

# A warm welcome to Tower Hamlets



# A warm welcome to Tower Hamlets

The East End has a long history of welcoming people and whether you have chosen moved to our borough to work, study or volunteer everyone is welcome and we want to ensure you get the best support possible.

Tower Hamlets is a young, vibrant, modern city, but our history comes from being the hamlets of the Tower of London. This mix of old and new, combined with award winning parks, international cultural destinations, world class learning institutions (like QMUL) and one of the largest economies in the UK, makes Tower Hamlets one of the most popular places to live, work, study and play.

## Some interesting facts:

- **More than 137 languages are spoken here in Tower Hamlets – and 43 per cent of residents were born in over 200 different countries**

- **More than two-thirds (69%) of the borough's population belong to a minority ethnic group**

- **More than 4 in 10 residents in Tower Hamlets were born outside the UK**

- **Around 38% of the borough's residents are Muslim, 30% are Christian and 21% say they do not follow a religion**

We hope this guide will help you feel part of the exciting community that is Tower Hamlets.

Here you can find some general advice compiled by the UK government:

**Welcome: a guide for Ukrainians arriving in the UK - GOV.UK**  
([www.gov.uk](http://www.gov.uk))



## Dedicated Refugee Support Team

We are setting up a dedicated Refugee Support team, which you can reach by emailing: [refugee.support@towerhamlets.gov.uk](mailto:refugee.support@towerhamlets.gov.uk)

## Advice and Benefits

You can find information on advice and benefits including financial advice, legal advice and the Tower Hamlets Residents' Support Scheme here: [www.towerhamlets.gov.uk/advicebenefits](http://www.towerhamlets.gov.uk/advicebenefits)

You can get help from this team by filling in this form: **Resident Support Outreach referral - Tower Hamlets - Make a referral - forms**

## Ukrainian Advice Project

A group of volunteer solicitors providing a free service to connect Ukrainian citizens (and others fleeing Ukraine) with free legal advice on UK immigration, visas and asylum from qualified and regulated lawyers. To request legal advice email: [projectu@dlapiper.com](mailto:projectu@dlapiper.com). To find out more visit: [advice-ukraine.co.uk](http://advice-ukraine.co.uk). More information is available for people arriving through the government's Ukraine scheme here: [https://www.towerhamlets.gov.uk/lgnl/community\\_and\\_living/Welcome\\_to\\_Tower\\_Hamlets/Homes-for-Ukraine.aspx](https://www.towerhamlets.gov.uk/lgnl/community_and_living/Welcome_to_Tower_Hamlets/Homes-for-Ukraine.aspx)

## Working

**Workpath** offers support to all Tower Hamlets residents to access employment and training: [www.towerhamlets.gov.uk/workpath](http://www.towerhamlets.gov.uk/workpath)

You can also email **Workpath@towerhamlets.gov.uk** or call **020 7364 3727** to speak to a member of the team.

For young people, parents or carers wishing to book a telephone appointment, please contact us at [youngworkpath@towerhamlets.gov.uk](mailto:youngworkpath@towerhamlets.gov.uk) or on **0800 3581 2410** (free phone) or **0207 364 1401**.

## Education and learning

**Children's Centres** in Tower Hamlets want to give every child with the best possible start in life, by reducing inequality and helping them reach their full early years' learning potential. They are a good place to meet other parents and make friends, and gain support and advice from people having the same experiences. For more information about children's centres in Tower Hamlets visit [www.towerhamlets.gov.uk/childrenscentres](http://www.towerhamlets.gov.uk/childrenscentres)

Depending on your family situation you can get help with the cost of childcare. For more information visit: [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

**School nursery and primary school** – in Tower Hamlets children will usually start nursery in the September following their third birthday. It is possible for eligible children to access a funded nursery place from the beginning of the term after their third birthday. You should apply online via <https://www.eadmissions.org.uk/eAdmissions/app>

**Secondary School** - Each year the council publishes information on its website about starting secondary school which includes all you need to know about applying for a place including a step-by-step guide to making your online application. You will also be able to access a booklet giving you information about all of the secondary schools in the borough which the council and Government have responsibility for supporting, including contact details and maps showing where each school is located.

For more information, please visit:  
[www.towerhamlets.gov.uk/schooladmissions](http://www.towerhamlets.gov.uk/schooladmissions)

### **Elective Home Education**

Some parents choose to educate their children at home rather than sending them to school. It is perfectly legal to do this, but the local education authority must be satisfied that the child is being taught to a satisfactory standard.

If you decide to educate your child at home, the local authority will make informal enquiries to make sure your child is getting a suitable education.

To discuss this further please contact the Education Safeguarding Service on:  
Tel: **020 7364 3431** Email:  
[ehe@towerhamlets.gov.uk](mailto:ehe@towerhamlets.gov.uk)

**Further education** - You can study at any college that is best for you, check before applying. There are many places where you can learn as an adult either full-time or part-time (evenings and weekends):

Our local college is **New City College**, the main site is on Poplar High Street, London E14 0AF and you can call them on **020 7510 751**.

**Idea Stores Learning** - Idea Stores are more than just a library or a place for learning. As well as library services, we offer a wide range of adult learning courses and a large activities and events program. Walk in or call **020 7364 5665**. Or visit our website [www.ideastore.co.uk/coursesearch](http://www.ideastore.co.uk/coursesearch)

**Learning English** - if English is not your first language, there are many places where you can learn. You can check where there are other English classes by visiting the ESOL Hub on the council website: [www.towerhamlets.gov.uk/ESOLClasses](http://www.towerhamlets.gov.uk/ESOLClasses). You can also email the ESOL Hub on [esolhub@towerhamlets.gov.uk](mailto:esolhub@towerhamlets.gov.uk)

### **Support for Children and Families**

**Young People's Service** (formally Youth Service) works with children, young people, and families to secure enough educational and recreational leisure-time activities. This aims to improve young people's well-being and their personal and social development. For more information including locations please visit: [www.towerhamlets.gov.uk/youngpeopleservice](http://www.towerhamlets.gov.uk/youngpeopleservice)

**The Early Help Hub** works with families or young people who would like some extra support to deal with a difficult situation. Children Services Hotline number is **020 7364 5005**. Visit [www.towerhamlets.gov.uk/earlyhelphub](http://www.towerhamlets.gov.uk/earlyhelphub)

### **The Family Information Service (FIS)**

provides free, impartial information and advice on a variety of services for children and young people (from birth to 25 years old), parents and families.

The service operates a telephone helpline and drop-in service from Monday to Friday, 9am to 5pm. **020 7364 6495**.

### **Safeguarding children**

#### **What should you do if you are concerned about a child?**

If you have a concern about the welfare or safety of a child during the office hours of 9am-5pm, you should contact the Tower Hamlets MASH: Tel: **020 7364 5006 option 3**  
Extensions: **5606/5601/5358/7796**  
Email: **Mash@towerhamlets.gov.uk**  
If a child is in immediate danger, please call the police on **999**.

Emergency Duty Team (EDT) – Out of hours service

Tel: **020 7364 4079** (after 5pm and at weekends).

### **Getting around**

Tower Hamlets is in the heart of London. We have fantastic transport links – 26 London Underground and DLR stations serving seven lines including Crossrail – the second highest of any London borough.

**Plan a journey** – you can plan a journey by visiting the TfL website: [www.tfl.gov.uk](http://www.tfl.gov.uk)  
**Parking** – for information on parking including paying or challenging parking fines you can visit: [https://www.towerhamlets.gov.uk/lgnl/transport\\_and\\_streets/Parking/Parking.aspx](https://www.towerhamlets.gov.uk/lgnl/transport_and_streets/Parking/Parking.aspx)

**Cycling** - There are cycle routes in Tower Hamlets that make it safer for cyclists. If you do not own a bicycle, you can easily hire a bike from Santander Cycles ([www.santandercycle.co.uk](http://www.santandercycle.co.uk)).

Anyone who lives, works or studies in Tower Hamlets is entitled to up to 4 hours free adult cycle training. To find out more information about cycling in the borough and to register your interest for the free cycling session please visit

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

**Walking** - There are a range of walks available in Tower Hamlets, from shorter health walks to cultural walks and guided walks. Check our website for more information [www.towerhamlets.gov.uk/walking](http://www.towerhamlets.gov.uk/walking)

### **Your community**

Tower Hamlets is a vibrant multi-cultural borough in the East End of London and has much to offer. Here you can shop, work, study, be entertained and practice your faith.

**Shopping & Street Markets** – Canary Wharf has several shopping malls with about 120 shops. Old Spitalfields Market has a mix of shops, market stalls, restaurants and cafes. The large covered market area is open 7 days a week and there is a vintage and antiques market every Thursday. The following street markets sell fresh fruit and vegetables and other household items: Monday to Saturday

- **Bethnal Green Market**
- **Chrip Street Market**
- **Whitechapel Market**

- **Watney Market**
- **Roman Road Square Market** – open on Tuesday, Thursday and Saturday
- **Roman Road Market**
- **Brick Lane Market** – open on Sunday. Fashion, food and art
- **Petticoat Lane Market** (based in Middlesex Street) – Open on Sunday. Fashion, textiles and leather goods.
- **Columbia Road Flower Market** – Open on Sunday. Plants, flowers and gardening related items.
- **Petticoat Lane Weekday Street Food** – Open Monday to Friday. Street food sellers

**Idea Stores** – Idea Stores are a safe, friendly place to visit to take part in activities, access the free WiFi and public PCs, meet-up with friends or to find a quiet place to read or study. For more information please visit: <https://ideastore.co.uk>

## Exploring Tower Hamlets

Tower Hamlets has something for everyone. It has a rich history. Explore some of the places listed here and find out about the discounts available to Tower Hamlets residents. Museums are free; here are a few you can visit:

- **The V&A Museum of Childhood** near Bethnal Green tube. There are free activities for children of all ages. Cambridge Heath Road, London E2 9PA
- **The Ragged School Museum** in Mile End. It runs free family activities during school holidays such as art and craft sessions. 46-50 Copperfield Road, London E3 4RR
- **The Museum of London Docklands** is open daily. It looks at the history of the

river Thames and the Docklands area. 150 London Wall, London EC2Y 5HN

- **The Tower of London** is near Tower Hill tube/Tower Gateway DLR station. If you take an Idea Store card and can show you live in Tower Hamlets with a utility bill or bank statement, you only pay £1 to get in.

Please check their websites for the latest opening times and whether you need to book before you visit.

For more information please visit:

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

## Inner city farms

Explore the countryside whilst staying in the city! From farm animals to farmer's market, plants and wildlife garden, inner city farms are fun for the whole family:

- **Mudchute City Farm**, Pier Street, Isle of Dogs, London E14 3HP
- **Stepney City Farm**, Stepney Way, Whitechapel, London E1 3DG
- **Spitalfields City Farm**, Buxton Street, London E1 5AR. 020 7247 8762

## Equalities Networks

The Council funds several equalities networks to bring together people of similar backgrounds to discuss issues, understand and meet their support needs and help them to shape local services. To find out more about the range of equalities forums including ways that you can get involved with each one please visit: <http://thequalityshub.org.uk/thenetworks>

## Parks

Tower Hamlets has many diverse and award-winning parks, gardens and open spaces for residents and visitors to enjoy. Here are a few:

- **Weaver's Fields**
- **Island Gardens**
- **King Edward Memorial Park**
- **Altab Ali Park**
- **St George's Gardens**
- **Mile End Park**
- **Victoria Park**

For more information please visit [www.towerhamlets.gov.uk/parks](http://www.towerhamlets.gov.uk/parks)

## Sports and fitness

The sports & physical activity team supports the whole of the sports community in the borough running activities for older people, women & girls, disabled people and more. For more information please visit:

[https://www.towerhamlets.gov.uk/lgnl/leisure\\_and\\_culture/sport\\_and\\_physical\\_activity/sport\\_and\\_physical\\_activity.aspx](https://www.towerhamlets.gov.uk/lgnl/leisure_and_culture/sport_and_physical_activity/sport_and_physical_activity.aspx)

## Events and festivals

Tower Hamlets has many cultural and religious celebrations throughout the year. Check out the arts and events section of the council's website.

For more information please visit: [www.towerhamlets.gov.uk/artseventsinfo](http://www.towerhamlets.gov.uk/artseventsinfo)

You can also get married or have a civil partnership, other major life events – including births, deaths, marriages and citizenship. For more information please visit: [www.towerhamlets.gov.uk/registrars](http://www.towerhamlets.gov.uk/registrars)

## Adult Safeguarding and Support

**Domestic Violence** – Solace provides advice and support to people aged 16+ in Tower Hamlets who are currently experiencing domestic abuse

You can find out more here: Solace in Tower Hamlets (SASS) | Solace ([solacewomensaid.org](http://solacewomensaid.org)) or by calling **0203 7955 064/ [towerhamlets@solacewomensaid.org](mailto:towerhamlets@solacewomensaid.org)**



### In an emergency

If you or someone you know is in immediate danger, call the police on **999**.  
Specialist support for Asian women experiencing violence or abuse.  
Phone: **020 8961 6549/020 8961 5701**

Visit the hopscotch website:

<https://hopscotchuk.org/>

National Domestic Abuse Helpline  
Phone: **0808 200 0247**

### Women's Aid Live Chat

If you are in an unsafe situation or unable to speak on the phone, you can speak to someone online.

### Men's Advice Line

Support for Male victims and survivors

Phone: **0808 801 0327**

GALOP LGBT+ Domestic Abuse Helpline

Phone: **0207 704 2040** or **0800 999 5428**

### Tower Hamlets Connect

Connecting Tower Hamlets residents with information and advice on health and social care, local events and community services across the borough.

Telephone: **0300 303 6070**

email: [enquiry@towerhamletsconnect.org](mailto:enquiry@towerhamletsconnect.org)

Opening hours: 9am to 5pm,  
Monday to Friday

