

# Hounslow Targeted Early Help Services

INFORMATION FOR FAMILIES

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**London Borough  
of Hounslow**

# Targeted Early Help and Intervention

## Targeted Early Help and Intervention

The Targeted Early Help and Intervention team provides support to all Hounslow families with children under 18.

### Family Support Team

The Family Support service offers guidance to families with multiple and complex needs including challenging behaviour, poor school attendance, experienced/witnessed domestic abuse, mental health difficulties & issues surrounding finance or unemployment. The service is available to families with children aged between 5 - 17 years (including children under 5 in the same household).

Family Support Practitioners endeavour to motivate families to change unhelpful behaviours or attitudes by supporting them in identifying achievable goals. The aim is to improve the quality of relationships in the home and promote confident parenting skills, and to support families to engage with specialist services as required to address issues impacting on the family functioning.

This work leads to a more stable and settled home environment for children and young people and sustained change within the home environment. This service usually work with families for up to six months.



## Targeted Early Help and Intervention

### Adolescent Support Team (AST)

The Adolescent Support Team works with young people within the ages of 10 to 18 years old and their families who require targeted intervention, often at a difficult time in their lives, to help them to achieve a better outcome.

Young people presenting or referred to the service may be at risk of involvement in anti-social and offending behaviour, have negative peer relationships, be involved with substance misuse, experiencing difficult transitions, be at risk of exploitation from others or exploiting others, or experiencing difficulties in home or school environment.

The aim of the service is to support young people to develop their resilience and self-esteem, enabling them to make positive choices. Adolescent Support Practitioners work alongside young people and their families to understand the context for the young person and seeks to make changes to overall family the

Functioning to improve outcomes for the young person, siblings and the parents or caregivers.

AST undertakes Missing Person interviews (cases not open to social care) and assessment will identify a plan to work with the young person. If any safeguarding concerns are identified, the case will be stepped up to social care for assessment.

AST also provide a rapid response, crisis intervention service with young people within the ages of 10 to 18 years who are at immediate risk of coming into Local Authority care, often as a result of a family breakdown. This is an intensive, short term, targeted intervention up to a maximum of 12 weeks to stabilise and improve family relationships.

This service usually work with families for up to six months.

**Please note that all Early Intervention services are consent based and families can choose to decline the support offered.**

**Referrals can be made through Hounslow Childrens Services Front Door via the [Early Help and Children's Social Care Portal](#).**

## Targeted Early Help and Intervention

### Behaviour Management Programmes for Parents

The Family Support team and Adolescent support Team provide support through 123 Magic and Surviving Your Adolescents (SYA).

#### 123 Magic Behaviour Management Support

The 123 Magic Behaviour Management Programme is a five-week programme for parents only and is delivered online via Microsoft Teams. The course is for parents and carers of children ages 2 to 12 years diagnosed with ADHD or who display challenging behaviour. The programme aims to empower parents and carers with techniques to use in the home to better manage behaviour, whilst developing your confidence and understanding of your child's behaviour.

For referral forms contact [FFISgroupprograms@hounslow.gov.uk](mailto:FFISgroupprograms@hounslow.gov.uk)

#### Surviving Your Adolescents

The 'Surviving Your Adolescents' programme is designed for parents in the London Borough of Hounslow, who have adolescent children aged between 13-17, exhibiting frequent challenging behaviour both in and out of the home.

The five-week programme created by clinical psychologist Thomas Phelan, is facilitated by our practitioners from the Family Support and Adolescent Support teams. The programme is delivered online via Microsoft Teams. The programme is approach-based and revolves around reflecting on changes you can make in yourself as a parent, as well as those you would like to see in your teen.

For referral forms contact [FFISgroupprograms@hounslow.gov.uk](mailto:FFISgroupprograms@hounslow.gov.uk)



## Targeted Early Help and Intervention

### Other Targeted support within the Hounslow Borough:

#### Community Solutions:

Community Solutions provide a range of resources for residents in places that are suitable to you, for example through our Community Hubs. We can help in a wide range of ways, including befriending, financial support, information on keeping healthy, skills and employment, mental health support and to more complex issues. We are accessible on the phone, online and in-person.

Community Solutions are based in the community locations across the borough on a regular basis. The team will be on hand to speak directly with you about any concerns or needs.

**Telephone:** 02085832211 / **Email:** [communitysolutions@hounslow.gov.uk](mailto:communitysolutions@hounslow.gov.uk)  
**<https://www.hounslow.gov.uk/communitysolutions>**

**Family Hub:** A friendly and safe environment for babies, children, young people, parents and carers to access support and services through the community.

Three Family Hubs in Hounslow, Feltham, and Brentford are providing advice and support closer to home, for families with children aged 0-19, or up to 25 years old if they have special educational needs and disabilities (SEND), from the Council and its partners. Opening Monday to Friday, 9am to 5pm, these hubs will offer a range of joined-up services, focusing particularly on parenting support, infant feeding support, early language support and perinatal mental health support.

To find out more about Family Hubs and locations, please visit **[www.hounslow.gov.uk/familyhubs](http://www.hounslow.gov.uk/familyhubs)** and contact the blow.

**Family Hub East:** Brentford, North Road, Tel: 020 8583 5760  
Brentford, TW8 0BJ

**Family Hub West:** Alf King, 7 Hanworth Tel: 020 8583 3922  
Road, Feltham, TW13 5AF

**Family Hub Central (Hanworth)** Lampton, Neville Tel: 020 8583 3720  
Close, Hounslow, TW3 4JG

**One Hounslow:** An information and guidance hub connecting residents to local advice and support. **<https://hounslowconnect.com/>**

# Targeted Early Help and Intervention

## Can I say 'no' to Family Support or Adolescent Support?

If you would like extra support, then we hope that we can work together. But you do have the choice to decline the support. Our practitioner will discuss and explain in more detail what your options are. Then you can choose if you want to engage with us.

## Does accepting support mean I am 'under Social Services'?

Working with early help services does not mean you are 'under social services'. It is about offering additional support. If things change and there is a possibility that social care may be a better service to support your family, then this will be discussed with you and you will be kept involved. Sometimes if your family has been working with social care, your social worker may recommend Targeted Early Help and Intervention as a way of accessing support for your family once your work with social care has finished.

## How can I access support?

The best place to start is to speak with a professional you already know and trust (for e.g. schools, children's centres, Health services) who can complete a referral form for you. You can also phone the Front Door team in Children's Services on 020 8583 6600 to discuss your concerns and request for support. Alternatively, you can complete an **online self-referral form**.

## What happens to my information?

The information you provide will be shared with the practitioners in the targeted Early help and Intervention team via a secure database based within the Council. See our Privacy notice at [www.hounslow.gov.uk](http://www.hounslow.gov.uk) for more information on what information we collect for early help and why. If at any time a practitioner believes a child or adult is at risk of harm, or that a serious crime has been committed, information will be shared with the relevant agencies. If you have concerns about what will happen about your information, or you are worried about information being shared with a specific service, please discuss this with your practitioner.

## Targeted Early Help and Intervention

### How to self-refer to Early Help & Targeted Intervention support

Referrals to Targeted Early Help and Intervention should come through the Children Services Front Door MASH Team. You will need to complete a referral via the online **Early Help and Children's Social Care Portal**. Please ensure all details of the required support needed for you and your family are included within the referral. Please also confirm whether you are providing full consent for Targeted Early Help and Intervention services. For AST referrals you must gain consent from the young person.

The referrals are screened by the Team Manager, Advanced Social Work Practitioners and the Early Help Coordinator. Some referrals are signposted to services within the community, parenting programmes or other support services.

Cases that need more intensive support are put on the meeting agenda to be discussed at the Access to Intervention Panel (AIP) and the Adolescent Monitoring Group (AMG) panel.

For updates on referrals requesting for support from the Targeted Early Help and Intervention team, please contact the Early Help Coordinator by emailing **FFISEarlyHelpCoordinator@hounslow.gov.uk**.

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