@towerhamlets.gov.uk</a></p>
Saturday 19 March 2 July 10.30am-12.45pm	<p><b>Parent and Carer Council Virtual Meeting</b></p> <p>The borough's main family forum and key consultation vehicle to support borough-wide consultation with parents and carers.</p> <p>Email: <a href="mailto:parentcouncil@towerhamlets.gov.uk">parentcouncil@towerhamlets.gov.uk</a></p>
Tuesdays 8 February 8 March 26 April 24 May 11am-1pm	<p><b>Somali Parents and Carers Network Virtual Meetings</b></p> <p>The network meets monthly and provides opportunities for Somali parents and carers to discuss key issues around education, health and wellbeing, get information and hear from guest speakers.</p> <p>To book your place, click <a href="#">here</a>.            Email: <a href="mailto:parentalengagement@towerhamlets.gov.uk">parentalengagement@towerhamlets.gov.uk</a></p>
Thursday 10 March 10am-3pm Tuesday 15 March 5.30-7pm	<p><b>Annual Parent and Carer Conference (delivered virtually via Zoom)</b></p> <p>Save the dates – further information on how to book places for parents will be available shortly.</p> <p>The 2022 Tower Hamlets Annual Parent and Carer Conference is sponsored by <b>Icon College of Technology and Management</b>.</p>
Every Thursday Term time only 10am-12noon	<p><b>SEND Parent Support Group</b></p> <p>The group offers parents of children or young people with additional needs/disabilities support and information around key themes/relevant issues and an opportunity to meet other parents and carers of children with SEND.</p> <p>To find out more email: <a href="mailto:TowerHamletsCity.SENDIASS@towerhamlets.gov.uk">TowerHamletsCity.SENDIASS@towerhamlets.gov.uk</a></p>
Tuesday 1 March 10.30am-12noon Wednesday 2 March 5.30-6.30pm (Zoom) Tuesday 7 June 11am-12.30pm Wednesday 8 June 5.30-6.45pm (Zoom)	<p><b>Let's Talk SEND: Information Sessions for Families</b></p> <p>An opportunity for parents and carers of children and young people with SEND to hear from senior leaders about the Local Area SEND system and find out more about plans following the SEND Local Area Inspection.</p> <p>Parents and carers can also share their experiences and to help improve communication throughout the SEND system. Parents of children on SEN support or with an Education, Health and Care Plan are welcome to attend.</p> <p>For more information contact:            Family Information Service            Tel: 020 7364 6495            Email: <a href="mailto:TowerHamlets&amp;City.SENDIASS@towerhamlets.gov.uk">TowerHamlets&amp;City.SENDIASS@towerhamlets.gov.uk</a></p>

For more information contact the Parental Engagement Team on **020 7364 6398**  
 or email [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk)

## Parental engagement information and training for professionals

DATE/TIME	DESCRIPTION
Wednesdays 2 February 11 May 10am-11.30am	<p><b>Parental Engagement – Professionals Network Meeting (delivered virtually)</b> The Parental Engagement Network provides an opportunity for all staff working with parents in school to share experiences and strategies to better engage parents in their child's learning, development and school life. The meetings include key themes and topics and local and national updates to support your work.</p> <p>To book your place, email <a href="mailto:parentalengagement@towerhamlets.gov.uk">parentalengagement@towerhamlets.gov.uk</a></p>
Tuesdays 11.30am-12.30pm  22 February 26 April 7 June	<p><b>Parenting Programmes – Advice and Support Sessions for Professionals (delivered virtually)</b> These sessions provide an overview of parenting programmes and the advice and support available to parents from the Tower Hamlets Parenting Team. Sessions are currently delivered via MS Teams. All places need to be booked via the LBTH Learning Hub, click <a href="#">here</a>. Sessions are also open to community partners.</p> <p>For more information email <a href="mailto:parenting@towerhamlets.gov.uk">parenting@towerhamlets.gov.uk</a></p>

For more information or to book a place,  
Email: [parentalengagement@towerhamlets.gov.uk](mailto:parentalengagement@towerhamlets.gov.uk) Tel: **020 7364 6398**  
All places will be confirmed one week before the course/session.  
Late or no notice of cancellation may result in a charge to your school or setting.

## Induction to Other Agencies

The Inductions to Other Agencies are bite-sized sessions that introduce professionals to a range of organisations that can help in your work with families. To book your session visit the [Learning Hub](#) and enter 'Induction to other agencies' in the search bar.

DATE/TIME	DESCRIPTION
Tuesday 1 February 10.30-11.30am	<p><b>Induction to the Parent and Family Support Service (PFSS)</b> An introduction to the areas of work within the service - parenting and family support, SEND information, advice and support, parental engagement, parent forums and networks, holiday childcare, transitions, Family Information Service and the Local Offer.</p>
Wednesday 9 February 11am-12noon	<p><b>Induction to services that can help families in poverty</b> An overview of the work of the Tackling Poverty programme and the support offered for families experiencing poverty. Includes details of support services and referral routes including the First Love Foundation, Island Advice Centre and Tower Hamlets Community Advice Network.</p>
Tuesdays 22 February 29 March 2-3.30pm	<p><b>Induction to Eva Armsby Family Centre</b> An overview of the centre's three main areas of work - the Positive Change service, the Parenting Assessment service and the Contact service.</p>

For more information, contact Marie Larvin. Email: [marie.larvin@towerhamlets.gov.uk](mailto:marie.larvin@towerhamlets.gov.uk)

# Useful contacts

The Tackling Poverty Team have pulled together some contacts to support your work with families.

ORGANISATION	TELEPHONE ADVICE	EMAIL
Account 3	020 7739 7720	<a href="mailto:admin@account3.org.uk">admin@account3.org.uk</a>
Age UK	020 8981 7124	<a href="mailto:info@ageukeastlondon.org.uk">info@ageukeastlondon.org.uk</a>
Apasen	020 7001 2266	<a href="mailto:syeda.ara@apasen.org.uk">syeda.ara@apasen.org.uk</a>
Bromley by Bow Centre	020 8709 9757 020 8709 9745	<a href="mailto:advice@bbbc.org.uk">advice@bbbc.org.uk</a>
Carers Centre Tower Hamlets	020 7709 1765	<a href="mailto:enquiries@ccth.org.uk">enquiries@ccth.org.uk</a>
Citizens Advice Bureau	0203 855 4472	<a href="mailto:advice@eastendcab.org.uk">advice@eastendcab.org.uk</a>
DeafPlus	077 4570 8878 (Text only)	<a href="mailto:aiysha.begum@deafplus.org">aiysha.begum@deafplus.org</a>
Fair Finance	020 3475 8811	<a href="mailto:info@fairmoneyadvice.co.uk">info@fairmoneyadvice.co.uk</a>
Financial Health Centre	020 7364 2200	<a href="mailto:fhc@thh.org.uk">fhc@thh.org.uk</a>
Island Advice Centre	020 7987 9379	<a href="mailto:admin@island-advice.org.uk">admin@island-advice.org.uk</a>
Legal Advice Centre	020 3606 0372	<a href="mailto:admin@legaladvicecentre.london">admin@legaladvicecentre.london</a>
Limehouse Project	020 7538 0075	<a href="mailto:info@limehouseproject.org.uk">info@limehouseproject.org.uk</a>
Mind in Tower Hamlets and Newham	020 7510 1081	<a href="mailto:info@mithn.org.uk">info@mithn.org.uk</a>
Ocean Somali Community Centre	020 7749 7608 (Wednesday 2-4pm) 020 7749 7605 (Thursday 10am-12.30pm)	<a href="mailto:abdi@oceansomali.org.uk">abdi@oceansomali.org.uk</a>
Praxis (support and advice for migrants and refugees)		<a href="mailto:admin@praxis.org.uk">admin@praxis.org.uk</a>
Positive East	020 7791 2855	<a href="mailto:talktome@positiveeast.org.uk">talktome@positiveeast.org.uk</a>
St Hildas	020 7739 8066 (Monday-Thursday, 10am-2pm)	<a href="mailto:alaya@sthildas.org.uk">alaya@sthildas.org.uk</a>
St Peter	020 7729 1036	<a href="mailto:stpetersba@live.co.uk">stpetersba@live.co.uk</a>
Stifford Centre	020 7790 3632	<a href="mailto:info@stifford.org.uk">info@stifford.org.uk</a>
Tower Hamlets Law Centre	020 7538 4909	<a href="mailto:info@thlc.co.uk">info@thlc.co.uk</a>
Tower Hamlets Resident Support Outreach Service	020 7364 7010	<a href="mailto:LBTHResidentSupport@towerhamlets.gov.uk">LBTHResidentSupport@towerhamlets.gov.uk</a>
Toynbee	020 7392 2953	<a href="mailto:advice@toynbeehall.org.uk">advice@toynbeehall.org.uk</a>

Your guide to information and services for families in Tower Hamlets

**LOCAL OFFER**  
[@thlocaloffer](https://twitter.com/thlocaloffer) [localoffertowerhamlets.co.uk](http://localoffertowerhamlets.co.uk)



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

