

Family Information Service



Family Information Service



- The Family Information Service (FIS) provides free, impartial information and advice on a wide range of services for children and young people, birth to 19 (25 years who have SEND and or disability), parents and families, including childcare, leisure and holiday activities.
- FIS runs a telephone helpline and drop-in service from Monday to Friday, 9am to 5pm and provides an outreach service in a variety of settings and at events.
- FIS also manage and maintain the Tower Hamlets Local Offer.



Tower Hamlets Local Offer

Family Services Directory

Aims to empower children and young people, parent carers and professionals to be aware of and able to access a wide range of relevant services

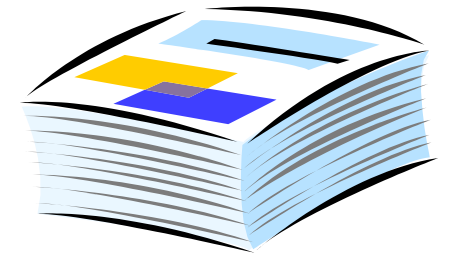
LOCAL  OFFER



A Brief History



- The Family Information Service already had an online directory of services for families in Tower Hamlets.
- The Children's and Families Act 2014 required all Local Authority to publish an online directory of services for families of children with SEND (Special Educational Needs and or Disabilities).
- Tower Hamlets Local Offer was developed in consultation with over 400 parents, children & young people in 2015.
- The majority of parents, carers and young people consulted, told us they wanted to access a wide range of information including activities and services in one place – to meet the needs of all children, young people and their families.
- Initially, the Local Offer was part of the local authority website.
- November 2017, new website was launched.



What is 'The local offer?'

Is it something to do with Tesco's?

Easy Access!

No! It's about easy info in 1 place!


- Health
- Education
- Social Care

Support for you!

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What is the purpose of the Local Offer?



To provide clear, comprehensive, accessible and up-to-date information about the available provision and how to access it.

To consult with children, parents and young people in developing and periodically reviewing it.



Who is it for?

- A service for All families in Tower Hamlets
- Parent and carers of children and young people with SEND
- Young people with SEND
- Professionals & Practitioners



The Local Offer is the guide to information and services in Tower Hamlets that are available for children and young people with Special Educational Needs and or Disabilities (SEND) aged from birth to 25 years and also provides a guide to information and services for all families in the borough.



What is the idea?



- All information in the Family Services Directory is available on the Local Offer.
- The Local Offer can make it easier to find services you need, give you information about what is available and where to get further information.
- The Local Offer can also make service provision more responsive to local needs.



Local Offer Themes

Education: 196 providers (e.g., Schools, Sixth Form colleges and Education Advice & Support Services)

SEND: 81 providers (e.g., SEND services, Short Breaks and Special Schools)

Health: 31 providers (e.g., Health Services, Health Centres and GP)

Leisure and Youth Service: 118 providers (e.g., Leisure Centres, Museums and Creative & Performing Arts)

Social Care: 21 providers (e.g., Children with Disabilities, Safeguarding and Social Care Advice)

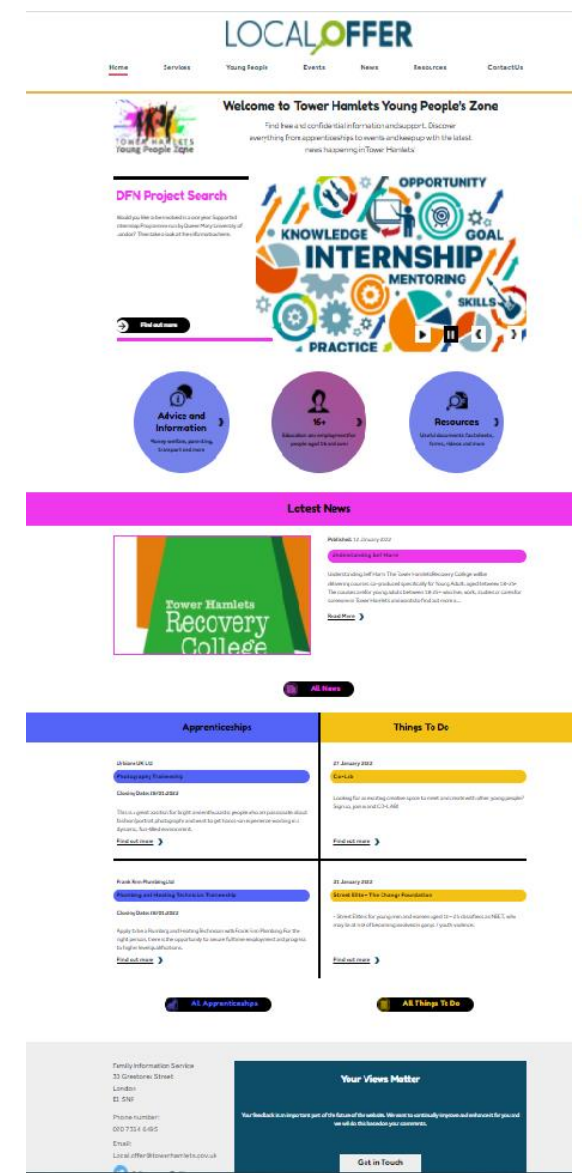
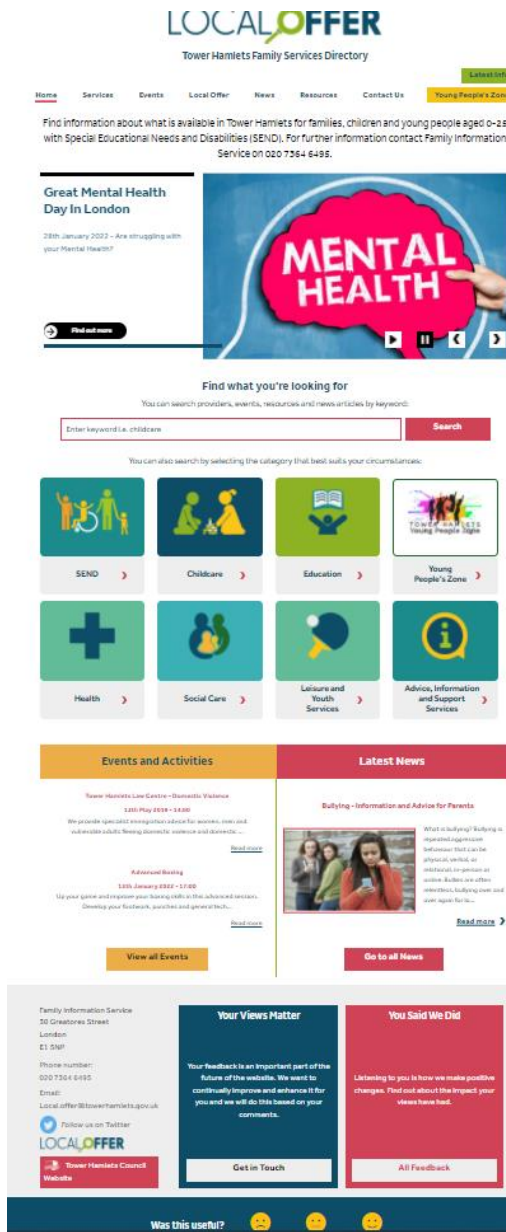
Childcare: 313 providers (e.g., Nurseries, Childminders and Holiday Childcare Schemes)

Young People Zone: 74 providers (e.g. Youth Services, SEND and 16+)

Advice, Information and Support Services: 126 providers (e.g., Parent Support, Money & Welfare and Children Centres)



Old to New



LOCAL OFFER

The best of London
in one borough



The Local Offer will:



- Help parents/carers and young people find the information that matters to them
- Support professionals working with parents, carers, children and young people identify and signpost to relevant services and information
- Help to identify need and gaps in provision for parents, carers, children and young people
- Provide an evidence base for improving services
- Highlight news and events in the borough

We need your help to keep the Local Offer up to date with relevant information, news and events.

www.localoffertowerhamlets.co.uk



Contact us



Family Information Service (FIS) manages and maintains the Local Offer. FIS is also available to support families and professionals to find the information and services they need.

Family Information Service

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