

## **Parent and Family Support Service (PFSS)**

The PFSS recognise that at this particularly difficult time parents and carers may require emotional and practical support and that the heightened stress and anxiety of the current medical emergency will put additional pressure on families.

PFSS staff will provide a telephone support / advice service to families referred by schools and social care for parenting support / Special Educational Needs Disability Information Advice and support during this difficult time.

Where possible, *English, Bengali, Somali and Turkish speaking practitioners will be available.*

### **Advice and practical support is available for parents / carers from the:**

Family Information, Advice and Support Team

Advice line number - 020 7364 6489 (Mon – Fri 9.00 – 5.00pm)

### **Parenting advice and support is available for parents/carers and Social Care colleagues from the:**

Parental Engagement / Parenting Team

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

Telephone - 020 7364 6398 (Mon- Fri 9.00 – 5.00pm)

### **Information and signposting families to services from the:**

Family Information Service

Telephone - 020 7364 6495 (Mon- Fri 9.00 – 5.00pm)

### **Local Offer - Online directory of services and information for children, young people, families and professionals in Tower Hamlets**

Visit: [www.localoffertowerhamlets.co.uk](http://www.localoffertowerhamlets.co.uk)

### **Holiday Childcare is available to Keyworkers from the:**

Holiday Childcare Scheme

All updates and information for booking the Easter scheme can be found on our website.

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

The holiday childcare scheme will be open between:

Monday 6 - Friday 17 April from 8am and 6pm