

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.

For further information please contact:

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family  
action

## Family Action Tower Hamlets Building Bridges Service

Supporting adults with enduring  
mental health difficulties.

supporting families since 1869

## Building Bridges

Family Action Building Bridges Services works with parents / carers with enduring mental health difficulties including bi-polar affective disorder, schizophrenia, post traumatic stress disorder and depression-related illnesses, who have responsibility for the well-being of children.

We provide a preventative service which seeks to maintain the care of children in their own families and give emotional support, promoting positive attachments between family members.

### **We help families to:**

- Consider ways of improving routines, communication, relationships and parenting in a non-stigmatizing way.
- Promote positive attachments with their children.
- Provide a programme of services and activities to meet their individual needs.
- Improve their quality of life.
- Reduce social isolation.
- Deal with practical problems.
- Access other services.

### **We help children to:**

- understand mental ill health.
- take part in social and group activities.
- develop their self-esteem.
- be healthy.
- stay safe, enjoy and achieve.
- make positive contributions.

We work in partnership with other professionals involved with the family, including Social Workers, Health Visitors, Teachers and Education Support Staff, CAMHT and Community Mental Health Teams.

Our work is guided by the Every Child Matters agenda.

## Referral Criteria

- The person being referred must live in the Borough of Tower Hamlets.
- One or both parents / carers have a severe mental health problem.
- is on a standard or enhanced CPA. (Care Plan Approach)
- has an allocated Care Co-ordinator.
- parent/carer are able to provide basic care for their children for whom they have day-to-day responsibility.
- the person being referred requires regular support in the community related to their mental distress/ disorder.
- person being referred to Family Action must be willing to accept our services.

### **Referral process**

Referral must be made by a Community Mental Health Worker.

If in doubt about whether a referral is appropriate you can contact the Building Bridges Co-ordinator Ingrid Defoe who will be happy to answer any questions you may have.

### **When is a referral not appropriate**

Referrals will not be accepted if children are on the Child Protection Register or have a Child Protection Plan.

### **Child Protection**

If, during the course of our work with families, a serious concern arises about a child's physical or emotional development, we will notify the appropriate Advice and Assessment Team of our concerns. We will also continue to work with the family and in partnership, in line with inter-agency procedures.