

Tower Hamlets Support Directory



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Riverside Support Services



ASB, hate crime and domestic abuse

Our focus is to make sure all of our customers feel safe and have the support they need. We want our neighbourhoods to be safe places for everyone. We won't tolerate behaviour that prevents our customers feeling secure in their home and their neighbourhood.

To find out more about what support is available or to report incidents please visit

<https://www.riverside.org.uk/you-your-home/asb-hate-crime-and-domestic-abuse/hate-crime/>

Money and benefit welfare advice

Our Money Advice Team are specialists in assisting and advising with Welfare Benefits. They can help you to make a claim, submit an appeal if you have been refused, explain how the different types of Benefits work and ensure that you are receiving your full entitlement.

For benefit advice please visit

<https://www.riverside.org.uk/you-your-home/money-advice/benefit-advice/>

For support from our money advisors please visit

<https://www.riverside.org.uk/you-your-home/money-advice/debt-advice/>

Energy and heating

Heating your home can be a real cost pressure. Here you can find guidance around keeping your costs down while keeping your home warm and free of damp.

For support from our Affordable warmth Team please visit

<https://www.riverside.org.uk/you-your-home/energy-and-heating/affordable-warmth-team/>

Employment and Training

Our Employment and Training Team provides free support to anyone living in a Riverside home. The team offer a tailored service for each person we work with. So whether you're a young person looking for a first job, would like to gain a qualification or are planning for longer term – we are here to help!

We can help support you in

- Getting back to work if you're unemployed, disabled or have a criminal record
- Help with searching for jobs, CV writing and interview techniques to help secure your next role
- Accessing funding to support apprenticeships, learning and qualifications
- Working with you to become self-employed or start your own business

To find out more visit

<https://www.riverside.org.uk/you-your-home/employment-training/>
or email

Safety and Support

We take our responsibility to make sure you are safe and comfortable in your home very seriously. Find out about asbestos, water and fire safety as well as advice on domestic abuse and report nuisances here.

<https://www.riverside.org.uk/you-your-home/safety-support/>

**Phoenix Heights, 140a Byng St, E14 9AR**

The Phoenix Heights community centre offers a variety of services for young people such as tutoring from Tutors United, physical therapy and youth services by Spotlight. There is employment & training available and a fundraising group. On Sundays evenings it holds a men's group.

Virginia Quay, 35 Sexton Court, Newport Avenue, E14

This community centre offers a variety of physical exercise classes, men and women's group meetings, a Bengali women's group and a dance club for mums. There is also a tutoring group, coffee morning, councillors surgery session and a community centre steering group meeting.

Barkantine Hall, 12, The Quarterdeck, E14 8NH

Barkantine Hall has many physical wellbeing sessions e.g. boxing, karate, dance and soft play for children.

Samuda 50p Club, 57 Steward Street, E14 3ZT

This community centre has various sessions for children, a coffee morning, an afternoon bingo club, gardening club and a prayer group.

SELMO Club 55, 101 Steward Street, E14 3ZT

This community centre offers tailored groups for women, mothers, seniors and has a Somali group. It has a strong focus on after school education help (weekdays and weekends), homework hubs and adult education.

St Johns, 37-43 Glengall Grove, E14 3NE

St Johns is a busy community centre with wellbeing sessions for the elderly, the young and for women-only. There are various religious groups that gather there to pray and come together as well as cultural group like the Bengali Ladies Group.

Strafford Friendship Club, 40 Strafford Street, E14 8LT

Strafford Friendship Club has a focus on the elderly, offering services such as physical wellbeing, a scrabble group and a gardening club.

Bengal Welfare Organisation, 3 Thorne House, Launch Street, E14 3LU

This centre offers a prayer centre for the Muslim community of Tower Hamlets.

Hoover Tower, 1st floor community space, Lantern Way, E14 9BW

A space for community activities and meetings, as and when required.

Sailor Place, 680 Commercial Road, E14 7HA

Sailor Place holds Chinese language classes and English language classes for the community. It has a service for the elderly and for young people.

Flower and Dean, 41 Flower and Dean Walk, E1 6QT

This centre holds multiple events and workshops for the Notting Hill carnival, a Wednesday coffee morning and gardening workshops. It also organises an annual community event.

Food Support Services in Tower Hamlets



Food Banks

First Love Foundation

London E14 2BE,
<https://firstlovefoundation.org.uk/>

St Luke's Millwall

Alpha Grove, London E14 8LH,
Tuesdays and Thursdays, 10am-12pm
<http://www.stlukesmillwall.org/>

Dockland Community Initiative

Phoenix Court, E14 3RF
Sundays 12pm-2pm

Toynbee Food Bank (free hot meal)

28 Commercial Street, London E1 6LS
Thursdays, 5pm-6pm

Simple Gifts Unitarian Church

117 Mansford Street, Basement Office, Bethnal Green, E2 6LX
Community lunch on 3rd Wednesday of every month.

St Dunstons and All Saints Stepney Church

Stepney High St, London E1 0NR
Tuesdays 11am-2pm and Friday 11am-2pm

Island House - Billy's Pantry (Emergency food parcels)

Roserton St, London E14 3PG
02075310310

Bow Muslim Cultural Centre (free hot meal)

246 Bow Road E3 3AP
Fridays 11am-3pm

FoodCycle Bow Road (free hot meal)

Bow Road Methodist Church, 1 Merchant Street, E3 4LY
Fridays 7pm

Bethnal Green Food Bank

Raines Foundation School, Approach Road, E2 9LY
Mondays 8am-12:30pm and Wednesdays 2pm-7pm

Ensign Youth Club

Wellclose Square, E1 8HY
Fridays 10am-1pm

Dorset Community Food Hub

Ground floor, former Dorset library, E2 8QX
Thursdays 12pm-3pm

Tower Hamlets FOOD Stores

The council has several food stores across the borough where you can pick up a week's worth of food in exchange for a small membership fee. Email thefoodstore@towerhamlets.gov.uk with your name, address, postcode, date of birth and contact number.

St. Hilda's East Food Co-Op

St Hilda's Centre, 18 Club Row, E2 7EY
Thursdays 11am - 3:00pm

Bromley by Bow Food Pantry

Bromley by Bow Centre, St Leonards Street, E3 3BT
For residents 65+ years or 50+ years with a disability who live in E13 or E14 who are struggling with the cost of food.
Thursdays 10am-2pm, referral only.

Pantries

Christ Church Isle of Dogs

Manchester Rd, E14 3BN
<https://www.parishiod.org.uk/faith-action/island-gardens-food-bank-parish-pantry>

Food Support Services in Tower Hamlets



Island House - Weekly drop-in zero waste pantry

Roserton St, London E14 3PG, **02075310310**

FOOD (Food On Our Doorstep)

Cyprus Street Estate Office Food Store

Bethnal Green, London E2 0PD

Wednesdays 1pm-3pm

Whitechapel Food Store

15 Romford Street, London E1 1HX

Thursdays 10am-12pm

Manorfield Primary School Food Store

Wyvis Street, Poplar, London E14 6QD

Thursdays 3pm-5pm

Blackwall Food Store

11 Oliphant St, Blackwall, London E14 0GB

Tuesdays 10am to 12 noon

Shadwell Food Store

Ocean Children's Centre, 418-422 Cable Street, E1 0AF

Wednesdays 1pm-3pm

Schools Food Provision for Pupils and Families only

Bygrove School

Opening times: Monday – Friday (Term Time Only)

Bygrove Street, E14 6DN

<https://bygrove.org.uk/contact-us/>

Globe Primary School

Opening times: Friday from 3pm

Globe Primary School, E2 0JH

www.globeschool.org.uk/Contact-Us/

Hague Primary School

Opening times: Friday 2 to 3.30pm

Hague Primary School, E2 0BP

For more information please ask at the school office.

Langdon Park School

Opening times: Monday – Friday 8am to 4pm

Bright Street, E14 0RZ

For more information please ask at the school office.

Olga Primary School Foodbank

Opening times: Friday 3 to 4pm

Olga Primary School, E3 5DN

Contact: 020 8981 7127

For more information please ask at the school office.

St Elizabeth Pop Up Kitchen - School food provision

Opening times: Friday 3.45 to 5pm

St Elizabeth Primary School, entrance on Waterloo Gardens, E2 9JY

Contact the school office school@st-elizabeth.uk

Stewart Headlam Primary School

Opening times: Monday – Friday 8.40am to 3.40pm

Tapp Street, London, E1 5RE

For more information please ask at the school office.

Wellington Primary School Food and Hygiene bank

Opening times: Tuesday 2 to 3pm

Wellington Way, Bow, E3 4NE

Contact: admin@wellingtonprimary.org

Complete the online request form below:
www.wellington.towerhamlets.sch.uk/information/extended-services/wellington-foodbank

William Davis Food Bank

Opening times: Friday 2 to 3pm

William Davis School, E2 6ET

Contact: 020 7739 1511

Riverside

Furniture Support in Tower Hamlets



Council

Tower Hamlets Council Resident Support Scheme

Open to all Tower Hamlets residents, whether on benefits or not. This is primarily for short-term living costs like credit, food, gas/electric payments but can also help with white goods and furniture.

https://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/Residents_Support_Scheme.aspx

Organisations

More Life Home - Furniture Bank

The Furniture Bank takes used furniture being donated by people who no longer use it, and transfers it to those who are struggling financially to furnish their own homes.

If you fit the above criteria, please complete [this form to apply](#).

More Life Home - Low cost removal & delivery

Free or low cost service for people unable to afford van and removal services. **Email info@morelifehome.co.uk for more info.**

Tower Hamlets Connect - Equipment loan for elderly or disabled

Speak to an occupational therapist on **03003036070** or email **enquiry@towerhamletsconnect.org** to receive equipment to help you live more comfortably.

Funding

Family fund - Grant for Families with Disabled Children

You can apply for household items that will help meet your child's additional support needs e.g. washing machine, bedding, sensory or play equipment etc. Apply [here](#).

Charity Shops

More Life Home - Isle of Dogs shop

2 Muirfield Crescent, Crossharbour, E14 9SZ
<https://www.morelifehome.co.uk/ourshops>

More Life Home - Poplar shop

41 Aberfeldy Street, Poplar, E14 0NU
<https://www.morelifehome.co.uk/ourshops>

Emmaus - Poplar shop

175-179 East India Dock Road, E14 0EA

Cost of Living Support in Tower Hamlets



Government support

Resident Support Scheme

Open to all Tower Hamlets residents, whether on benefits or not. This is for short-term living costs like credit, food, gas/electric payments. It can also help with white goods and furniture.

https://www.towerhamlets.gov.uk/lgnl/advice_and_benefits/Residents_Support_Scheme.aspx

Resident Support Outreach Team

Provides face-to-face support for residents to apply for benefits, grants and discounts. Residents can be referred into the service through this [online form](#) or by emailing

LBTHResidentSupport@towerhamlets.gov.uk

Residents' hub

The council has resident hubs at the Town Hall and at Idea Stores for residents to get advice on council tax, welfare benefits, debt, employment and housing. Make an appointment through this website:

<http://www.towerhamlets.gov.uk/residentshub>

Education Maintenance Allowance

Support for low income 16-18 year olds who want to continue their education.

Read more [here](#).

University Bursaries

Support for Tower Hamlets students who wish to attend university. **Read more**

[here](#).

Social tariffs

Cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and other benefits.

Libraries

Cubitt Town Library - Warm Hub

Strattondale Street, London, E14 3HG.

Monday - Thursday 11am-5pm and Saturday 11am-4pm.

Bethnal Green Library - Warm Hub

Cambridge Heath Rd, Bethnal Green, E2 0HL

Monday - Thursday 11am-5pm and Saturday 11am-4pm.

Employment Support

Tower Hamlets Citizens Advice Bureau

32 Greatorex Street, E1 5NP

Advice line: 03448269699

Credit Unions

My Community Bank

30 Churchill Place, E14 5RE

friends@mycommunitybank.co.uk

02033750221

Citizens Advice

Tower Hamlets Citizens Advice Bureau

32 Greatorex Street, E1 5NP

Advice line: 03448269699

Debt Support

Island Advice Centre

020 7987 9379, admin@island-advice.org.uk

Riverside Digital Inclusion Support in Tower Hamlets



Libraries

You can access support to get online through your local library. They offer free access to the internet and you can use any of the following ways to access the internet for free at a library near you.

- Use a library computer
- Borrow a laptop or tablet from the library, or access a free SIM with internet data
- Free public wifi - you can access the internet for free at your local library using your device or a library computer.

Help to get online from your local library.

Libraries also offer the opportunity to learn digital skills and gain confidence. You can get help with basic computer skills, including internet, e-mail, and much more, go at your own pace, with help at hand.

If you don't have your own computer you can visit one of our Idea Stores or Libraries and use one of our PCs for free. **You need to have a membership (free)**. Idea Stores also have **free Wi-Fi** you can use.

Visit your nearest Idea Store and Library for more information.

Workshops and courses

Island House - IT classes

Roserton St, London E14 3PG

<https://www.island-house.org/free-activities/>

The Zacchaeus Project

Digital skills workshop and internet café

Walter Newby Centre, E2 9JP

Wednesdays 1-2pm (digital skills workshop)

Fridays 10am-1pm (internet café)

Contact: **02089831568**

Idea Store Learning

Our Idea Stores provide a wide range of free digital training courses to help you get started in IT and improve your digital skills.

Visit your nearest Idea Store for more information.

Poplar HARCA - Basic Digital Skills Training

Help with using Google, online banking, email, typing, public transport etc... Find it [here](#).

Riverside Digital Inclusion Support in Tower Hamlets



Device access

Age UK East London

This organisation lends devices to people aged 50+ and provides a range of IT support. Call **02089817124** for more information.

Get Online @ Home

You can buy affordable refurbished computers from £99 from **Get Online @ Home**. A digital inclusion initiative run by Computer Recyclers UK. Call **03719100100** for more information.

Drop-in help sessions

Island House - Digital Drop-in Wednesdays

**10am
-12pm**

Roserton St, London E14 3PG

<https://www.island-house.org/free-activities/>

Get Online - Go Digital at Idea Stores

Help for your smart phone device or to brush up on IT skills.

Idea Store Chrisp Street: Tuesdays 2:15pm-3:45pm

Idea Store Whitechapel: Wednesdays 2:15pm-3:45pm

Age UK East London - Digital Drop-ins

- Merchant Street Hub, Tower Hamlets
Methodist Church, 1 Merchant Street E3 4LY
Monday 1pm - 3pm and Wednesday 10am - 1pm
- Barking Road Offices, 655 Barking Road, E13 9EX
Monday 2pm - 4pm
- Marie Lloyd Centre 329 Queensbridge Road, E8 3LA
Tuesday 10am - 12pm

SAMA Academy

544 Roman Road, E3 5ES

Wednesdays 10:30am-12pm

Contact: **07432860004**

Create Community Hub

Create Community hub, E1 0DT

Wednesdays 1:30pm-3:30pm

Contact: **02073646950**

Ocean Regeneration Trust

Harford Centre, E1 4FG

Wednesdays 10:30am-12:30pm

Contact: **02077803112**

Digital Hubs

Linkage Plus (50+)

Our Linkage Plus hubs hosts digital support drop-in sessions for people over 50 living in Tower Hamlets.

- Age UK East London, Merchant Street Hub - **020 8880 7301**
- Neighbours in Poplar, St Matthias Community Centre - **020 7531 0190**
- Peabody at Sundial, Sundial Centre - **020 8828 3928**
- St Hilda's, Sonali Gardens - **020 7265 9292**
- Toynbee Hall, Wellbeing Centre - **020 7392 2913**

Call for more information or **visit the Linkage Plus website.**

For additional digital inclusion support services please download our National Support Directory

Riverside Digital Inclusion Support in Tower Hamlets



Good Things Foundation

REAL, Jack Dash House, E14 9YQ

New City College, Poplar High Street,
Poplar, E14 0AF

The People Speak, 27 Aberfeldy Street,
Aberfeldy Village, E14 0NU

Limehouse Project, 789-791 Commercial
Road, Unit 2, St Anne Street, E14 7HG

Mind in Tower Hamlets, E3 4DA

Mile End Community Project, 111
Hamlets Way, Bow, E3 4TL

City Steps Guided Tours, E3 5AT

Jesuit Refugee Service, 2 Chandler
Street, E1W 2QT

Ingeus Tower Hamlets, 66-68 East
Smithfield Catford Road, E1W 1AW

Positive East, 159 Mile End Road, E1 5AQ

Centrepont Soho, Central House, 25
Camperdown Street, E1 8DZ

Providence Row, The Dellow Centre, 82
Wentowrth Street, E1 7SA

Crisis UK, 50-52 Commercial Street, E1
6LT

London Somali Action Forum, Montefiore
Centre, Hanbury Street, E1 5HZ

Kineara, 15 Selby Street, E1 5BX

Kanlungan Filipino Consortium, Unit 101
Pelican House 138-148, Cambridge
Heath Road, E1 5QJ

Women's Inclusive Team, 202 Cambridge
Heath Road, E2 9LJ

Quaker Social Action, 17 Old Ford Road,
Bethnal Green, E2 9PJ

The Zacchaeus Project, Bethnal Green
Methodist Church, E2 9JP

Riverside Youth Provision in Tower Hamlets



Children and Family Centres and Family Hubs

These are free and open for all parents and carers with children from birth-19 years of age (up to 25 for those with Special Educational Needs and Disabilities), who live in the borough to access a range of services including:

- Play
- Family support
- Health
- Training
- Employment

South East Locality

115 Three Colt Street, E14 8AP

Contact: 02073640540

45 Kerbey Street, E14 6AW

Contact: 02073642856

Isle of Dogs, Millwall Park, Stebondale Street, E14 3BX

Contact: 02073641179

South West Locality

John Smith Family Hub

90 Stepney Way, E1 2EN

Contact: 02073640537

Ocean

Whitehorse Road, E1 0ND

Contact: 02073646605

Ocean (Shadwell site)

418 Cable Street, E1 0AF

Contact: 02073640544

Wapping and Bigland

15 Richard Street, E1 2JP

Contact: 02073646004

Wapping One O'Clock Club

Wapping Gardens, Tench Street, E1W 2QE

Contact: 020 7364 0423

North West Locality

Collingwood

St Bartholomew Gardens, Buckhurst Street, E1 5QT

Contact: 02073640539

Mowlem

Wadeson Street, E2 9DL

Contact: 02073647935

Meath Gardens Family Hub

1 Smart Street, E2 0SN

Contact: 02073640349

North East Locality

Mile End

9 Bede Square, Joseph Street, E3 4GY

Marner

Marner Centre, Devas Street, E3 3LL

Contact: 02073643534

Overland (Olga site)

25 Medway Road, E3 5DS

Contact: 02073643100

Overland Family Hub

60 Parnell Road, Bow, E3 2RU

Contact: 02073641925

For additional youth support services please download our National Support Directory

Riverside Youth Provision in Tower Hamlets



Youth Provision

Barnado's Young People's Emotional Support Service

Spotlight Langdon Park, 30 Hay Currie Street, E14 6GN

Emotional and well-being support to young people in Tower Hamlets from the age of 10-18 (up to 25 with SEND, those working with the youth justice service). We provide short term (6-8 weeks) one-to-one therapeutic and general support.

Contact: 02089884706 and emotionalwb-th@barnardos.org.uk

Compass Safe East

30 Hay Currie Street, E14 6GN

Safe East supports young people to take control of their health & wellbeing and make safer, healthier choices relating to substance use & sexual health.

Contact: 02039540091 and compass.towerhamletsyphws@nhs.net

Newark Youth London

Whitechapel Centre, 85 Myrdle Street, E1 1HL

Charity providing four youth clubs offering sports and other activities. (Locksley Community Centre, Haileybury Youth Hub, Christian Street Youth Hub and Wapping Youth Hub).

Contact: 02073922121 and info@newark.org.uk

SPLASH Play

113 Poplar High Street, E14 0AE

Offers supervised sessions for children aged 8-13, e.g. cooking, trampoline, arts and crafts. Free of charge.

Contact: 07903324362 and mohima@splashplay.org

Step Forward

234 Bethnal Green Road, E2 0AA

Charity providing free and confidential personal and practical support services for young people aged 11- 25 years.

Contact: 07961201234 and 02077393082 and info@step-forward.org

Tower Hamlets Young People Service

Works with children, young people, and families with the aim of securing sufficient provision of educational and recreational leisure-time activities, with the purpose of improving young people's well-being and for the improvement of their personal and social development.

Contact: abzal.ali@towerhamlets.gov.uk

Child and Adolescent Mental Health Services

Online.

Offers a wide range of specialist treatment packages to children, young people and their families.

Contact: 02075156633 (Poplar) and 02074262375 (Whitechapel)

Riverside Youth Provision in Tower Hamlets



Streets of Growth

Hayloft Point, 6 Middlesex Street, E1 7EX

A charity dedicated to improving the lives of young people facing significant challenges in the community e.g. crime, gang activity, grooming, bullying, mental health.

**Contact: 02075157356 and
mail@streetsofgrowth.org**

Carers Centre Tower Hamlets - Young Adult Carers Project

21 Brayford Square, E1 0SG

Support for young people age 16 to 25 who live with and / or care for a relative with long term illness, disability or condition. We provide a weekly social group and monthly day trips to get young carers out of the home and meeting other young people in similar situations.

**Contact: 07869387665 and
benjamin@ccth.org.uk**

Half Moon

43 White Horse Road, E1 0ND

Half Moon has an extensive Creative Learning programme for ages 0-18 (or 25 for young disabled adults).

**Contact: 02077098900 and
admin@halfmoon.org.uk**

Spotlight

30 Hay Currie Street, Poplar, E14 6GN

A youth space for young people aged 11 – 19.

**Contact: 02030111333 and
hello@wearespotlight.com**

Riverside Older People Support in Tower Hamlets



National Support

Age UK Advice Line - 0800 678 1602

Dementia UK - 0800 888 6678

Re-engage

Group and one-to-one social activities will help older people connect with others.

0800 716543

The Silver Line - 0800 4 70 80 90

Friends of the Elderly

Grants to older people living on low incomes.

0330 332 1110 hello@fote.org.uk

Physical and Mental Health

NHS - Community Mental Health Team for Older People

Mile End Hospital, Bancroft Road, E1 4DG
An integrated mental health and social care team providing assessment, intervention and treatment. The team is multi-disciplinary and staffed by community mental health nurses, social workers, occupational therapists, psychologists, psychiatrists, support workers and admin staff.

Contact: 02037387000

Russia Lane Day Centre

82 Russia Lane, Bethnal Green, E2 9LU
provides 25 places daily to users who have moderate to severe dementia.

The support service users receive is enhanced by the provision of both nursing and OT support from the Mental Health Foundation Trust.

Contact: 02073641202 / 02073641203

Sonali Gardens Day Care

St Hilda's East Community Centre, Club Row, E2 7EY

Sonali (Bengali for "Golden") Gardens day centre provides person-centred care and support on Saturdays for Bangladeshi and other communities. The centre offers a team of bi-lingual Bengali speaking staff provide culturally appropriate services and facilities, along with activities promoting increased independence and wellbeing. The day centre also offers access to primary care such as chiropody as well as complementary therapies such as massage.

Contact: 02077398066 or email mail@sthildas.org.uk

Sundial Centre - Peabody

Sundial Centre, 11 Shipton Street, Bethnal Green, E2 7RU

The Centre offers a variety of services supporting adults with age related conditions including those with dementia, physical disabilities, and moderate learning disabilities to live independently.

Contact: 02038283928 or email dayservices@peabody.org.uk

Tower Hamlets Friends & Neighbours

St Margaret's House, 21 Old Fort Rd, E2 9PL
Services for social isolation and loneliness, physical and mental well-being.

Contact: 02030079120

Social Welfare

Age UK East London

Two community hub locations: 82 Russia Lane London E2 9LU or our hub at Caxton Hall, Caxton Grove, Malmesbury Road, E3 2EE.

We provide an independent, quality-assured information, advice and advocacy service to older people and their carers on a range of social welfare issues (e.g. energy, disability, travel, welfare and disability benefit applications).

Contact: 02089817124 or email info@ageukeastlondon.org.uk

For additional older people support services please download our National Support Directory

Mental Health and Wellbeing Support in Tower Hamlets



Hub of Hope

Hub of Hope is the UK's most comprehensive national mental health support database. Download the free app or text **HOPE** to **85258** to find relevant services near you.

Island House - Mood boosting physical exercise classes

Roserton St, London E14 3PG
<https://www.island-house.org/free-activities/>

Be Well Leisure Centres

Locations:

- Mile End Park Leisure Centre and Stadium: 190 Burdett Rd, London, E3 4HL
- Poplar Baths Leisure Centre and Gym: 170 E India Dock Rd, London, E14 0ED
- York Hall Leisure Centre: 5 Old Ford Road, London, E2 9PJ
- Whitechapel Sports Centre: 55 Durward Street, Whitechapel, London, E1 5BA
- Tiller Leisure Centre: Tiller Road Docklands, London, E14 8PX
- John Orwell Sports Centre: Tench Street, London, E1W 2QD

Be Well provides leisure services to support residents' journeys to healthier lifestyles through health, wellness and play.

Contact: 02073645100 and be-well@towerhamlets.gov.uk

Mind - Tower Hamlets

Open House, 13 Whitethorn Street, E3 4DA
Mind offers recovery groups, events and activities to connect you to the right support at the right time.

Contact: 02075101081 and connecting.communities@mindthnr.org.uk

NHS Tower Hamlets Talking Therapies

East London Foundation Trust, 71 Johnson Street, E1 0AQ

NHS Talking Therapies provide a wide range of mental health, community health, primary care, wellbeing and inpatient services to young people, working age adults and older adults in Tower Hamlets.

Contact: 02081751770 and th.therapists@nhs.net

Positive East

159 Mile End Road, E14 AQ

Counselling, psychotherapy, group support programme and complimentary therapies (acupuncture and Qigong) services for people who live with HIV.

Contact: 02077912855 and beth.hopson@positiveeast.org.uk

Social Prescribing Service

Tower Hamlets GP Care Group CIC, Island Health, 145 East Ferry Road, E14 3BQ

Social Prescribing aims to address the social factors affecting health and wellbeing by connecting Tower Hamlets residents to non-medical support available within the borough.

Contact: 07547403018

Tower Hamlets Recovery College

86 Old Montague Street, E1 5NN

NHS service that provides free courses to help support recover, including tools and strategies to gain a deeper understanding of yourself and your experiences, education about mental and physical health, tips of practical life skills and how to get involved in study and work opportunities. Free for anyone living, working, studying or caring for someone in Tower Hamlets.

Contact: 02074262332 or email elft.thrc@nhs.net

Domestic Abuse Services in Tower Hamlets



National Support

Refuge's National Domestic Violence Helpline

24 hours, 7 days a week
Contact: 08082000247

If you are in immediate danger, call 999 and ask for the police.

If prompted, press 55 to Make Yourself Heard and this will transfer your call to the police. Pressing 55 only works on mobiles and does not allow police to track your location.

Call 999 from a landline

If the operator can only hear background noise and cannot decide whether an emergency service is needed, you will be connected to a police call handler. If you replace the handset, the landline may remain connected for 45 seconds in case you pick up again.

When 999 calls are made from landlines, information about your location should be automatically available to the call handlers to help provide a response.

If you are deaf or can't use a phone

You can register with the emergency SMS. Text REGISTER to 999. You will get a text which tells you what to do next. Do this when it is safe so you can text when you are in danger.

<https://www.emergencysms.net/>

Bright Sky app

Bright Sky is a mobile app and website for anyone experiencing domestic abuse, or who is worried about someone else.

The app can be downloaded for free from the app stores. **Only download the app if it is safe for you to do so and if you are sure that your phone isn't being monitored.**

Men's Advice Line

For men experiencing domestic abuse.

Contact: 08088010327

National LGBT Domestic Violence Helpline

Contact: 08009995428

Safe Spaces

Ask for ANI Campaign

Ask for ANI is a campaign that helps those at risk or suffering abuse to get support within pharmacies. If you ask a trained pharmacy worker for ANI, they will take you to a private area. They will then help you get support from the police or other services such as a domestic abuse helpline.

The following pharmacies have signed up to this scheme:

- TSB Bank - 404 Bethnal Green Road, London E2 0AH
- Lincoln's Pharmacy - 124 St Paul's Way, E3 4QA
- Boots - Commercial Road, E1 0LB
- Boots - 426-428 Bethnal Green Road, E2 0DJ
- Boots - Crossrail Place, Canary Wharf, E14 5AR
- Boots - Unit 14 Canada Square, E14 5AX
- Boots -15 Cabot Square, E14 4QS
- Boots -45 Bank Street, Jubilee Place, E14 5NY
- Boots - 18-20 Vesey Path, E14 6BT

Domestic Abuse Services in Tower Hamlets



Support Organisations

Solace

Solace offers the following services:

- **Tower Hamlets SASS:** crisis intervention service giving support to 16+ people experience domestic abuse.
- **DWP Independent Domestic Violence Advisor:** short-medium terms holistic needs support with focus on economic abuse victims and those who have become unemployed due to domestic abuse.
- **Housing Independent Domestic Violence Advisor:** supporting survivors presenting as homeless at Tower Hamlets Housing Options due to domestic abuse.
- **Housing Floating Support Worker:** supporting survivors of domestic abuse placed into temporary accommodation, outside of the borough by Tower Hamlets Housing Options.
- **Mental Health Domestic Abuse Caseworkers:** supporting survivors who have mental health needs with medium-long support.

Contact: 02037955064 or email towerhamlets@solacewomensaid.org

Hestia

They offer specialist, accommodation-based support for women and children from South Asian backgrounds who are at risk from domestic abuse at our [South Asian refuge](#).

Contact: 08081699975 or email refuge.space@hestia.org

London Borough Tower Hamlets Domestic Abuse Helpline for Professionals and Sanctuary Project

The council's professional's advice and signposting service, delivered by the VAWG Team. Sanctuary Project offers free tailor-made security for victims of domestic abuse.

Contact: 08002795434 (Monday-Friday 9am-5pm) This is not an emergency helpline.

Poplar Job Centre

25 Settles Street, E1 1JW

Your advisor can inform you about domestic abuse easements you may be entitled to, which could ease financial pressure you are under. They also have an Independent Domestic Violence Advocate (IDVA) on-site.

Contact: 08001690190 or 08456088551 (Monday-Friday 8am-6pm)

Woman's Trust

Offers individual counselling, support groups and workshops to rebuild self-esteem and understand the effects of domestic abuse.

Contact: 02070340303 or email office@womanstrust.org.uk (Monday-Friday 9:30-5pm)

London Black Women's Project (LBWP)

A domestic violence organisation committed to ending all forms of violence against women and girls. They offer one-to-one therapy, a VAWG service for older women and community based advocacy.

Contact: 02084720528 or email info@lbwp.online (Monday-Friday 9:30-5:30pm)

Riverside Disability Support in Tower Hamlets



Government Support

Access to Work

Access to Work can help you get or stay in work if you have a physical or mental health condition or disability.

<https://www.gov.uk/access-to-work>

Tower Hamlets Community Learning Disabilities Service (CLDS)

Beaumont House, Mile End Hospital, E1 4DG
A support community for adults with learning disabilities in Tower Hamlets to help them with their health and social care needs.

Contact: 02077715500 or email elft.thclds@nhs.net

Support Organisations

Real

Jack Dash House, 2 Lawn House Close, E14 9YQ
Supports anyone in Tower Hamlets who is or has been disabled or who has a long-term condition.

Contact: 02070012170 or email hello@real.org.uk (Monday-Friday 10am-4pm).

Tower Hamlets and City SEND IASS

Town Hall, Mulberry Place, 5 Clove Crescent, E14 2BG

Offers free advice to parents and young people with SEND who are residents of Tower Hamlets. They help with applying for an Education Health and Care Plan, mediating with Local Authority and attending meetings with schools and professionals.

Contact: 02073646489 to speak to an advisor (Monday-Friday 9am-5pm)

Tower Hamlets Complex Needs

The centre offers a range of bright and spacious facilities for different activities including a specialist sensory room, art room and a large garden. There's a weekly programme of activities including music, sports, gardening, community trips, drama, and much more.

Contact: 02089835883 or 079464927970 or email dilarabegum@lookagead.org.uk

Asian People's Disability Alliance - East London Outreach Sessions

Through a variety of social and community-based activities, APDA works to promote the welfare and quality of life of women and elderly who encounter prejudice and are forced to fend for themselves with the bare minimum of mental and physical help for their personal growth.

Contact: admin@apda.org.uk or call 02088304220

Age UK East London

82 Russia Lane, E2 9LU and Caxton Hall, Caxton Grove, Malmesbury Road, E3 2EE (Community Centres)

Delivers an advice service via telephone, mail and face-to-face for disability matters.

Contact: 02089817124 or email info@ageukeastlondon.org.uk

All Ability Cycling Club

Clubs meet at Lock House Gate entrance to Victoria Park, E3 2JU

Everyone can take part who wants to have a go. The activity is particularly suited to anyone with a physical or intellectual disability or anyone who has health issues - physical or mental - who would benefit from the confidence and improved sense of wellbeing associated with bike riding.

Contact: 02089807998 or email enquiries@bikeworks.org.uk

For additional disability support services please download our National Support Directory



Riverside Migrant and Multi- Cultural Support in Tower Hamlets



Community centres

Sonali Gardens Day Care

St Hilda's East Community Centre, Club Row, E2 7EY

Sonali (Bengali for "Golden") Gardens day centre provides person-centred care and support on Saturdays for Bangladeshi and other communities. A team of bi-lingual Bengali speaking staff provide culturally appropriate services and facilities, along with activities promoting increased independence and wellbeing.

**Contact: 02077398066 or
mail@sthildas.org.uk**

Support Organisations

WIT - Women's Inclusive Team HAAWA Project

Mayfield House, 202 Cambridge Heath Road, E2 9LJ

Women's Inclusive Team (WIT) supports Black and ethnic minority communities in Tower Hamlets through youth programmes, women's empowerment projects, mental health support and our food bank and community kitchen. The HAAWA Project works to break bias by empowering Somali women to access support and to be free from all forms of abuse.

Contact: 02077902650

Globe Community Project

St Margaret's House, 21 Old Ford Road, Bethnal Green, E2 9PL

We offer programmes to local residents of Tower Hamlets and surrounding areas that help isolated people find social connection and live a more fulfilled life.

Contact: 07419586150

Asian People's Disability Alliance - East London Outreach Sessions

Through a variety of social and community-based activities, APDA works to promote the welfare and quality of life of women and elderly who encounter prejudice and are forced to fend for themselves with the bare minimum of mental and physical help for their personal growth.

**Contact: admin@apda.org.uk or call
02088304220**

Maa Shanti

Support for South Asian mothers who are affected by domestic abuse with online and in-person services and activities like yoga, support groups and a cooking club.

Contact: info@maashanti.org

Nour

Nour provide trauma-informed, culturally competent services to adult survivors of abuse, including, but not limited to, survivors of domestic abuse, sexual violence and childhood abuse. We work with survivors from minoritised communities, particularly from the Muslim community, however, our services are open to any adult survivor of abuse.

Contact them by filling out the referral form [here](#).

Virginia Quay Community Centre Bengali Women's Group

35 Sexton Court, Newport Avenue, E14 2DU
Monday 10am-1pm

Contact: 07944108979

For additional migrant and multi-cultural support services please download our [National Support Directory](#)



Riverside Migrant and Multi- Cultural Support in Tower Hamlets



SELMO Club 55 Community Centre - Somali Group

101 Stewart Street, E14 3ZT

Friday 10am-2pm

Contact:

St John's Community Centre - Bengali Ladies Group

37-43 Glengall Grove, E14 3NE

Wednesday 9:30am-1pm

Contact: laura-bisto@hotmail.com

St John's Community Centre - Bengali Men's Pray Group

37-43 Glengall Grove, E14 3NE

Friday 11am-2pm

Contact: laura-bisto@hotmail.com

Riverside Women's Groups in Tower Hamlets



Women's Groups

Virginia Quays Community Centre Women-only Zumba

35 Sexton Court, Newport Avenue, E14 2DU
Wednesdays 1pm-2pm

Contact:

Virginia Quay Community Centre Women's Social Club

35 Sexton Court, Newport Avenue, E14 2DU
4th Sunday of every month

Contact:

Barkantine Hall Community Centre - Women's Only Group

12 The Quarterdeck, E14 8NH
Tuesday 10am-12pm

Contact:

Samuda 50p Club Community Centre - Girl's Group

57 Stewart Street, E14 3ZT
Tuesday 6pm-8pm (term-time only)

Contact:

SELMO Club 55 Community Centre - Women's Group

101 Stewart Street, E14 3ZT
Tuesday 9am-12pm

Contact:

SELMO Club 55 Community Centre - Women's Coffee Morning

101 Stewart Street, E14 3ZT
Thursday 10am-13:30pm

Contact:

St John's Community Centre - Yoga Ladies Only

37-43 Glengall Grove, E14 3NE
Friday 9am-10am

Contact: laura-bisto@hotmail.com

Tower Hamlets Women's Network

3 Birkbeck Street, Bethnal Green, E2 6JY
Quarterly meetings: consult website for more information [here](#).

Contact: 02077397720 or email admin@account3.org.uk

Tower Hamlets Council Women's Sports Groups

Consult their website [here](#).

Women Inclusive Team

Mayfield House, 202 Cambridge Heath Road, E2 9LJ

Since 2004 Women's Inclusive Team has been supporting the Black and ethnic minority communities in Tower Hamlets through youth programmes, women's empowerment projects, mental health support and our food bank and community kitchen.

Contact: 02077902650

St Hilda's East Women's Group

18 Club Row, London E2 7EY

Our women's group in east London provides local self-identifying women with a variety of activities and development opportunities in a culturally sensitive and safe space.

Contact: 02077398066 or email mail@sthildas.org.uk

Virginia Quay Community Centre - Mum's dance club (Explorers Court)

35 Sexton Court, Newport Avenue, E14 2DU
Friday 10am-12pm

Contact:

SELMO Club 55 Community Centre - Island Mums

101 Stewart Street, E14 3ZT
Wednesday 9am-11am

Contact:

For additional support services please download our National Support Directory

Riverside Men's Groups in Tower Hamlets



Men's Groups

Phoenix Heights Community Centre Men's Group

140a Byng Street, Isle of Dogs, E14 9AR

Sundays 6pm-9pm

Contact: 07403347393

Virginia Quay Community Centre Men's Reading Group

35 Sexton Court, Newport Avenue, E14 2DU

Mondays and Thursday 7pm-9pm

Contact: 07944108979

Social Action for Health - Wellbeing Wednesdays, Exercise and Social Club for Men

The Brady Arts Centre, 192-196 Hanbury Street, E1 5HU

Wednesday 10:30am-12:30pm

Contact: 07944966141. People are welcome to come along without contacting.

WellOne - The Men's Cabin

The Brownfield Cabin, Balfron Tower, St Leonards Road, E14 0QU

Wednesday 2pm-4pm

**Contact: 02075156794 or email
themenscabin@gmail.com**

Bengali Men's Group

Pritchard's Road Day Centre Marian Place London E2 9AX

Wednesday 11am-12:30pm

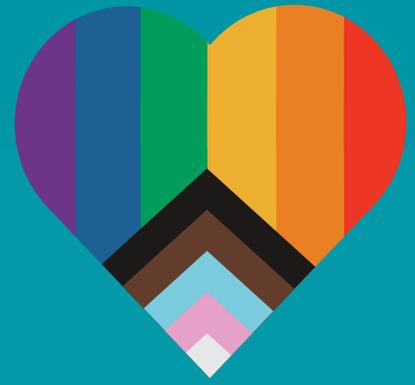
**Contact: 02073641249 or email
masoom.salam@towerhamlets.gov.uk**

Tower Hamlets Dad's Network

**Contact:
parentalengagement@towerhamlets.gov.uk or
call 02073646398 for more information.**

For additional support services please download our National Support Directory

LGBTQ+ Support in Tower Hamlets



LGBTQ+

Nationwide

Galop

Our helpline is for LGBT+ people experiencing abuse or violence, such as hate crime, domestic abuse, sexual violence, so-called “conversion therapy” or any other kind of abuse.

Helpline: 08009995428

LGBTQ+ Support Organisations

Met Police - LGBT+ Community Liaison Officer

Their role is to:

- provide a consistent point of contact for LGBT+ people and organisations
- improve engagement between police and members of the LGBT+ community
- support LGBT+ victims of crime

Contact: Use [this link](#) to contact your local officer.

ELOP - East London Out Project

ELOP are an exciting innovative LGBT+ mental health and wellbeing charity based in East London.

Access their services [here](#).

Contact: If you are interested in attending any of ELOP’s activities please contact Lauren Steele at events@elop.org.

Riverside Additional Support in Tower Hamlets



Sexual Violence Support

Silent Solution

Helps people who are unable to speak, but who genuinely need police assistance. After calling 999, dial 55 to be put through to your local police station. If you are not able to speak, listen carefully to the questions and instructions from the call handler so they can assess your call and arrange help if needed.

Rape Crisis

If something sexual happened to you without your consent – or you're not sure – you can talk to a member of the team. No matter when it happened.

0808 500 2222 open 24 hours a day

<https://rapecrisis.org.uk/get-help/>

Galop

A UK LGBT+ anti-abuse charity, provides a dedicated sexual violence helpline for LGBT+ people who have experienced sexual assault, violence or abuse, however or whenever it happened.

Victims can contact the Helpline by phone 0800 999 5428 or via email help@galop.org.uk.

National Online Helpline for Male Survivors

Operated by Survivors UK. Supports men and boys (trans or cisgender) and non-binary people who have ever experienced unwanted sexual activity.

Live chat, SMS and email support.

<https://www.survivorsuk.org/>

The Survivors Trust

The Survivors Trust provides confidential information, advice and support for women, men and young people, their parents/carers or partners via a helpline or email.

08088 010818

info@thesurvivorstrust.org

More information can be found at

www.thesurvivorstrust.org

Riverside Additional Support in Tower Hamlets



Hate Crime

General victims of hate crime can call their Local Neighbourhood Police Team on telephone number **101** to report

Reporting online -

Stop Hate UK

Stop Hate UK is available 24 hours a day. The helpline is confidential and independent.

You can report a hate crime by:

0800 138 1625 Text: 07717 989 025

Text relay: 18001 0113 293 5100

Webchat at <https://www.stophateuk.org/talk-to-us>

Victim Support: (24/7 support)

Victim Support operates a 24/7 Supportline and live chat service, every day of the year, offering specialist emotional and practical support to anyone who has been a victim or a witness. You don't have to report a crime to get help from Victim Support.

0808 16 89 111

Live chat available by visiting

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>

Hate Crime Campaign

The Hate Crime Campaign provides information and services to those who have been a victim of Hate Crime.

<https://hatecrime.campaign.gov.uk/>