

Healthwatch Tower Hamlets Guide

Signposting Services

Need information or advice on health
and social care services?

Your local health &
social care champions



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Disabilities Support



020 7454 0454



helpline@mencap.org.uk



20-22 Commercial St, London E1 6LP



Mencap, a UK charity, supports people with learning disabilities, their families, and carers, with the aim of making the UK the best place for them to live happy and healthy lives.

Services and Support:

- **Personalized Support:** Mencap provides personalized support packages to help individuals with learning disabilities be as independent as possible.
- **Helpline:** They offer a free helpline for people with learning disabilities, their families, and carers.
- **Information and Advice:** Mencap provides information and advice on various topics related to learning disabilities.
- **Supported Living:** They offer supported living services, allowing people to live in their own homes with support from staff.
- **Network Partners:** Mencap works with local groups and organizations to improve the lives of people with learning disabilities in their communities.
- **Health Resources:** Mencap provides health resources for people with learning disabilities, their families, carers, and healthcare professionals.

Disabilities Support



The Community Learning Disability Service (CLDS)



020 7771 5500



elft.thclds@nhs.net



2nd Floor Beaumont House, 275 Bancroft Road, Mile End Hospital, London E1 4DG



CLDS is a joint team from the NHS and Tower Hamlets Council. They support adults with learning disabilities to live as independently and healthily as possible within the community

Services and Support:

- **Health and Social Care Support:** CLDS combines both NHS and social care services to provide holistic support for individuals with learning disabilities.
- **Assessment and Planning:** They carry out specialist assessments and create personalised care and support plans tailored to each person's needs.
- **Specialist Therapies:** Access to speech and language therapy, psychology, occupational therapy, and physiotherapy.
- **Community Living Support:** Help with housing, daily living skills, routines, and building independence.
- **Advice for Carers and Families:** Information, advice, and guidance for those caring for someone with a learning disability.
- **Eligibility Support:** Help for individuals who meet the Fair Access to Care Services (FACS) criteria and are registered with a Tower Hamlets GP.

Disabilities Support



-  020 7001 2170
-  hello@real.org.uk
-  Jack Dash House, 2 Lawn House
Cl, London E14 9YQ



Real is a user-led charity based in Tower Hamlets, run by and for disabled people. They work to remove barriers and create opportunities so disabled people can live independently and be heard in the decisions that affect them.

Services and Support:

- **Advice & Advocacy:** Real offers free, confidential support to help disabled people access benefits, services, and understand their rights.
- **Support Planning:** They assist with planning for care and support needs, including personal budgets and direct payments.
- **Employment & Skills:** Support with job searching, training, and developing skills to gain confidence and independence.
- **Campaigning & Inclusion:** Real campaigns for equality and ensures disabled people's voices are included in local decisions.
- **Accessibility Services:** They work with organisations to improve accessibility through audits and training.
- **Peer Support:** Opportunities to connect with other disabled people through events, groups, and community projects.

Disabilities Support



020 7001 2266



info@apasen.org.uk



Carmine Wharf, 30 Copenhagen
Place, London E14 7FF



Apasen is a charity which provides day services, advice and advocacy support for people with learning disabilities, physical disabilities, and special needs. They also provide respite care services to relieve primary caregivers.

Services and Support:

- **Advice & Advocacy:** Apasen offers free, confidential support to disabled adults living in Tower Hamlets. They can help with issues including benefits, housing, travel and social care.
- **Home Care Services:** Apasen provide flexible home care and support services to help people remain independent in their own homes. Their services include personal care, companionship, household help and respite care.
- **Day Services:** Apasen's Opportunity Zone provides day care services for disabled adults, supporting independence, inclusion and wellbeing through activities such as yoga, music therapy, football and day trips. The service offers person-centred, culturally sensitive support in a welcoming environment.

Disabilities Support

Tower Project



020 7790 9085



info@towerproject.org.uk



45-55 Whitehorse Road, London E1 0ND



The Tower Project is a community organisation that supports children and adults with learning disabilities, autism, physical and sensory disabilities, or health-related issues. They aim to empower these individuals to be independent, participate fully in education and work, and have a voice in the community.

Services and Support:

- **Job Enterprise & Training Services (JET):** Supports people with disabilities into work through training, CV support, job searching, interview skills, and employer placements.
- **Day Services:** They provide specialist day services which offer activities and structured support for people with learning disabilities, autism or complex needs.
- **Youth and Leisure Services:** They provide evening recreational sessions for young disabled people to develop skills including independence, social interaction and communication.
- **Children's Services:** They run holiday schemes, after-school clubs, and activities for children and young people with disabilities to support development and inclusion
- **Supported Living Service:** Offers housing and support to help people with disabilities live more independently.
- **Social Enterprises:** They provide real-life training experiences with enterprises uniquely designed to cater to disabled individuals, equipping them with valuable life skills.

Disabilities Support



07719205163



info@deafplus.org



Trinity Centre, Key Close E1 4HG



deafPLUS is a charity that supports deaf and hard of hearing people by providing deaf-friendly advice, support, and helping them access the resources they need to live independently and participate fully in society.

Services and Support:

- **advicePLUS:** They offer advice to Deaf and hard-of-hearing people on issues such as benefits, housing, debt, education, health, independent living, and consumer rights, offering help in person, online, and through British Sign Language (BSL).
- **energyPLUS:** A service that helps Deaf people manage energy bills, improve home safety, and reduce fuel poverty through accessible advice, awareness campaigns, and one-to-one support in British Sign Language (BSL).
- **wellbeingPLUS:** A support service that helps Deaf people who have also lost vision or need extra wellbeing support reduce isolation and live more independently through social activities, wellbeing support, specialist equipment and guidance.
- **moneyPLUS:** A financial support service that helps Deaf people build confidence in managing money through accessible guidance on budgeting, debt, scams and fraud awareness.

Disabilities Support

Tower Hamlets and City SENDIASS



020 7364 6489



towerhamlets&city.sendiass@towerhamlets.gov.uk



Parents' Advice Centre, 30 Greatorex Street, London
E1 5NP



Tower Hamlets and City SEND IASS provides free, impartial advice and support for children and young people with Special Educational Needs and Disabilities (SEND), from birth to 25, and their families.

Services and Support:

- Tower Hamlets and City SENDIASS can help with issues such as Education, Health and Care Plans (EHCPs), school meetings, exclusions, mediation, tribunals, and access to education and health and social care services.
- They also offer workshops, parent support groups, young people's forums, casework support, access to Educational Psychologists, and guidance on SEND rights for parents and carers as well as young people with Special Educational Needs and Disabilities.

Disabilities Support

Tower Hamlets Shared Lives



020 7771 5521



shared.lives@towerhamlets.gov.uk



Community Learning Disability Service, Beaumont House, Second Floor, Mile End Hospital, London E1 4DG



Tower Hamlets Shared Lives is an alternative to traditional types of care and support available to adults with a learning disability. These adults are supported to maximise their potential and maintain their independence by a Shared Lives Carer from the local community, using their home as a base.

Services and Support:

- **Day support:** A person can spend a day/s or a few hours a week with one of the Shared Lives Carers.
- **Respite:** A person can stay overnight or for a short time with one of the Shared Lives Carers.
- **Long term placement:** A person can live on a long-term basis with one of the Shared Lives Carers, becoming a part of their family and/or personal network.

Mental Health Support

Mental Health Crisis Line

 0800 073 0003

If you or someone you care about is experiencing a mental health crisis you can call the Crisis Line. The line is available 24 hours a day and callers will be given support and advice from mental health professionals.

Tower Hamlets Talking Therapies

 020 8175 1770 or 020 8475 8080

 elft.thtalkingtherapies@nhs.net

 71 Johnson Street, Tower Hamlets,
London E1 0AQ



They offer free, confidential talking therapies to adults registered with a GP in Tower Hamlets, supporting mental wellbeing and emotional health.

Services and Support:

- One-to-One Therapy
- Guided Self-Help
- Wellbeing Workshops & Groups
- Employment Advice
- Cultural & Language Support
- Online Therapy

Mental Health Support

MIND Tower Hamlets, Newham and Rebridge

-  020 7510 1081 or 020 7510 4247
-  info@mindthnr.org.uk
-  13 Whitethorn Street, London E3 4DA



Mind THNR is a local branch of the national mental health charity Mind. They offer a wide range of mental health and wellbeing support to people living in Tower Hamlets, Newham, and Redbridge. Their services are person-centred, culturally sensitive, and rooted in community-based care.

Services and Support:

- **Counselling & Talking Therapies:** One-to-one and group therapy for adults dealing with stress, depression, anxiety, and trauma.
- **Crisis Support & Drop-in Services:** Help for those in mental health crisis, with access to emotional support and signposting.
- **Peer Support Groups:** Safe spaces to connect with others who have lived experience of mental health issues.
- **Advocacy & Advice:** Help navigating services, housing, benefits, and rights.
- **Wellbeing Activities & Workshops:** Creative groups, exercise sessions, and skill-building workshops to support recovery.
- **Support for Minoritized Communities:** Specialist support tailored to cultural, ethnic, and faith-based needs.

Mental Health Support

CAMHS Tower Hamlets



020 7426 2375 or 020 7426 2400



elt-tr.CAMHSTowerHamletsDuty@nhs.net



18 Greateorex Street, Whitechapel,
London E1 5NF



Tower Hamlets CAMHS provides mental health support for children, young people (up to 18), and their families. The team includes psychiatrists, therapists, nurses, and social workers who offer tailored care to help young people cope with emotional, behavioural, and psychological challenges.

Services and Support:

- **Assessment & Treatment:** Specialist mental health assessments and individualised care plans
- **Therapies Offered:** CBT, family therapy, play therapy, and trauma-focused support for a range of mental health concerns.
- **Support for Families:** Help for parents and carers to understand and support their child's mental health journey.
- **School & Community Outreach:** CAMHS works close with schools and other agencies to support mental wellbeing in the community.
- **Crisis & Risk Support:** Help for children and teens experiencing urgent mental health issues, including harm or severe distress.
- **Neurodevelopmental Pathways:** Assessment and support for autism, ADHD, and other neurodivergent conditions.

Mental Health Support

Tower Hamlets Early Detection Service (THEDS)



0203 487 1320



elft.theearlydetection@nhs.net



51 Three Colts Lane, Bethnal Green, London
E2 6BF



THEDS supports 17 to 30 year olds living in Tower Hamlets who are concerned about their mental health and how that is affecting their life. Their team of nurses, psychiatrists and psychologists will provide 2 years of support and a package of care that is personalised to your needs and your goals.

Services and Support:

- **Talking Therapy:** Individual talking therapy to work on your goals with a psychologist, where you are able to discuss your concerns with a non-judgmental health care professional
- **Advice:** They can offer practical advice on housing options and benefits that you may be entitled to.
- **Personal Health Budget:** Access to a Personal Health Budget to fund an activity or item that would help support your recovery.
- **Coping Strategies:** Coping strategies to help make sense of and manage distressing/unusual experiences, helping you feel more in control.

Mental Health Support

East London NHS Foundation Trust

-  020 7655 4000
-  elt-tr.CAMHSTowerHamletsDuty@nhs.net
-  Robert Dolan House, Trust Headquarters,
9 Alie Street, London E1 8DE



ELFT provides a wide range of NHS services, including mental health, community health, primary care, and learning disability support. They serve communities across Tower Hamlets, Newham, and beyond with a strong focus on recovery, inclusion, and person-centred care.

Services and Support:

- **Mental Health Services:** Support for all ages including talking therapies, crisis care, and community mental health teams.
- **Primary Care & GP Services:** ELFT runs several GP practices and offers access to physical and mental health services in one place.
- **Specialist Services:** Includes addiction treatment, forensic services, perinatal mental health, and neurodevelopmental care.

Mental Health Support

Step Forward



0207 739 3082 **or** 07961 201234



info@step-forward.org



234 Bethnal Green Road, London E2 0AA



Step Forward offers free & confidential services for all young people aged 11-25, living in & around Tower Hamlets, East London. They provide a safe and welcoming space for young people to talk about topics such as wellbeing and mental health and get the support they need, when they need it.

Services and Support:

- **Counselling:** They provide free counselling sessions where you can speak to someone in confidence about anything that is on your mind. This may be just a few sessions or longer-term depending on what you choose. They also work with education providers to offer counselling on-site to students.
- **Personal Development:** They can provide a package of support designed to develop your confidence, communication skills and raise self-esteem.
- **Wellbeing:** Their wellbeing services offer support for physical, emotional and mental wellbeing as well as for identity, social and relationship issues. This can be as part of counselling/personal development sessions as well as one-off group sessions and activities based around themes such as Mindfulness, Healthy Eating and Art Therapy.

Mental Health Support

Bangladeshi Mental Health Forum (BMHF)



0771 607 8840



shamsur@bangladeshimentalhealth.org/in
fo@bangladeshimentalhealth.org



Unit S-7, The Whitechapel Centre, 85
Myrdle Street, London E1 1HL



The Bangladeshi Mental Health Forum raises awareness of mental health within Bangladeshi and other underserved communities, challenges stigma, promotes wellbeing, and advocates for better access to culturally appropriate mental health support and services.

Services and Support:

- **Mental Wellbeing Workshops:** The BMHF delivers mental wellbeing workshops in schools, community centres, and online across Tower Hamlets in Bengali, covering topics such as mental health awareness, wellbeing, and how to access support services.
- **Signposting and Information Services:** The BMHF has a service which can be accessed via telephone/online consultation, where people will be able to talk to someone in Bengali about their issues and get referred to relevant services for professional support or advice.
- **Support Groups:** The BMHF develops and supports culturally and religiously appropriate support groups and activities for men, women, service users, and carers, both in the community and online.

Domestic Violence Support

Solace



0203 795 5064



advice@solacewomensaid.org



Solace Women's Aid, PO Box 80992,
London NW1W 6GW



Solace supports women and children across London who are experiencing or have experienced domestic abuse and sexual violence. Their services are trauma-informed, confidential, and focused on safety, empowerment, and recovery.

Services and Support:

- **Refuge & Safe Housing:** Emergency accommodation for women and children fleeing abuse.
- **Counselling & Therapy:** Specialist trauma-informed counselling for survivors of domestic and sexual abuse.
- **Advocacy & Safety Planning:** Practical and emotional support, including legal advice, housing, benefits, and court advocacy.
- **Children & Young People Services:** Therapy, play work, and support for children affected by domestic abuse.
- **Prevention & Recovery Programs:** Group work, confidence building, and support for moving forward after abuse.

Domestic Violence Support

Women's Inclusive Team HAAWA Project

 020 7790 2650

 haawa@wit.org.uk

 Mayfield House, 202 Cambridge Heath Road,
London E2 9LJ



The Women's Inclusive Team supports Black and ethnic minority women and families in Tower Hamlets. The HAAWA Project focuses on health, advocacy, and wellbeing for African and Caribbean women, offering culturally sensitive support in a safe, trusted environment.

Services and Support:

- **Culturally Specific Advocacy:** Support for women dealing with domestic abuse, trauma, and health inequalities.
- **Health & Wellbeing Activities:** Fitness, nutrition, and wellness workshops tailored to women's needs.
- **Mental Health Support:** Safe spaces for women to talk, peer support groups, and signposting to services
- **Food Support & Community Hub:** Access to hot meals, food parcels, and essentials for families in need.
- **Youth & Family Programmes:** Activities and mentoring for children and young people in the community.
- **Empowerment & Skills Development:** Support with confidence, leadership, and navigating services.

Domestic Violence Support

Hestia

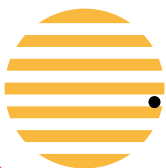
-  020 7517 1420 or 020 7378 3100
-  tamara.white@hestia.org
-  Beaufort House, 15 St. Botolph Street,
London EC3A 7DT



Hestia supports adults and children in times of crisis, including those affected by domestic abuse, modern slavery, and mental health challenges. They provide safe spaces and long-term support to help individuals rebuild their lives.

Services and Support:

- **Domestic Abuse Refuges:** Emergency accommodation for women and children fleeing abuse.
- **Advocacy & Outreach:** Support with housing, legal matters, health, and rebuilding after trauma.
- **Modern Slavery Response:** Safe houses and recovery support for survivors of trafficking and exploitation.
- **Mental Health Services:** Crisis support, community-based recovery services, and wellbeing groups.
- **Children & Family Support:** Tailored support for children impacted by domestic abuse.
- **Safe Spaces (in pharmacies):** Immediate, discreet access to help in participating Boots and independent pharmacies.



Domestic Violence Support

➔ National LGBT Domestic Abuse Helpline

- 📞 020 7517 1420 or 020 7378 3100
- ✉️ help@galop.org.uk
- 📍 Beaufort House, 15 St. Botolph Street, London EC3A 7DT



➔ Refuge's National Domestic Violence Helpline

- 📞 0808 2000 247
- 📍 3rd Floor, One America Square, 17 Crosswall, London EC3N 2LB



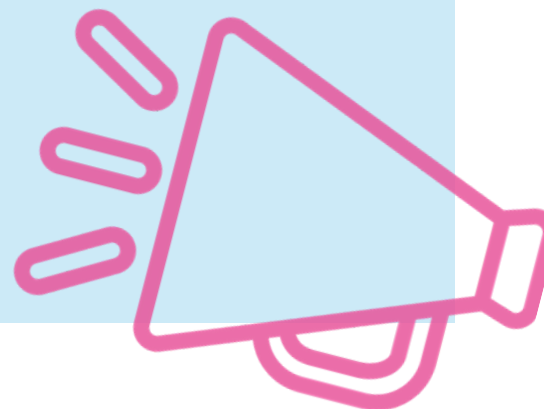
Live Chat: Available via the website, Monday–Friday, 10am–10pm
British Sign Language (BSL) Support available through the website

➔ LBTH Domestic Abuse Helpline for Professionals

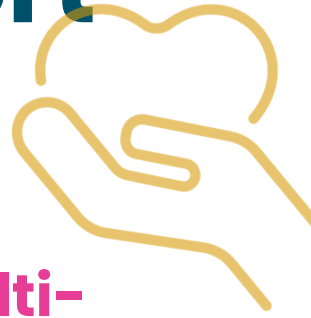
- 📞 0800 279 5434 or 020 7364 4986
- ✉️ domestic.violence@towerhamlets.gov.uk

➔ Woman's Trust Helpline

- 📞 0207 034 0303
- ✉️ office@womanstrust.org.uk



Safeguarding Support



MAST@towerhamlets.gov.uk



020 7364 5006

Tower Hamlets Town Hall, 160
Whitechapel Road, London E1 1BJ

Tower Hamlets Multi-Agency Support Team

a collaborative center where agencies, like social services, police, and health professionals, work together to identify and respond to child protection concerns, ensuring vulnerable children are identified and protected.

The Carers Centre Tower Hamlets

supports unpaid carers—people who look after a family member or friend due to illness, disability, mental health issues, or substance misuse. Offering advice, wellbeing services, and peer support to help carers balance their own needs with their caring responsibilities.

<https://ccth.org.uk/>



020 7790 1765

The Carers Centre, 21 Brayford
Square, London E1 0SG

www.towerhamletsconnect.org



0300 303 6070

Borough-wide service
(online and phone support)

Tower Hamlets Connect

a free service providing residents with information, advice, and support on health, social care, and community services. It's designed to help people find the right support at the right time—whether for themselves, a family member, or someone they care for.

Financial Support

Foodbanks



Scan here for links to all these support services

Neighbours in Poplar

- 020 7531 0190
- enquiries@neighboursinpoplar.com
- <https://www.neighboursinpoplar.com>
- St Matthias Community Centre, 113 Poplar High Street, London, E14 0AE

Bow Food Bank

Tuesdays 10:00 am to 12:00 pm
Thursdays 10:00 am to 1:00 pm

- 073 9877 6145
- info@bowfoodbank.org
- <https://www.bowfoodbank.org/>
- Bow Community Hall, William Place, London E3 5ED

Debt Advice & Money Management Services

Island Advice Centre

helps residents secure their statutory & legal rights, enabling them to improve their living standards and quality of life.

- 020 7987 9379
- admin@island-advice.org.uk
- <https://island-advice.org.uk/>
- Island House, Roserton Street, London E14 3PG

Stifford Centre

provide residents with resources and services empowering them to lead healthier and more prosperous lives.

- 020 7790 3632
- info@bowfoodbank.org
- <https://www.stifford.org.uk/>
- 2-6 Cressy Place, Stepney Green, London E1 3JG

Bromley by Bow Centre

offers free of charge, generalist advice to Tower Hamlets residents on a wide range of issues including benefits, housing and debt.

- 020 8709 9700
- connect@bbbc.org.uk
- <https://www.bbbc.org.uk/>
- St Leonard's Street, London E3 3BT

The Financial Health Centre

provides free and independent advice about Debt, Welfare Benefits, Universal Credit, Employment, Housing, Money Management, Training & Job search matters

- 0207 364 2200
- fhc@thh.org.uk.
- Raynham House, Massingham Street, London E1 4EB

Limehouse Project

provides information and advice.

- 020 7538 0075
- <https://limehouseproject.org.uk/>
- Island House, Roserton Street, London E14 3PG

Debt Free London

offers free, impartial advice on debt and budgeting.

- 0808 164 2480
- <https://debtfreeadvice.com/>
- Toynbee Hall, 28 Commercial Street, London E1 6LS

Financial Support



turn 2 us

They provide financial support tools and guidance to help people check which benefits and grants they may be eligible for.



0808 164 8817



info@turn2us.org.uk



33-39 Bowling Green
Lane, London EC1R 0BJ

Stepney Community Trust

Their Employment Pathways Project aims to develop training and support for local people farthest away from the job market to improve their employability skills.



020 7377 5482



Rubiya.Begum@stepney.org.uk



46 Myrdle Street, London
E1 1HL

Complaints Services

Parliamentary and Health Service Ombudsman



0345 015 4033



Content@ombudsman.org.uk



Millbank Tower, 21 Millbank, Westminster, London
SW1P 4QP

A free, fair and independent service which investigates complaints about UK government departments, other public organisations and the NHS in England. You can file a complaint to them if an organisation has not acted properly or fairly, or has given you a poor service and not put things right.

NHS ICB



020 8221 5750



nelondonicb.complaints@nhs.net



The North East London Integrated Care Board (ICB) plans and funds health services across the region, including GP services, pharmacies, mental health, and community care. They handle feedback, concerns, and complaints about NHS services in the area.

Tower Hamlets Council



020 7364 5000



Tower Hamlets Town Hall, 160 Whitechapel Road, London
E1 1BJ

The Tower Hamlets Council allows you to submit a complaint about a variety of issues including council housing, adult and children's social care and schools. They will look into your complaint and respond within 20 working days. You may request a review if you are unsatisfied with the initial response.

Welfare Support

Residents' Support Scheme



020 7520 7217

residentsupportscheme@necsws.com

The scheme supports residents aged 16+ who are in or at risk of crisis and lack financial support. It provides short-term help with essential living costs such as food and gas/electric prepayment metres. Applicants must not be subject to UK immigration control.

Resident Support Service



020 7520 7217

LBTHResidentsupport@towerhamlets.gov.uk

This service aims to help residents in Tower Hamlets with their benefits, Universal Credit, rent, council tax, budgeting advice and support with other needs. They work with other specialist organisations in the borough who they can refer you to if needed.

Tower Hamlets Floating Support



0203 828 4916

towerhamletsfs@peabody.org.uk

Free, confidential, and tailored short-term support for people in Tower Hamlets with a range of support needs. This could include substance misuse, domestic violence, homelessness, tenancy sustainment, mental health, learning difficulties and physical health needs.

Reach Us Out

Whether you'd like to share feedback about health and social care services, or you're looking for local support – get in touch. We're here to help



Pill Box, 115 Coventry Road, Unit 104,
London E2 6GG



info@healthwatchtowerhamlets.co.uk



<https://www.healthwatchtowerhamlets.co.uk/>



0800 145 5343
between the hours of 09:00 – 17:00
Monday to Friday