

Referrals process

The service can accept referrals in three main ways:

Self-referral: Customers can refer themselves using our self-referral forms, or through contacting us directly.

Agency referral: Professionals involved in the care and support of an individual can refer into the service using our referral forms.

Third Party referral: Referrals are accepted from individuals who know someone who would benefit from support, such as a friend, family member, advocate or neighbour.

For more information

For more information about the Tower Hamlets Community Intervention Service (CIS) or to discuss a referral, please get in touch:

Tel: 0203 222 4027

Email: CommunityIntervention@lookahead.org.uk

Look Ahead, 3 Three Colt Street, London, E14 8GQ



Tower Hamlets Community Intervention Service (CIS)

Information for referral agencies

About the service

Tower Hamlets Community Intervention Service (CIS) provides structured support for up to 212 individuals living in Tower Hamlets.

The support is short-term (up to seven and a half months) and focuses on providing support interventions to people with medium to high unmet needs. We support individuals to avoid crisis, achieve greater stability and link into appropriate local services.

A daily drop-in service offers additional support, including to those with lower level needs.

Referral criteria

To be eligible, customers must be:

- aged 16 years or over
- a resident in Tower Hamlets, or somebody that the borough has a responsibility to house
- not currently in supported accommodation.

Referrals will be considered where the individual:

- is living in unsafe or unstable accommodation
- is at significant risk of eviction
- has unmet substance misuse needs
- has unmet mental health needs linked to escalating risk (i.e. not under the care of local CMHTs or subject to a CPA)
- is subject to serious safeguarding concerns.

Engagement with the service is voluntary; individuals are expected to actively engage with the support available.

Assessing need

Once a referral has been submitted, we will invite the individual to an assessment to discuss their needs and the support available. The service will prioritise those with medium and high level support needs; those with lower level needs will be linked into our drop-in service.

Need is defined as:

- High: current crises with high presenting risk and/or multiple support needs with presenting risks. Immediate and intensive intervention required to avoid decline.
- Medium: multiple support needs present, but less urgent and less at risk/or risk is more manageable via the service and other agencies. Targeted intervention in these cases plays a preventative role.
- Low/Lower: more than one support need present with identified support goals. However, not at risk or able to manage risk with drop in only support and/or support to linking in with appropriate agencies.

Support available

We offer tailored, person-centered interventions to address unmet needs. As the service is short-term we also offer support to link into and engage with longer-term, specialist services within the borough.

Face to face contact is typically twice a month with our drop-in service available in between support sessions.