

Tower Hamlets Talking Therapies
Making a positive difference through Talking Therapies

NHS
East London
NHS Foundation Trust

Tower Hamlets Talking Therapies

2020
Signposting
Directory

MENU

- **Abuse & Domestic Violence
(including online abuse and perpetrators of DV)**
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MENU cont.

- Ex-offender support
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- Stalking and harassment
- Trafficking and prostitution
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Abuse & Domestic Violence

Please see separate document for updates on key DV services (pinned on General channel)

Rape Crisis Service

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

Helpline: 0800 160 1036 Rape crisis helpline: 0808 801 0305

Email: info@niaendingviolence.org.uk

Specialist support and services for victims and survivors of sexual violence and abuse. To make the appropriate referral see

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

The Haven

<https://www.thehavens.org.uk/>

Urgent Advice/appointments: 020 3299 6900

Forensic examinations and support to victims of domestic violence

Victim Support

www.victimsupport.org.uk

Contact Number: 020 7364 7957

Email: towerhamlets@solacewomensaid.org

An independent charity which offers free and confidential emotional and practical support to victims of crime and domestic violence.

Womens Trust

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

Contact number: 020 7034 0303

Email: office@womanstrust.org.uk

An independent, confidential and client led service for women experiencing domestic violence. They provide free counselling, support groups, workshops or mother & children workshops.

National domestic abuse helpline

www.nationaldomesticabusehelpline.org.uk

Contact number: 0808 2000 247 (freephone)

Run in partnership with Womens aid and Refuge. For women experiencing domestic violence as well as friends, family and colleagues calling on their behalf.

Abuse & Domestic Violence cont.

Mens Advice Line

www.mensadviceline.org.uk

Telephone: 0808 801 0327

Email: Info@mensadvicelinke.org.uk

Advice and support for men experiencing domestic violence and abuse

Galop

www.galop.org.uk

Helpline: 0800 999 5428

Email: advice@galop.org.uk

Advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse.

Forced Marriage Unit (FMU)

www.gov.uk/stop-forced-marriage

Telephone: 020 7008 0151

Email: fmu@fco.gov.uk

Contact if you are trying to stop a forced marriage or if you need help supporting someone to leave a forced marriage. Support provided can be safety advice through to aiding a victim to prevent their unwanted spouse moving to the UK or rescue victims held against their will overseas.

Hestia

www.hestia.org

Telephone: 020 7378 3100 or for referrals call 08081699975 between 10-4

Email: info@hestia.org

Delivers a range of domestic abuse services in London including 2 refuges in Tower Hamlets, one of which is specifically aimed at support South Asian women & children.

Ashiana Network

www.ashiana.org.uk

Telephone: 020 8539 0427

Email: info@ashiana.org.uk

Specializes in helping Black and minority ethnic women. Particularly women from South Asian, Turkish & Iranian communities aged 16-30 at risk of domestic and sexual violence

Abuse & Domestic Violence cont.

Silent Help

If you need help but are unable to speak because of domestic abuse ring 999 when they answer press 55* this alerts the operator and the police will be sent to help you.

Women and girls network

www.wgn.org.uk

Telephone: 0808 801 0660

advice@wgn.org.uk

Free service run by women for women who have been affected by all forms of violence and abuse. This includes childhood sexual abuse, domestic violence, rape, prostitution, FGM and honor based crimes.

Solace Women's Aid

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

Telephone: 0808 802 5565

info@solacewomensaid.org

Solace offer free advice and support to women and children using both practical and emotional support.

London Black Womens Project (LBWP)

<https://www.lbwp.co/>

Telephone: 0208 472 0528

info@lbwp.online

LBWP works with Black, Asian and visible minority ethnic women who have experienced domestic violence and abuse.

London Survivors Gateway

<https://survivorsgateway.london/>

Telephone: 0808 801 0860

Offers victims and survivors of rape and sexual abuse help to access specialist services in London. Provide information on what help is available in London and offers support to access those services. Acts as a hub/gateway where professionals can refer to and individuals can self refer.

Abuse & Domestic Violence cont.

Respect – Men’s Adviceline

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

Telephone: 0808 801 0327

Telephone, webchat and email support available, details of times are on the website.

Mankind Initiative

<https://www.mankind.org.uk/>

Telephone: 01823 334244

Aims to help men escape domestic abuse. Confidential helpline available which offers emotional and practical support. Also welcomes calls from people supporting the victim

National Centre for Domestic Violence

<https://www.ncdv.org.uk/>

Telephone: 0800 970 2070

Text: NCDV to 60777

Email: office@ncdv.org.uk Aims to help victims of domestic violence and abuse obtain protection against an abuser s well as offering services to the police, probation service, legal profession and judiciary

Safer London

<https://www.saferlondon.org.uk/>

Email: referralandassessmentteam@saferlondon.org.uk

Support young Londoners, their families, peers and communities affected by violence and exploitation. Work on a 1:1 basis

Southall Black Sisters

<https://southallblacksisters.org.uk/no-recourse-fund/>

nrpf@southallblacksisters.co.uk

Support for migrant victims of domestic abuse with No Recourse to Public Funds. Safe accommodation for up to 12 weeks, IDVA support, signposting.

Asian Women’s resource centre

0808 169 4455 Monday – Friday 10am – 5pm

Free confidential, multilingual harmful practises specialist helpline. Provides information, guidance and a safe referral pathway

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Abuse & Domestic Violence cont.

Perpetrators of DV : Respect phone line

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

Telephone: 0808 8024 040

Support for perpetrators of domestic violence, phone availability on website

Online Abuse: Revenge Porn Helpline

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

Telephone: 0345 6000 459

help@revengepornhelpline.org.uk

A UK service supporting adults 18+ who are experiencing intimate image abuse also known as revenge porn via a helpline. Providing guidance , advice and support with helping to remove intimate content which has been non-consensually shared online.

Temper Domestic Violence

[Temper.me.uk](https://temper.me.uk)

Tel: 0203 286 44 82 / 0121 270 61 68

temperdv@gmail.com

Temper works with people whose behaviour in their intimate relationships is a cause for concern. Work with violent, aggressive, abusive people facilitating their understanding of what they use the abusive behaviours for and bring about changes in this. Support males and females

Autism Spectrum Disorders

Adult Autism Service

<https://www.elft.nhs.uk/service/11/Adult-Autism-Service-Tower-Hamlets>

Telephone: 020 3487 1312 / 020 3487 1311

Email: elt-tr.tower-hamlets-autism-service@nhs.net

Diagnostic and brief intervention service (up to 12 sessions) for adults living in Tower Hamlets without a learning disability. Self referrals, GP and other agency referrals accepted. Peer led support group in Idea Store one Tuesday a month for adults with autism, friends and carers to meet and talk.

Resources for autism

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

Telephone: 0208 458 3259

Email: Admin@resourcesforautism.org.uk

Practical services for adults and children with a diagnosis of autism and for those who care for them.

National Autistic Society (NAS)

<http://www.autismlinks.co.uk/support-groups/group-support-london/nas-tower-hamlets-autism-support?region>

Telephone: 020 8983 9367 / 07717 701 565

Email: thamssupport@nasorg.uk

Provide support to parents or carers of children and young people with an Autism Spectrum Disorder (ASD) in Tower Hamlets

Autism seen developmentally

<https://autismseendevlopmentally.org/>

Family centred autism therapy, offering 1:1 or webinars or training for parents.

Resources:

<https://www.nhs.uk/conditions/autism/>

www.healthtalk.org/life

www.autistica.org.uk

www.asdforum.org.uk/forum

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Advice and Advocacy

Citizens Advice Bureau

www.eastendcab.org.uk

Telephone: 020 7247 1050

Advice: 020 3855 4472 Mon-Fri 10am-4pm

Text 'help' to 07860041410

Email: advice@eastendcab.org.uk

Provides free, confidential and impartial advice for communities in Tower Hamlets on issues affecting peoples lives.

Limehouse Project

www.limehouseproject.org.uk

Telephone: 0207 538 0075

Seeks to empower marginalized individuals by researching, identifying, and establishing new pathways to help them overcome the personal and socio-economic barriers to self-empowerment, physical and mental well-being and the establishment of stable, fulfilled lives. Services include: information, advice and advocacy support, education, training and opportunities for supported volunteering and a range of educational and recreational activities / experiences.

PopLaw Legal Advice Clinic

<https://www.lawworks.org.uk/legal-advice/individuals/poplaw-legal-advice-clinic/>

<http://www.ideastore.co.uk/idea-store-online-law>

Tel. 020 7364 4332.

Run by qualified lawyers offers a preliminary advice service, including limited follow up work if appropriate. Areas of law: consumer, debt and insolvency, employment, housing, welfare benefits.

Social prescribers

<https://towerhamletstogether.com/>

Linking people up with local services and organizations that can improve people's health and wellbeing, like exercise groups, ESOL classes, welfare advice and volunteering opportunities. Patients can ask at the GP to be referred or health care professionals can refer by contacting the social prescriber that works in the GP surgery of the particular patient.

Advice & Advocacy cont.

Account3

Tel. 020 7739 7720

<http://www.account3.org.uk/>

Finding solutions to social issues and problems which hinder the economic development of local people, particularly in East London. The company operates a one-stop shop approach to providing advice, support, resources and education to local people.

Law Works

<https://www.lawworks.org.uk/>

Connects volunteer lawyers with people in need of legal advice who are not eligible for legal aid and cannot afford to pay and with the not-for-profit organisations that support them

Addiction

RESET

Tel. 020 3889 9510

reset.towerhamlets@cgl.org.uk

Integrated service which provides drug and alcohol treatment to Tower Hamlets residents aged 18 or over and support to family and friends who are concerned about someone's drug and/or alcohol use. Operate a drop in arrangement so patients can refer themselves by going into the service or patients can be referred via referral form..

Frank

<http://www.talktofrank.com/>

Tel. 0300 123 6600

SMS: 82111

Live chat options available on the website.

Further information on substance misuse issues and provides advice on how to support friends and family who may be experiencing these issues.

GAMCARE

<http://www.gamcare.org.uk/>

Tel. 0808 8020 133 (free to call)

Provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. They operate the National Gambling Helpline as well as provide treatment for problem gamblers and their families. **Gambler's Anonymous** - have branches across London for meetings. Also offer other various online support. <https://www.gamblersanonymous.org.uk/>

National Problem Gambling Clinic

<https://www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic/>

Tel. 020 7381 7722

Email: gambling.cnwl@nhs.net.

They treat problem gamblers living in England and Wales aged 16 and over. The team assesses the needs of problem gamblers as well as those of their partners and family members. They offer individual psychological support (CBT and Psychodynamic Psychotherapy), behavioural couples therapy, support groups and Aftercare Email: gambling.cnwl@nhs.net

Addiction cont.

Alcohol East / Drug and Alcohol Service for London (DASL)

<http://alcoholeast.org.uk/>

Support for Bengali people who are concerned about their own drinking & those concerned about an individual. Provides advice, information and health education. Offered in English and Sylheti. Assists clients to maintain changes in their drinking, numerous projects and structured programmes.

Hestia

www.hestia.org

Telephone: 020 7378 3100

Email: info@hestia.org

Recovery focused support and interventions to individuals with drug and alcohol dependencies . Empowers the individual to make positive decisions about their addictions and support them away from substance dependence.

Alcoholics anonymous

www.alcoholics-anonymous.org.uk

24 hour helpline : 0845 769 7555

Dean Street

<https://www.dean.st/chems/>

Telephone: +44 020 3315 5656

Email: chelwest.56.deanstreet@nhs.net

Services to support adult children of alcoholics

Adult Children of Alcoholics & Dysfunctional families

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

Email: info@adultchildrenofalcoholics.co.uk

Bringing together people to share their experience of growing up in an alcoholic home where abuse, neglect or trauma were present. UK meetings and resources available via the website

Nacoa

<https://nacoa.org.uk>

Email: helpline@nacoa.org.uk

Free helpline: 0800 358 3456

Providing information, advice and support for everyone affected by a parent's drinking

Addictions UK

Addictionsuk.com/our-services/

Email: info@addictionsuk.com

Telephone: 0800 140 4044

Support for family, friends and carers of addicts

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Asylum Seekers and Refugees

Refugee Council

<http://www.refugeecouncil.org.uk>

Tel. 020 7346 6700.

One of the leading charities in the UK offering support and advice to people who are seeking asylum. They assist asylum seekers navigate the process and support them along the way. Providing practical support by way of counselling, signposting to helpful services, destitution services on a drop in basis - providing advice, pastoral care and emergency provisions, classes to help with learning English.

Refugee Action

<http://www.refugee-action.org.uk/>

Telephone: 0207 952 1511

Standing up for people who've fled persecution, violence and harassment

Praxis

<http://www.praxis.org.uk/>

Tel. 020 7729 7985

Work with refugees, asylum seekers, refused asylum seekers, people with limited or no recourse to public funds as a result of their immigration status, young unaccompanied asylum seekers, victims of human trafficking, foreign national offenders and others who find it difficult to settle in the UK. Praxis provides advice, information and casework to migrants on a wide range of issues (welfare benefits, housing & homelessness, asylum support, immigration, form filling and learning & employment support

Freedom From Torture

<http://www.freedomfromtorture.org/>

Tel: 020 7697 7777

Freedom from Torture has been working for more than 30 years to provide direct clinical services to survivors of torture who arrive in the UK, as well as striving to protect and promote their rights. They provide counselling, group therapy and on going support. They also run groups like gardening, music, creative writing and cookery. Service also provides expert medical assessments to support survivors' asylum claims.

Asylum seekers & refugees cont.

Helen Bamber Foundation

<http://www.helenbamber.org/>

Tel. 0203 058 2020.

Supports refugees and asylum seekers who have experienced extreme human cruelty, such as torture and human trafficking. Provides specialist care to meet the complex needs of some of the most marginalized and vulnerable people in the world. They offer survivors specialist psychological and physical therapy, housing and welfare support, legal protection and creative arts and skills programs to help people rebuild their lives. They are currently prioritizing those who currently do not have status and therefore have legal protection needs.

Micro Rainbow

<https://microrainbow.org/>

Offer support to LGBT+ asylum seekers and refugees – Can provide housing while application is ongoing, practical support and social inclusion activities. Facilitate access to employment, volunteering, training and education

Globe Community Project

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

Email: gcp@globecommunityproject.org

Project currently on hold

Language of wellbeing:

Yoga, English language and community –building project for women who are migrants, refugees and asylum seekers.

Migrant Help UK

www.migranthehelpuk.org

Free asylum helpline:08088010503

Email: info@migranthehelpuk.org

Protect people affected by displacement and exploitation and recover from their trauma. Offers asylum support, slavery and trafficking victim support, refugee resettlement and clear voice interpreting services. Translated asylum support resources available on the website

Befriending

Compassionate Neighbours

Telephone: 0208 525 6000

<https://compassionateneighbours.org/>

cn@stjh.org.uk

For individuals living with a chronic, long term or terminal illness. Or elderly and experiencing loneliness or social isolation. If you care for someone who fits the criteria you can access this project. Compassionate neighbours are volunteers who provide time and support to people in the community

East London Cares

<https://eastlondoncares.org.uk/home>

Telephone: 0207 118 4949

Service to support an older neighbour via befriending and connecting with a volunteer to combat isolation

Hullo

hullo.org/

Telephone: 0800 001 4455

9am – 9pm Daily

A way to have conversations to support individuals during the pandemic

ELFT telephone befriending service

Telephone: 07557 172803

Email: elft.volunteering@nhs.net

A telephone befriending service open 9am - pm with trained service users, carers and volunteers who will offer a friendly voice at the end of the phone to help increase wellbeing and reduce feelings of isolation and loneliness. 2 week wait time and befrienders speak multiple languages including Bengali/Sylheti.

Elefriends

<https://www.elefriends.org.uk/>

A supportive online community that requires registration to be able to speak to others about how you are feeling

NHS check and Chat

<https://www.goodsamapp.org/NHSreferral>

Befriending service for those at risk of isolation and loneliness. Self referral or referral from professional accepted.

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Bereavement

City and East London Bereavement Counselling Service

<http://celbs.org.uk/>
Telephone: 020 3022 5177

Offers counselling to individuals and couples above the age of 18 who are a resident of the London Borough Tower Hamlets. They accept self-referral

Cruse Bereavement Service

<https://www.cruse.org.uk/>
Telephone: 0808 808 1677

Provides emotional support to people who have been affected by a death. Services are free and confidential, and open to all.

Miscarriage Association

<http://www.miscarriageassociation.org.uk>
Tel. 01924 200799

Provide support and information to anyone affected by miscarriage, ectopic pregnancy or molar pregnancy

SANDS (Stillbirth & neonatal death charity)

<https://www.sands.org.uk>
Tel. 0808 164 3332.

Supports anyone who has been affected by the death of a baby before, during or shortly after birth.

Quaker Social Action Group

<https://quakersocialaction.org.uk/we-can-help/helping-funerals/down-earth>

Support with funeral costs. Advice and guidance available. Take professional referrals as well as self referrals.

Idea Store – Bereavement support group

<http://search3.openobjects.com/kb5/towerhamlets/cd/organisation.page?id=fnK9KwCQ7KI>
Telephone : 020 8525 3140
Email: n.brophy@stjh.org.uk

The group provides a safe and supportive environment where people can meet others who have had similar experiences. Everyone is welcome to share their experience and learn from the experience of others. The group meets once a month on Tuesdays.

Bereavement cont.

The Loss Foundation

<https://thelossfoundation.org/support-groups/>

Run a bereavement support group usually based in Bethnal Green.

Apple Blossom

Contact Marie Chillmaid (Marziechill@hotmail.com) - 07867 556 881

Or Pauline Lewis (paulinelewis@rocketmail.com) - 07908 565 953

Bereavement support group which usually meets at the Brownfield Community Cabin in Poplar. This group is now user-led.

Mind in Tower Hamlets and Newham – Grief in Pieces

[https://www.mindchwf.org.uk/our-services/grief-in-pieces-support-for-suicide-loss/
supportforsuicideloss@mindchwf.org.uk](https://www.mindchwf.org.uk/our-services/grief-in-pieces-support-for-suicide-loss/supportforsuicideloss@mindchwf.org.uk)

Telephone: 0208 525 2337

Part of Safe Connections: Local support for people facing suicide. Range of support for people and families who have experienced the loss of a loved one, friend or colleague to suicide. Support group, practical and emotional support

BME

Black Womens Health and Family Support

<https://www.bwhafs.com/>

0208 980 3503

bwhafs@btconnect.com

Empowering Black, Asian and Minority Ethnic (BAME) women to live healthier lives, form stronger communities and pave the way to a better future. Activities available include support on FGM, ESOL classes, ICT, sewing classes. Aims to equip women with the practical skills and knowledge needed to overcome cultural, social, economic and language barriers

Community of refugees – Vietnam

<http://www.crveastlondon.co.uk/services.html>

Provides a befriending service in Vietnamese

Dementia café in Sylheti

Telephone: 020 8121 5626

<https://www.thcvs.org.uk/contacts/view/275>

Email: towerhamlets@alzheimers.org.uk

The café is aimed at people who may be worried about their memory, also people who have dementia including Alzheimer's disease. Offers advice and support to the families and carers of people with dementia. Café delivered in Sylheti known as the Monday Memory Sitting and is held in the London Muslim Centre, next to the East London Mosque. Referrals accepted from health professionals.

Bangladeshi Mental Health Forum

<https://bangladeshimentalhealth.org/>

Generic Email: info@bangladeshimentalhealth.org

Telephone: 0771 607 8840

Aims to raise awareness of mental health and reduce stigma through numerous events, support groups and also offers signposting

BME cont.

London Somali Action Forum

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

Email: Info@lsaf.co.uk

Telephone: 0207 423 9917

Skills development for the local community including Literacy and Numeracy, ESOL Skills For Life, Basic ICT, Security training, Tuition classes for local school children. LSAF currently offers advice and guidance to areas like Employment, Education, Welfare, Housing and Debt Relief.

Chinese Information & Advice Centre

<https://ciac.co.uk/>

Telephone: 0300 201 1868

Email: info@ciac.co.uk

Free information, advice and support to disadvantaged Chinese people living in the United Kingdom. Involves support for women and children, benefits advice, advocacy, immigration support, health support and prison and probation support.

Chinese association of Tower Hamlets

Londonchinese@hotmail.com

020 7515 5598

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

Befriending volunteers work with people in Cantonese and mandarin

Jewish Womens Aid

<https://www.jwa.org.uk/>

Telephone: 0808 801 0500

Mon-Thurs 9.30am-9.30pm

Email: advice@jwa.org.uk

Jewish Women's Aid is the only specialist organisation in the UK supporting Jewish women and children affected by domestic abuse & sexual violence.

BME cont.

Latin American Women's Rights service

<http://www.lawrs.org.uk/>

Telephone: +44 020 7336 0888 / +44 084 4264 0682

The Latin American Women's Rights Service (LAWRS) is a human rights, feminist organisation run for Latin American women to reach out and provide tools to empower Latin American women. Offers housing support, benefits and debt advice, counselling and psychotherapy, English classes, support with trafficking and prostitution and additional services including childcare and family law.

Muslim women helpline

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

0800 999 5786

info@mwnhelpline.co.uk

Text: 07415 206 936

Offering telephone support and webchat for a variety of difficulties for Muslim women 10am – 4pm Monday to Friday

Nour – Support with Domestic Violence

<https://www.nour-dv.org.uk/>

support@nour-dv.org.uk

Provide Islamic support and advice as well as offering psychological support and appropriate counselling to victims of domestic violence

London Black Womens Project (LBWP)

<https://www.lbwp.co/>

Telephone: 0208 472 0528

info@lbwp.online

LBWP works with Black, Asian and visible minority ethnic women who have experienced domestic violence and abuse.

BME cont.

Ocean Somali

020 7987 5833

info@oceansomali.org.uk

<http://www.oceansomali.org.uk/>

Welfare advise support also available in Somali , employment support, benefits advice , women support and health activities

Wapping Bangladeshi Elders Project

<https://www.wappingbangladeshassociation.org.uk/bangladeshi-older-peoples-project-men->

Provides social and health and wellbeing support to Bangladeshi people over the age of 60 years.

Coffee Afrik CIC

www.coffeeafrique.co.uk

Somali & minoritized citizens support organization. Managing mental health, social action & enterprise projects

Da'watul Islam

0207 7905166

Faarhena.nifa@dawatul-islam.org.uk

Based from Darul Ummah Mosque. Support for the community looking at health and wellbeing. Regular womens group, weekly walking club. For more details contact as above

Carers

Tower Hamlets Carer's Centre

<http://www.ccth.org.uk/>
Telephone: 020 7790 1765

Carers Centre Tower Hamlets provides information, advice, independent advocacy, training and a wide range of other support services to people looking after someone who lives in Tower Hamlets.

Rethink

<https://www.rethink.org>
Telephone: 0208 981 2645.

Email: towerhamletscarers@rethink.org

Provides information and support to families and friends caring for someone affected by mental illness in the London Borough of Tower Hamlets

Carers UK

<https://www.carersuk.org/>
Tel. 020 7378 4999

Advice, information and support for carers in the UK. Regular meeting groups which also caters for young carers.

Carers direct

www.carersdirect.org
Telephone : 0300 123 1053

Advisers can give you information to help you make decisions about your personal support needs and the needs of the person you are looking after

St Joseph's hospice

j.bedford@stjh.org.uk
020 8525 6026

Offers a befriending service for carers of people at end of life

Carers cont.

Marie curie helper service

londonhelper@mariecurie.org.uk

0800 304 7408

<https://www.mariecurie.org.uk/professionals/patient-services/helper>

Match people to trained volunteers who allow carers to take a break and help the person who is ill to complete every-day tasks.

The Carers Academy

enquiries@ccth.org.uk

020 7790 1765

<http://www.ccth.org.uk>

Offers education, e-learning, and training for carers

Child Sexual Exploitation (CSE)

National Association for People Abused in Childhood (NAPAC)

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

General enquiries: [@napac.org.uk](https://twitter.com/napac.org.uk)

Support: support@napac.org.uk

Offers support to adult survivors of all types of childhood abuse including physical, sexual , emotional abuse or neglect. To refer there is also a form on the website to enquire.

Stop it now

stopitnow.org.uk

Confidential helpline: 0808 1000 900

Offers confidential helpline, live chat and secure messaging service for anyone with concerns about child sexual abuse and its prevention, whether they are worried about their own thoughts, feelings or behaviour or about another adult or young person. Online self-help resources and support parents and families who want to know what they can do to protect their children offline and online.

Connecting People and Social Activities

Social prescribers

<https://towerhamletstogether.com/>

Linking people up with local services and organizations that can improve people's health and wellbeing, like exercise groups, ESOL classes, welfare advice and volunteering opportunities. Patients can ask at GP reception to be referred or health care professionals can refer by contacting the social prescriber that works in the GP surgery of the particular patient.

St Hildas

<http://sthildas.org.uk/>

Telephone: 020 7739 8066

Multi-purpose community centre catering for all sections of the local community and offer a wide programme of activities. These include advice services, youth projects, support for parents and pre-school children, work with older people, women's projects, volunteering placement and carers' respite.

Inspire

<https://www.inspire-wellbeing.org.uk/>

Telephone: 0330 053 8122

A Mental Health Consortium made up of 8 partner organisations. The First Point of Access Service is a gateway to the full range of services that the Inspire Consortium offers and also other opportunities in the wider community, sign-posting and connecting people.

Bow Haven

<http://www.bowhaven.org.uk/groups/>

Tel: 020 3022 5778 / 07507 002 350

Email: info@bowhaven.org.uk

Numerous groups available see website for details. To become a member of BowHaven you will need a mental health professional e.g. a social worker, psychiatrist, GP etc to refer you. Form on the website.

Mind in Tower Hamlets & Newham

For more information and to register call 0207 510 1081 / email

connecting.communities@mithn.org.uk

Connecting communities activities : Offers a range of activities and groups

Connecting People cont.

Bromley by Bow Centre

<https://www.bbhc.org.uk/services/>

Numerous groups available see website for details . To get in touch, see specific category of interest on website for the relevant details.

Fitness classes at idea store

<https://www.ideastore.co.uk/learning-fitness>
ideastore@towerhamlets.gov.uk

See site for details on what is available

Pritchard's road day centre

For adults aged 18-65 who have a care co-ordinator or are care managed
Multi cultural day centre for adults experiencing mental health issues
group activities and programmes promote good health and mental well-being.
Skills based programmes available alongside physical health activities and
therapeutic groups. Support in accessing education, training and vocational
opportunities, leisure. The centre also provides a drop-in on two afternoons a
week.

Voluntary roles

People Participation with ELFT

Volunteer responders at <https://www.goodsamapp.org/nhs>

Genral NHS volunteer: <https://www.england.nhs.uk/participation/get-involved/volunteering/>

Volunteer centre tower hamlets <https://www.vcth.org.uk/>

Opportunities to volunteer at Mind in Tower Hamlets and Newham

Woodwork for Wellbeing

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

Various relaxed and open social woodwork sessions within the community,
aimed at helping people with mental health issues, reducing isolation and
improving wellbeing through making and learning together.

Back on track

<https://www.backontrackworldmentalhealth.com/back-on-track-scheme>

Increasing confidence with travelling on public transport, can support with
anxiety in relation to this, supervised visits to train station.

Connecting People cont.

Well One

www.wellone.co.uk

info@wellone.co.uk

Service based in Poplar Harca to connect people by offering various activities including exercise classes and arts and crafts through other organisations.

Counselling

Crossroads Counselling Tower Hamlets

<http://www.crossroadscounselling.org/>

Tel. 020 8981 8388

Independent charity who offer individual and relationship (couples) counselling. They operate on a sliding scale of fees between £4.00 and £48.00 per session. All clients are asked to pay for their counselling at a rate they can afford depending on their income

Centre for better health

<http://www.centreforbetterhealth.org.uk/>

Telephone: 0208 9853570

Offers a low-cost integrative counselling service. Fee's include: £5 per session for clients who are unemployed and receiving benefits, £10 per session for clients who are in part time employment, self- employed, unemployed and not receiving benefits and student counsellors and £20 per session for clients who are in full time employment and for evening sessions.

Highbury Counselling and Therapy Centre

<http://www.wlm.org.uk/what-we-do/hcc>

Tel. 020 7354 4791

Offer affordable counselling/ psychotherapy to members of the community

Highgate Counselling Centre

<http://highgatecounselling.org.uk/>

Telephone: 020 8883 5427

Registered charity based in Muswell Hill and are the longest serving counselling service in the UK. Offer low cost short-term/long-term counselling, bereavement counselling, couples counselling, family counselling and group counselling.

Inner City Centre

<http://www.icclondon.org.uk/>

Tel. 020 7247 1589

Offer psychoanalytic psychotherapy and operate a sliding scale of fees, with a system of fee bands.

Counselling cont.

Association for psychotherapy in East London

<http://www.apel.org.uk/>

Tel. 0208 5335499

Offer private individual psychotherapy in the East London
and Essex areas

Ascent Counselling Women & Girls Network

<https://www.wgn.org.uk/our-services/counselling-and-therapeutic-support/ascent-counselling>

This specialist counselling is for women and girls who have experienced any form of gendered violence, whether historic or recent, including rape, childhood sexual abuse, domestic violence, trafficking and sexual exploitation.

We also provide long-term counselling for women who have experienced harmful practices, such as female genital mutilation (FGM), honour based violence and forced marriage, whether recent or historic.

Frontline therapist

www.frontlinetherapist.com

Telephone 0780-801-5131

Email: hello@frontlinetherapist.co.uk

Offers a counselling service. they operate on sliding scale and clients have to pay between £20 and £40 / session - They will start assessing people in November and will be offering appointments from January - They will have rooms in Hackney, Highbury and Islington and Haringey - they will see people from any ethnic background but try to match clients and therapists around culture when indicated - although website writes about bringing hope and compassion through love of god, therapists are not necessarily Christian background

Counselling cont.

One in Four

Telephone Support Line: 0800 170 0314

<https://www.oneinfour.org.uk/>

Opening Hours 10am-2pm & 6-8.30pm Available from August till October 2020

We are now able to provide you with telephone support with a trauma informed counsellor for up to 30 minutes a session.

Sessions are available every day between 10am-2pm and 6-8.30pm.

This line is for support only, please call admin line for enquiries

- Clients from Tower Hamlets can refer themselves - Therapy sessions take place in either Bellingham or Manor park -waiting list for treatment is approx. 6-9 months - minimum cost for someone who is unemployed is £18 / session and for someone who is working they pay on a sliding scale going up from £25 - once people engage with the service, they can be seen for up to 2 years

Waterloo Community Counselling

Email:info@waterloocc.co.uk

Phone: 0207 928 3462

<https://waterloocc.co.uk>

Counselling and psychotherapy service based in Waterloo providing talking therapy to people London-wide. Services are tailored to the needs of each client and duration of support varies. There is low cost counselling available (see website for updates on the waiting list for this). There is also Multi-ethnic counselling available in 'mother-tongue languages' but also check website for details on if the service is available

[Return to Community Resources Menu](#)

COVID-19 support

Covid recovery website

<https://www.yourcovidrecovery.nhs.uk>

Your COVID recovery helps you understand what has happened and what you might expect as part of your recovery.

Yoga for life project

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

Offers yoga to support people with covid symptoms or long covid. 3 weekly free classes

Crisis support

Samaritans

<https://www.samaritans.org/>
jo@samaritans.org
116 123

Confidential telephone line or email support to seek support for difficulties.

Together Café (crisis café)

Crisis Line: 0800 073 0003

To offer a safe and supportive space for individuals to reduce their distress and provide help to manage stress, anxiety and crisis. The referral route for Tower Hamlets is by telephoning the Crisis Line on: 020 7771 5807. Referred individuals can access the café service for approximately 2 hours for one to one support.

Maytree

[https://www.maytree.org.uk/-](https://www.maytree.org.uk/)
maytree@maytree.org.uk
Telephone: 020 7263 7070

Crisis residential stay in North London specifically for people who are suicidal

Shout – for support in a crisis

<https://www.giveusashout.org/>
To access, text 'Shout' to 85258

Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere. It's a place to go if you're struggling to cope and you need immediate help.

The Listening Place

<https://listeningplace.org.uk/>
Telephone: 020 3906 7676

Anyone who, for whatever reason feels life is no longer worth living, can find a place with a warm and open listener who will give them time. Refer via website.

If you are deaf and experiencing a crisis, text DEAF to 85258 for free and immediate support

Present at your closest A & E

Couples and Relationships

Relate

<https://www.relate.org.uk/>

Telephone: 0300 100 1234

UK's largest provider of relationship support. services include relationship counselling for individuals and couples, family counselling, mediation, children and young people's counselling and sex therapy. Also provide informal workshops for people at important stages in their relationships. Many Relate Centres offer reduced rates depending on household income.

Tavistock Relationships

<https://tavistockrelationships.org/>

General Enquiries: 020 7380 1975

Clinical services: 0207 380 1960

Offer a range of affordable counselling and therapy services to support every individual, couple or parent facing relationship problems. Operate on a sliding scale for fees and they have a base in Liverpool Street.

Institute of Family Therapy

<http://www.ift.org.uk/>

Telephone: 020 7391 9150

Offer help to couples, families and other relationship groups who are finding relationships problematic and would like the opportunity to explore and think about those issues. They operate on a sliding scale for fees and accept self referrals. **Please note:** If their service is full they do not take referrals, check the website or email therapy@ift.org.uk for contact details of other services.

Early Help Hub

Telephone: 0207 364 7828

The aim of the hub is to provide a single point of access for the public and all those working with children, young people and their families. Offering advise and recommending support for things like family breakdown, housing, money, young people behaviour, parenting, drug or alcohol addiction. Referral form available if you search Early Help hub and go on the towerhamlets.gov site suggested. Can also refer to positive change for Dads program.

Debts & Benefits

Tower Hamlets Council's One Stop Shops

https://www.towerhamlets.gov.uk/content_pages/contact_us/one_stop_shops/one_stop_shops.aspx

Offer face-to-face contact and provide information and support with accessing all of the council's services including benefits. The One Stop Shops are open 6 days a week at locations in Tower Hamlets and operate a drop-in facility:

- **Bethnal Green One Stop Shop - 1 Rushmead E2 6NE**
- **Bow & North Poplar One Stop Shop - John Onslow House 1 Ewart Place E3 5EQ**
- **South Poplar One Stop Shop - 15 Market Square Chrisp Street E14 6AQ**
- **Stepney & Wapping One Stop Shop - Idea Store Watney Market 260 Commercial Road E1 2FB**

Island Advice Centre

<http://www.island-advice.org.uk>

Telephone: 020 7987 9379

admin@island-advice.org.uk

Provide drop-in sessions and telephone advice sessions for benefits advice, money & debt advice and housing advice

Account3

<http://www.account3.org.uk/>

Tel. 020 7739 7720

Delivers advice services to residents in the London Borough of Tower Hamlets in the areas of welfare benefits, employment education, housing and homelessness, council tax, debt and rent arrears. Offer a drop in service .

MIND Tower Hamlets

<http://www.mithn.org.uk/welfare-advice.html>

Tel. 0207 510 1081

Offers advice, information and support on a wide range of welfare and benefits issues to residents living in Tower Hamlets who have experienced mental health difficulties.

Debts & Benefits Cont.

StepChange

www.stepchange.org/Contactus.aspx

Tel. 0800 138 1111

Offer expert, tailored advice and practical solutions to debt problems.

National Debtline

www.nationaldebtline.org

Tel. 0808 808 4000

independent charity, dedicated to providing free debt advice by phone and online to people across the UK.

Debt Advice Foundation

www.debtadvicefoundation.org

Telephone 0800 043 40 50.

registered national debt advice and education charity offering free, confidential support and advice to anyone worried about loans, credit and debt. T

Social prescribers

<https://towerhamletstogether.com/>

Linking people up with local services and organisations that can improve people's health and wellbeing, like exercise groups, ESOL classes, welfare advice and volunteering opportunities. Patients can ask at GP reception to be referred or health care professionals can refer by contacting the social prescriber that works in the GP surgery of the particular patient.

Limehouse Project

www.limehouseproject.org.uk

Tel. 0207 538 0075

Seeks to empower marginalised individuals by researching, identifying, and establishing new pathways to help them overcome the personal and socio-economic barriers to self-empowerment, physical and mental well-being and the establishment of stable, fulfilled lives. Services include: information, advice and advocacy support, education, training and opportunities for supported volunteering and a range of educational and recreational activities / experiences.

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Education

East London Advanced Technology Training (ELATT)

<https://www.elatt.org.uk/>

Tel. 0800 0420 184

Email: hello@elatt.org.uk

Offer free training and skills within the local London community. They offer a variety of courses as well as English skills and ESOL classes. Mostly free but their website provides more details about fees.

Idea store learning

<http://www.ideastore.co.uk/learning>

Telephone: 020 7364 5665

Offers over 900 high quality courses in a wide range of subjects with an average cost of £2.20 per hour and many people qualify for reduced concessionary fees.

You can enrol in person at your local Idea Store or learning centre or via the Enrolment Hotline on 020 7364 5665 between the hours of 10am - 4pm, Monday to Friday.

Tower Hamlets Recovery College

<https://www.elft.nhs.uk/service/377/Tower-Hamlets-Recovery-College>

Telephone 020 7426 2449

Supports wellbeing and mental health recovery through education and learning. Free of charge of residents of Tower Hamlets. Self-referrals accepted

City Gateway Women's Programmes (CHWP)

<https://home.citygateway.org.uk/services/women-s-programmes>

Tel. 0203 727 6287

Enables local women to build confidence and skills, and create positive progression pathways into employment. They run drop-in activities and courses in Stepney, offering study opportunities from ESOL to vocational courses and apprenticeships.

Education cont.

Limehouse Project

www.limehouseproject.org.uk

Tel. 0207 538 0075

Seeks to empower marginalised individuals by researching, identifying, and establishing new pathways to help them overcome the personal and socio-economic barriers to self-empowerment, physical and mental well-being and the establishment of stable, fulfilled lives. Services include: information, advice and advocacy support, education, training and opportunities for supported volunteering and a range of educational and recreational activities / experiences.

ACAS (Advisory, Conciliation, and Arbitration Service)

<http://www.acas.org.uk>

Tel: 03001231100

Provide information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems.

Employment

REWORK

<http://www.workingwell-trust.co.uk/>

Telephone: 020 7729 7557

Help individuals with mental health difficulties finding suitable employment or with retention if they are having difficulties at work. Referral form available.

City Gateway Women's Programmes (CHWP)

<https://home.citygateway.org.uk/services/women-s-programmes>

Telephone: 0203 727 6287

Enables local women to build confidence and skills, and create positive progression pathways into employment. They run drop-in activities and courses in Stepney, offering study opportunities from ESOL to vocational courses and apprenticeships.

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Telephone: 03001231100

Provide information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems.

Employment Cont.

Bromley by Bow Centre

<https://www.bbbc.org.uk/services/find-work/>

employment@bbc.org.uk

Telephone: 020 8709 9748

Our Employment & Skills Team help you find work and take the next step on your career path. We provide impartial, tailored careers advice and guidance to support people to access part-time and full-time employment.

Ex-offender support

Apex Charitable Trust

sthelens@apextrust.com

www.apextrust.com

01744 612 898

Work across North West England and seeks to help people with criminal records obtain appropriate jobs or self-employment by providing them with the skills they need in the labour market and by working with employers to break down the barriers to their employment.

Nacro

0300 123 1999

<https://www.nacro.org.uk/>

Decidedated Resettlement Plus Helpline which offers information and advice to ex-offenders, serving prisoners, their families and friends and to organisations working with them.

Step Together

<https://www.step-together.org.uk/>

0117 955 9042

admin@step-together.org.uk

Provides tailored one-to-one support to help individuals into volunteering placements that match their needs and interests, and help them develop the personal and practical skills required to build a more positive future.

St Giles Trust

<https://www.stgilestrust.org.uk/>

020 7708 8000

info@stgilestrust.org.uk

Runs a range of services designed to help ex-offenders; employment, support, community based training, and housing/emergency accommodation.

Break Through

www.linkedin.com/company/breaththrough-social-enterprise

07735221915

hello@wearebreakthrough.org

Pre apprenticeship course for e-offenders and residents leaving prison. Job guarantee at the end which can lead to various roles.

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Ex-offenders Cont.

Trailblazers

07807 267280

<https://www.trailblazersmentoring.org.uk/>
info@trailblazersmentoring.org.uk

National charity that reduces re-offending among young people through providing volunteer mentors. They reduce re-offending in young people by helping them change their attitude, thinking and behavior through intensive mentoring, advice, advocacy and targeted specialist support.

Unlock

01634 247350

<https://www.unlock.org.uk/>

Independent charity for people with convictions who are dealing with the effects of having a criminal record. They give advice and support across areas such as: how to disclose to employers, criminal record checks, getting insurance and travelling abroad through their confidential peer-run helpline.

Women in Prison

0800 953 0125 or 0207 359 6674

<https://www.womeninprison.org.uk/>

Women-centred, women-run organisation that provides specialist services to women affected by the criminal justice system both in prison and in the community throughout England.

Working Chance

info@workingchance.org

<https://workingchance.org/>

Charity which helps women offenders make the transition into employment, helping them find paid work and offering voluntary placements.

YMCA

<https://www.ymca.org.uk/>

0207 186 9500

Work in partnership with prisons and probation services to support young offenders with citizenship and training opportunities pre-release.

Faith based support

Inspirited Minds

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

Faith based voluntary mental health charity. Offers listening support, telephone or skype or face to face counselling at a low cost (dependent on format of counselling required ranging from £20 - £30). To self refer, form is on website.

Eden care

Info@edencareuk.com

07957 199 328

<https://www.edencareuk.com/>

Offers faith based befriending services to support people at the end of life with their social and spiritual needs, people are paired with a befriender of the same gender, faith and language

Female Genital Mutilation (FGM)

Daughters of Eve

<http://www.dofeve.org/>

Text on : 07983030488.

See form on website to get in touch

Aims to protect girls and young women who are at risk from female genital mutilation (FGM). Offers advice and support to help young people.

Forward UK

<https://www.forwarduk.org.uk/>

Offers advice and support on domestic abuse, sexual violence and any other form of violence affecting women and girls.

Housing and Homelessness

Tower Hamlets Council Emergency Duty team

<https://www.lookahead.org.uk/referrals/services-accept-self-referrals/tower-hamlets-community-intervention-service/>
Tel. 020 7364 4079

Provide temporary accommodation of one night to people who are homeless.

Tower Hamlets Homelessness Advice service

https://www.towerhamlets.gov.uk/ignl/housing/housing_options_service/homelessness_advice_and_support/homelessness_advice_and_support.aspx
Tel. 020 7364 7474

Email: homeless@towerhamlets.gov.uk

Support with housing when homeless

Tower Hamlets Council's One Stop Shops

https://www.towerhamlets.gov.uk/content_pages/contact_us/one_stop_shops/one_stop_shops.aspx

Offer face-to-face contact and provide information and support with accessing all of the council's services. The most popular services are Housing and Council Tax Benefits, housing provided by Tower Hamlets Homes, Council Tax, social services and parking. The One Stop Shops are open 6 days a week at various locations in Tower Hamlets and operate a drop-in facility.

- **Bethnal Green One Stop Shop - 1 Rushmead E2 6NE**
- **Bow & North Poplar One Stop Shop - John Onslow House 1 Ewart Place E3 5EQ**
- **South Poplar One Stop Shop - 15 Market Square Crisp Street E14 6AQ**
- **Stepney & Wapping One Stop Shop - Idea Store Watney Market 260 Commercial Road E1 2FB**

Tower Hamlets Community Intervention Service (Look Ahead)

<https://www.lookahead.org.uk/referrals/services-accept-self-referrals/tower-hamlets-community-intervention-service/>
Tel. 0203 222 4027

CommunityIntervention@lookahead.org.uk

Offers support across a broad range of needs with a focus on those at risk of eviction, in unsafe or unstable accommodation, with substance misuse or mental health needs or those who are subject to serious safeguarding concerns.

They accept self-referrals and agency referrals.

Housing Cont.

Providence Row

<https://www.providencerow.org.uk/>

Tel. 020 7375 0020.

Tackles the root causes of homelessness to help people get off, and stay off, the streets. Resource centre for people who are rough sleeping, with breakfast, showers and access to IT. They also offer: advice & support for people who are homeless or at risk of homelessness, recovery & progression for people whose mental health and substance misuse issues are affecting their ability to find and stay in accommodation and trainee schemes to help people with complex needs to move into regular learning, volunteering or work.

Island Advice Centre

<http://www.island-advice.org.uk>

Tel. 020 7987 9379

Email: admin@island-advice.org.uk

Provide drop-in sessions and telephone advice sessions for benefits advice, money & debt advice and housing advice.

Account3

<http://www.account3.org.uk/>

Tel. 020 7739 7720

Delivers advice services to residents in the London Borough of Tower Hamlets in the areas of welfare benefits, employment education, housing and homelessness, council tax, debt and rent arrears. Offer a drop in service .

Providence Row

<https://www.providencerow.org.uk/>

Providence Row works with more than 1800 homeless and vulnerably housed people a year in East London, offering an integrated service of crisis support, advice, recovery and learning and training programmes. See website for details of the specific support required for individual

Street link

<https://www.streetlink.org.uk/>

Telephone: 0300 500 0914

StreetLink enables the public to alert local authorities in England about rough sleepers in their area.

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Housing Cont

Shelter

<http://england.shelter.org.uk/>
[National Helpline: 0808 800 4444](tel:08088004444)

Shelter helps millions of people every year struggling with bad housing or homelessness through our advice, support and legal services. And we campaign to make sure that, one day, no one will have to turn to us for help. There are face to face services, online advice and legal support

Stonewall housing

<https://stonewallhousing.org/>
[phone: 020 7359 6252](tel:02073596252)
[Email: info@stonewallhousing.org](mailto:info@stonewallhousing.org)

Advice about different housing related issues to lesbian, gay, bisexual and transgender (LGBT+). Including if you are at risk or are homeless, been victimised or harassed, need to escape domestic abuse, advice about a dispute with your landlord or advice with housing benefits. Self referral form is available online.

The Rough Sleepers Mental Health Project (RAMHP)

To contact the service please email Hilary Neal, Operational Lead or Rikke Albert, Service Manager Hilary.neal@nhs.net rikkealbert@nhs.net

New service that aims to improve the mental health of rough sleepers and is designed to compliment, strengthen and enhance existing provision, becoming part of a homeless wellbeing pathway. The service works within East London Foundation Trust (ELFT).

The RAMHP team has strong working links with the Street Outreach Teams in each area and only accepts referrals from these outreach projects.

The RAMHP team provides mental health assessment and person centred care plans. RAMHP is not able to provide care coordination, however aims to help existing services work together more effectively for this population.

During the Covid crisis many rough sleepers have been placed in emergency hotels across the boroughs and RAMHP has been involved in developing the mental health service response to the emergency Covid-19 accommodation.

Please contact your service directors for information on this pathway.

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Housing Cont

Thames Reach

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

Email: enquiries@thamesreach.org.uk

Tel: 020 7702 4260

The organisation works directly with homeless people on the streets and in hostels and work to stop vulnerable people from becoming homeless

Learning Disabilities

Tower Hamlets Community Learning Disabilities Service

<https://www.elft.nhs.uk/service/378/Tower-Hamlets-Community-Learning-Disabilities-Service>

Tel: 020 7771 5500

Team of health staff and social workers who assess and support people who live in Tower Hamlets with a learning disability, their families and carers. They offer single assessments, to decide if a person has a learning disability and what help they need. Self-referrals, GP and other agency referrals accepted.

Look Ahead (Tower Hamlets Complex Needs Day Service)

<https://www.lookahead.org.uk/our-services/our-service-map/services-accept-self-referrals/tower-hamlets-complex-needs-learning-disability-day-centre/>

Tel. 020 8983 5883

Email: tracymillhouse@lookahead.org.uk

Day centre for people with learning disabilities and/or complex needs who live in Tower Hamlets. They offer a weekly programme of activities including music, sports, gardening, community trips, drama, and much more

Hestia

www.hestia.org

Telephone: 020 7378 3100

Email: info@hestia.org

Hestia's floating support is available for individuals with learning disabilities, sensory disabilities and/or long-term conditions. Support to maintain your accommodation and ability to live independently in the community. Depending on requirements, support is between 6 months to 2 years and focusses on the core objective of promoting maximum independence and to meet your specific needs. The service also supports you to access education, training and employment opportunities

Mencap

<https://www.mencap.org.uk/>

Telephone: 0808 808 1111

The services we provide range from round-the-clock care to helping someone join in with local leisure activities, providing advice and information on things like employment and education, helping someone to live independently for the first time, and even things like reporting a crime to the police.

LGBT+

East London Out Project (ELOP)

<http://www.elop.org>

Telephone: 020 8509 3898

Email: info@elop.org

East London's LGBT Centre, a thriving community-led mental health & wellbeing charity offering a range of advice, information, counselling and support services to LGB&T communities.

Galop

www.galop.org.uk

Tel. 020 7704 2040/0800 999 5428

The National LGBT Domestic Abuse helpline . Galop can help service users to explore their options, plan to make themselves safer, look for safe housing and speak with the police.

London Friend

<http://londonfriend.org.uk/>

Tel. 020 7833 1674

Support the health and mental well-being of the LGB&T community in and around London. They offer counselling and support around issues such as same-sex relationships, sexual and gender identity and promoting personal growth and self-confidence. Main counselling service operates on a sliding scale for fees . They are also home to Antidote - the UK's only LGB&T drug and alcohol service.

Stonewall housing

<https://stonewallhousing.org/>

[phone: 020 7359 6252](tel:02073596252)

[Email: info@stonewallhousing.org](mailto:info@stonewallhousing.org)

Advice about different housing related issues to lesbian, gay, bisexual and transgender (LGBT+). Including if you are at risk or are homeless, been victimised or harassed, need to escape domestic abuse, advice about a dispute with your landlord or advice with housing benefits. Self referral form is available online.

LGBT+ cont.

Rainbow Migration (formerly UKLGIG)

<https://www.rainbowmigration.org.uk>

Helpline: 020 7922 7811

hello@rainbowmigration.co.uk

A charity that supports LGBTQI+ through the asylum and immigration system

Opening doors

<https://www.openingdoorslondon.org.uk/>

+44 (0)20 7239 0400

info@openingdoorslondon.org.uk

Helping LGBT+ over 50 to live happy, sociable and independent lives

Offers activities, befriending and telefriending

Say it loud

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

07478 801676

info@sayitloudclub.org

Charity that provide a place of safety for LGBTQ+ refugees and asylum seekers, providing an environment in which everyone can flourish as their true self. They provide one-on-one mentoring, workshops, social events, peer support, and referral to partner organisations for legal, financial, health and housing support.

Micro Rainbow

<https://microrainbow.org/>

Offer support to LGBT+ asylum seekers and refugees – Can provide housing while application is ongoing, practical support and social inclusion activities.

Facilitate access to employment, volunteering, training and education

Long term health conditions (LTC's)

Diabetes Befriending

<http://whfs.org.uk/index.php/17-projects/diabetes/19-diabetes-befriending-project>

Telephone: 020 7377 8725

Mobile: 07960 327 107

Email: marium.islam@whfs.org.uk

Refer via website

WHFS (Women's Health & Family Services) has established a network for diabetes service users, carers and relatives in Tower Hamlets to provide practical and moral support to people with Type 2 diabetes, enabling and empowering them to manage their condition more confidently and effectively. The Diabetes Befrienders provide informal advice on healthy eating choices and exercise, and introduce diabetic patients to healthy living activities within Tower Hamlets (such as the gym, gardening groups, walking, swimming and cookery classes). They also provide information on diabetes services, accompany people to healthcare appointments and provide moral support to people undergoing insulin initiation. These activities are designed to empower those who already have diabetes to manage their condition themselves and improve their quality of life.

'Where now?' course (formerly known as 'Transitions')

barts@maggies.org

020 3904 3448

<https://www.maggies.org/our-centres/maggies-barts/>

Run by Maggie's Barts. It's a 7 week course for people in remission, up to a year after finishing treatment. There are 2 courses running at the same time - an evening and a daytime group. Each session also includes exercise led by a physiotherapist.

Maggie's

Telephone: 0300 123 1801

Email: enquiries@maggies.org

<https://www.maggies.org/our-centres/maggies-barts/>

Cancer support using both emotional and practical support

LTC's cont.

Look Good Feel Better workshops

info@lgfb.co.uk

01372 747 500

<https://lookgoodfeelbetter.co.uk/>

Support people to face cancer with confidence. They are currently held on Zoom. There are sessions for men, women, young adults. They cover skincare and make-up; grooming; hair care/wig advice and nail care.

Take back your life program

Referral form available on website

Email: referrals@breathworks.co.uk

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

Free 'mindfulness for health' courses for those suffering with chronic pain, arthritis, cancer, ME, MS

Macmillan telephone buddies

Register via online form: <https://www.macmillan.org.uk/get-involved/campaigns/telephone-buddies>

Aims to reduce isolation. The service will match people with a buddy who will call on a weekly basis for up to 12 weeks

Headway

<http://headwayeastlondon.org/>

info@headwayeastlondon.org

Referral number: 020 7749 7790

Referral form available online

Headway East London is a local charity supporting people affected by brain injury, offering specialist services to survivors and their families. Does have a cost attached depending on program. Family support is free.

Diabetes UK

<https://www.diabetes.org.uk/>

0345 123 2399

Online form on website to get in touch

Provides a helpline, local support groups, Type 1 events, online Learning Zone, and even insurance

LTC's cont.

Epilepsy Society

Helpline: 01494 601 400

enquiries@epilepsysociety.org.uk

Telephone: 01494 601 300

<https://www.epilepsysociety.org.uk/therapies-and-activities-1#.Xw7P5pNKgWo>

Offers care services and information

Yoga for life project

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

Weekly zoom classes with various focuses eg: happy heart, cancer, womb health, fibromyalgia etc

Men's Mental Health

Zen4Men

a.shaque@nhs.net

Set up by Abdul Shaque who is a Dynamic Care Navigator at St Pauls Way medical centre and is well connected with Muslim Bangladeshi men, group is not active yet

Mens advice line

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

Telephone: [0808 8010327](tel:08088010327)

info@mensadvice.org.uk

Helpline for men suffering from domestic abuse or violence. Offers webchat, email support, phone support. Open specific hours, see website for details.

Mankind

<https://www.mankind.org.uk/>

[01823 334244](tel:01823334244)

Supporting male victims of domestic abuse via a helpline that provides emotional support and practical information

Everyman project – Due to be closing

<http://www.everymanproject.co.uk/services/>

everymanproject@btinternet.com

Telephone: [0203 642 8850](tel:02036428850)

Supporting male perpetrators of domestic abuse and violence. Webform also available to refer on website.

Men's health forum

www.menshealthforum.org.uk

Telephone: [020 7922 7908](tel:02079227908) (24 hour helpline)

Stress support for men by text, chat or email

Parenting & Families

Children Centres

https://www.towerhamlets.gov.uk/ignl/education_and_learning/childcare_and_early_years_educ/Children_centres/childrens_centres.aspx

Dotted around Tower Hamlets and aims to help give a child the best start in life. If individuals are expecting a baby or are a parent or carer with a child under 11, Children centres can provide family support, early education, child and family health services, childcare advice, employment, volunteering and training support.

Institute of Family Therapy

<http://www.ift.org.uk/>

Tel. 020 7391 9150

Email: therapy@ift.org.uk

Offer help to couples, families and other relationship groups who are finding relationships problematic and would like the opportunity to explore and think about those issues. They operate on a sliding scale for fees and accept self referrals. Please be aware that they do not take referrals if their therapy service is full, check the website for contact details of other services.

Family Action Tower Hamlets Building Bridges Service

<https://www.family-action.org.uk/building-bridges/>

Tel: 020 7364 3491

Family Action's home-based family support service that works with families with multiple complex needs in order to make families stronger, safer and more fulfilling for children and parents. They works with families that might have problems such as parental mental health, a young carer at home, difficulties in parenting, children with mental health or behavioural difficulties, relationship issues, safeguarding issues and financial and material hardship.

Parenting & Families cont.

Maternity mates

<http://www.whfs.org.uk/index.php/what-we-do/maternity-mates>

Tel: 07496 764 881/020 7377 9645

Project run by Women's Health and Family Services that recruits and train women locally to provide emotional and practical support during pregnancy, childbirth and the early weeks of family life. Particular attention for women who are isolated and vulnerable. Women can be referred to Maternity Mates at any time after the 5th month of pregnancy up until the baby is 6 to 12 weeks old.

Community Parents

<https://www.island-house.org/cpenquiries@island-house.org>

cpenquiries@island-house.org

www.tfaforms.com/420282 (Referral form)

Telephone: 020 753 10 314

Community support that supports pregnant women and new mums (babies under 9 months). Offers 1:1 and group support as well as exercise classes.

Pause

<https://www.pause.org.uk/about-us/>

Pause works with women who have experiences, or at risk of repeat removals of children from their care. Through an intense program of support, it aims to break this cycle and give women the opportunity to reflect, tackle destructive patterns of behaviour and to develop new skills and responses that help them create a more positive future. In doing so, preventing the damaging consequences of thoughts more children being taken into care

Pregnancy/Infertility Support

British Infertility Counselling Association

www.bica.net

BICA is the only professional counselling association for infertility counsellors and counselling in the UK seeking to promote the highest standards of counselling for those considering or undergoing fertility investigations and treatment.

Brook Young People's Information Service

www.brook.org.uk

Information, support and signposting service for young people under 25 on sexual health, contraception, pregnancy and abortion.

Ectopic Pregnancy Foundation

Patient Helpline 0845 070 4636

www.ectopicpregnancy.co.uk

Helpline, information, forum.

Ectopic Pregnancy Trust

020 7733 2653

www.ectopic.org.uk

Helpline providing support and information for women and families affected by an ectopic pregnancy.

Fertility Network

01424 732361

www.fertilitynetworkuk.org

Free and impartial support, advice, information and understanding for anyone affected by fertility issues.

Fertility friends

www.fertilityfriends.co.uk

Infertility and fertility support – Leading infertility community in the UK with members at every stage of their journey. Infertility, adoption, parenting, after fertility and moving on.

Pregnancy & Infertility cont.

House of Light

0800 043 2031

www.pndsupport.co.uk

Support for Women and their families suffering from Post Natal Depression. The Helpline provides information, advice and support.

Miscarriage Association

01924 200799

www.miscarriageassociation.org.uk

Information and support for people affected by the loss of a baby in pregnancy

National Childbirth Trust (NCT)

0300 330 0700

www.nct.org.uk

Information and support in pregnancy, childbirth and early parenthood. Callers are put in touch with counselors and/or local and regional contacts for support groups including groups for caesareans and miscarriage.

Sexual Health Helpline N.Ireland

0300 123 7123

www.fpa.org.uk

Helpline offering information and support on range of sexual health issues including contraception and planning a pregnancy. Holds details of all UK family planning and sexual health clinics.

Scottish Care and Information on Miscarriage

0141 552 5070

www.miscarriagesupport.org.uk

Helpline, counselling and befriending service for anyone affected by a miscarriage. Support for those dealing with a subsequent pregnancy up to delivery. Pre-pregnancy counselling support.

Pregnancy & Infertility cont.

Pandas Foundation

0808 1961 776

www.pandasfoundation.org.uk

A support group network for men whose wives or partners are suffering from pre or post natal depression.

Tommy's the baby charity

www.tommys.org

Helpline staffed by midwives providing non urgent pregnancy related information

OCEAN

(offering compassionate and emotional support for those living through birth trauma and loss)

Tel: 020 3222 8047

elft.eastlondonocean@nhs.net

<https://www.elft.nhs.uk/services/ocean-mental-health-service-east-london>

Maternal mental health service via ELFT, Barts NHS, Homerton and Maternity Mates. Providing support for individuals experiencing distress related to miscarriage, termination, neonatal death and still birth. Traumatic birth experiences, perinatal experience to do with assisted pregnancy, IVF, LGBTQ+, parent-infant separate due to social care. Accepts self referral

Physical disabilities

Ability Bow

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

reception@abilitybow.org

Telephone: 020 8980 7778

Ability Bow supports people with disabilities and long-term health conditions to exercise. One to one support is provided through their Specialist Exercise Referral Service. (All participants must have a referral from their GP). The

Exercise Groups provided include:

- People with Diabetes and people who have suffered from Strokes.
- One to One Positive Steps Exercise Group which is for people who suffer with mental health issues and is also suitable for people with depression through to people with more complex mental illness.
- Cardiac Rehabilitation exercise group for people with heart conditions.
 - Group exercise for older people.
 - Women only classes.

They also provide a Reach Ability MS Group for people with Multiple Sclerosis

Action on Hearing loss, Formerly RNID

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

Call: 0808 808 0123

Email: information@hearingloss.org.uk

Action on Hearing Loss provides a range of services for people who are deaf or hard of hearing. They provide information and support on all aspects of deafness, hearing loss and tinnitus. Factsheets are available on the website as well as community forums to discuss issues with others who are deaf or hard of hearing. Can also get in touch by organising a video call via the website or online chat.

Deaf Plus

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

info@deafplus.org

020 7790 8478

Offers one to one, confidential information and deaf advice services nationwide

Physical Disabilities cont.

BPCA

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

Tel: 02088807036 (option 1)

Whatsapp: 07474889243

Currently closed due to COVID-19, check website for details on re-opening.
specialist voluntary organisation working with people with multiple disabilities
(including physical and sensory).

provide culturally appropriate day care service for people with Learning,

Disability Sport via Tower Hamlets council

https://www.towerhamlets.gov.uk/ignl/leisure_and_culture/sport_and_physical_activity/Our_programmes/disability_sports.aspx

The sport and physical activity team and our partners support the running of inclusive sport wherever possible, so make sure to check our [find a sport](#) and [weekly timetable](#) for additional opportunities. See website to see what is available.

Real

<http://www.real.org.uk/>

Phone: 020 7001 2170

hello@real.org.uk

SMS: 079 0037 6781

Run by disabled people for disabled people to encourage equal opportunities and support

SignHealth

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

Text [07966 976749](tel:07966976749)

info@signhealth.org.uk

Call [020 3947 2600](tel:02039472600)

Deaf health charity to improve deaf peoples health and wellbeing. Has a therapy service, referral form on website

Older Adults

Linkage plus

<https://www.neighboursinpoplar.com/>

Outreach, support and activities based service for anyone over the age of 50 living in the London borough of Tower Hamlets. They have five LinkAge Plus centres which act as one-stop services for older people seeking help and advice, activities and one to one outreach support services. <http://linkageplus.co.uk/>.

These centres are:

- **The Sundial Centre (11 Shipton Street London E2 7RU. Tel: 0203 828 3928**

Email: sundial@peabody.org.uk. Web:

<https://www.peabody.org.uk/neighbourhoods/sundial-centre>

- **Toynbee Hall (The Community Center 52 Old Castle Street London E1 7AJ. Tel: 020 7392 2913 E- mail: Zeki.Du'ale@toynbeehall.org.uk. Web:**

<http://www.toynbeehall.org.uk/activities-for-over-50s>

- **St Hilda's, Sonali Gardens (79 Tarling Street London E1 0AT. Tel: 020 7265 9292. E-mail: linkage@sthildas.org.uk. Web: <http://sthildas.org.uk/projects/linkage-plus/>**

- **Caxton Hall (part of Age UK East London) (Caxton Community Center Caxton Grove London E3 2EE. Tel: 0208 981 7124. Email:**

communityoutreachservices@ageukeastlondon.org.uk. Web:

<https://www.ageuk.org.uk/eastlondon/>

- **Neighbours in Poplar (St. Mathias Community Centre 113 Poplar High Street London E14 0AE. Tel: 020 7987 0257 / 07813 478 891 Email: nip65@msn.com**

Silverline Befriending for Older Adults

<http://www.thesilverline.org.uk/>

Tel. 08004708090

Free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Tower Hamlets Friends & Neighbours

<https://www.thfn.org.uk/referral-page/>

Befriending service for clients above 55. Refer via website.

Wapping Bangladeshi Elders Project

<https://www.wappingbangladeshassociation.org.uk/bangladeshi-older-peoples-project-men->

Provides social and health and wellbeing support to Bangladeshi people over the age of 60 years

Globe Community Project

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

Email steve@globecommunityproject.org

Wellbeing for elder's:

Six week Wellbeing for Elders courses provide participants with wellbeing tools to adjust to aging and low mood in a positive way, the chance to develop interest and ability to make links with other older people, and to take part more fully in the community and access the support they need.

The Zacchaeus Project

020 8983 1568

zpinfo@mcth.org.uk

<https://www.zacchaeusproject.org.uk/activities.htm>

The Zacchaeus Project works to tackle the long-term needs of older people and their carers by enabling them to participate more actively in positive community activities. To promote the physical and mental health of older people and their carers through social and recreational activities. To advise and support users in accessing benefits, caring and health services to which they are entitled. To signpost users to statutory and voluntary sector services such as respite care, occupational therapy, transport services, hospices, bereavement services and specialised support for carers and people experiencing long-term health conditions

Age UK

Telephone: 020 89817124

Offers befriending services , advocacy, day centres

Hourglass

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

Helpline: 0808 808 8141

Aims to end the harm, abuse and exploitation of older people in the UK. The Hourglass confidential helpline provides information and support to anyone concerned about harm, abuse or exploitation of an older person. This might include physical, financial, psychological, sexual or neglect. Helpline available Monday to Friday 9-5

Older Adults cont.

Aberfeldy Neighbourhood Centre

<http://www.poplarharca.co.uk>

Telephone: 020 7515 6794

Email: sarah.tickner@poplarharca.co.uk

This is a community centre for local Aberfeldy estate residents with various facilities and activities including training for Beginners in computing and using the internet, English classes for women only, Classes for Sewing, Line Dancing, Yoga for the over 50's and Garden projects. The Centre also provides Keep-fit Classes (for women only -all ages), Mixed Adult Gym and Youth Club. Disabled access is available.

Activity in Retirement

<http://www.poplarharca.co.uk>

Telephone: 020 8980 2092

Email address: arc@saintmargarets.demon.co.uk

Centre for people over 60 and people who have taken early retirement. Unsupervised arts sessions currently offered. Lunch and outings arranged e.g. to the seaside, theatre or cinema.

Alzheimers Society

<https://www.alzheimers.org.uk/>

Contact : [0330 333 0804](tel:03303330804)

Dementia support line: [0333 150 3456](tel:03331503456)

Supports individuals with daily living, hospital care or finding a care home as well as how to stay independent and financial support

Re-engage

<https://www.reengage.org.uk/>

[0800 716543](tel:0800716543)

info@reengage.org.uk

Re-engage exists to support older people who live alone and find it hard to get out in normal times. Offers call companions to support. Referral form available online

Other & Resources

Peter Bedford Housing Association – IT support

Telephone: 0203 815 4100 to enrol

Email: learn@peterbedford.org.uk

During the pandemic this service aims to support people to gain confidence using a laptop, tablet or smartphone.

Re-ablement service – Social care

Phone: 020 7001 2175 (10am-4pm, Mon-Fri)

Website: local-link.org.uk

Email: local-link@real.org.uk

Text message: 07900 376781

Reablement is a free, short-term support service. Support after losing confidence or ability to do things for yourself due to an accident, health, disability or a stay in hospital. The reablement service can help you to regain your skills or your ability to cope with everyday tasks and help you to live as independently as possible.

Way to Wellness Program – Oviva

Ovivauk.waytowellness.th@nhs.net

Way to Wellness is a free service to help people in Tower Hamlets lose weight
Inclusion criteria: BMI 40 or above / BMI 35 or above with LTC / BMI 33 or above and LTC
and South Asian Ascent

Good thinking

good-thinking.uk

NHS approved mental health resources including resources in other languages, podcasts, apps and religion related resources.

Psychosexual problems

Tower Hamlets Contraception & Sexual Health Services

https://www.towerhamlets.gov.uk/ignl/health__social_care/public_health/sexual_health/sexual_health.a_spx

Barts Health provides an integrated sexual health service model with two central hubs and a number of satellite clinics. Provide psychosexual counselling (referral form available) as well as testing for STIs, treatment and all forms contraception.

Two hubs:

- **Tower Hamlets Contraception and Sexual Health (TH CASH) - Mile End Hospital, Bancroft Road London E1 4DG. Tel. 020 7377 7870**
- **Ambrose King Centre (AKC). The Royal London Hospital Turner St London E1 1BB. Tel. 020 7377 7307**

NAZ

<http://naz.org.uk/counselling/>

Tel. 020 8834 0245

Provides counselling and psychotherapy to those experiencing difficulties with their sexuality, relationships and sexual health. They work with adults, and specialise in working with people from BAME communities. Based in Hammersmith. They have a fee between £5 and £20 per session – service can be offered for free if individuals are on low income or benefits.

Dean Street

<https://dean.st/>

56deanstreet@chelwest.nhs.uk

To book an appointment: 020 3315 5656

Sexual health information as well as potential for psychosexual counselling. Patient must be referred by their GP. Based in Soho, offers low cost therapies.

Relate

<https://www.relate.org.uk/relationship-help/help-sex/sex-therapy>

Offers not only relationship counselling but also Sex Therapy.

Psychosexual cont.

The Centre for Psychosexual Therapy

Phone: [07981 665 917](tel:07981665917)

Email: admin@psychosexualhealth.org.uk

<https://psychosexualhealth.org.uk/services/low-cost-therapy/>

Psychosexual therapy and sexual and relationship counselling for individuals and couples. On the website there is a list of low-cost therapists and require the individual to get in touch to book in.

Tavistock Relationships

General Enquiries - 020 7380 1975

Psychosexual Service - 020 7380 1960

<https://www.tavistockrelationships.org/relationship-help/help-with-sexual-problems>

Offers costed psychosexual therapy. Can book an appointment via the website.

Also offers couples counselling , divorce consultation and psychotherapy.

COSRT

info@cosrt.org.uk

020 8106 9635

<https://www.cosrt.org.uk/information-for-members-of-the-public/tips-for-sexual-wellbeing/>

Self help information available on the website in regards to sexual wellbeing.

Feature to find a therapist available

All East Sexual Wellbeing Psychology service

<https://www.alleast.nhs.uk/psychological-support/>

Accept referrals for couples counselling if the main problem is related to sexuality. Support with sexual difficulties and psychoeducational workshops.

Sexual Health

Tower Hamlets Contraception & Sexual Health Services

https://www.towerhamlets.gov.uk/ignl/health__social_care/public_health/sexual_health/sexual_health.a_spx

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Positive East

<https://www.positiveeast.org.uk/vision-and-mission>
Telephone: 020 77912855

Email: talktome@positiveeast.org.uk

Provide a range of support and services (counselling, support groups, information and advice, health and wellbeing courses and peer support) for people who live in Tower Hamlets with HIV. Also provide drop in services for HIV testing.

Stalking and harassment

National Stalking Helpline

General Enquiries: 020 7091 0014/info@suzylampugh.org

Helpline: 0808 802 0300

<https://www.suzylampugh.org/Pages/Category/national-stalking-helpline>

A free service offering advice for victims of stalking. The Helpline is open 09:30 - 16:00 weekdays, except for Wednesday when it is open 13:00 to 16:00. The Helpline is not open on bank holidays. Email form also available on website to get support. Also potential for professional advice.

Paladin: National Stalking Advocacy Service

Telephone: 020 3866 4107

Email: info@paladinservice.co.uk

<https://paladinservice.co.uk/>

Paladin is a trauma-informed service established to assist high risk victims of stalking in England and Wales. Our unique team of accredited Independent Stalking Advocacy Caseworkers (ISACs) ensure that high risk victims of stalking are supported and that a coordinated community response is developed locally to keep victims and their children safe. Support also available for young people.

Protection against stalking

<http://www.protectionagainststalking.org/>

Protection Against Stalking understand the harmful effects of stalking on peoples' lives. We are committed to raising awareness of the signs and educating about the benefits of early intervention, while supporting victims of stalking in all communities across the UK. Main aim of organisation is to raise awareness and lots of information is available on the website.

Trafficking and prostitution

NSPCC: Child Trafficking

Telephone: [0808 800 5000](tel:08088005000)

Email: help@nspcc.org.uk

<https://www.nspcc.org.uk/what-is-child-abuse/types-of-abuse/child-trafficking/>

If you are worried about a child, even if you're unsure, contact our helpline to speak to one of our counsellors. Online form available on website.

Modern Slavery Helpline

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

Call 08000 121 700 to get help, report a suspicion or seek advice.

Salvation army – Modern Slavery

<https://www.salvationarmy.org.uk/modern-slavery>

If you suspect someone is a victim of modern slavery and in need of help call our confidential 24/7 referral helpline on 0800 808 3733. Community hubs also available

Beyond the Streets

0800 1337870

Email: support@beyondthestreets.org.uk with name and mobile number to get a call back

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

UK charity who sees the possibility of life Beyond sexual exploitation. We work to see women safe from coercion, violence and abuse. A free & confidential call-back service for women in the sex industry. By phone/text/email.

Door Of Hope

<http://www.doorofhope.org.uk/>

Tel: 0300 3020762

During the day offers we provide practical support. This includes providing information, advocacy and referrals to specialist organisations and agencies, as well as befriending and mentoring.

Each week staff and volunteers go out on the street between 10pm and 2am on Friday evenings and 5am and 8am on Thursday mornings to offer support; we provide hot drinks, sexual health support and signposting to local services.

We work to signpost women to local support and work with other agencies to give women a range of options.

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Veterans

Combat Stress

www.combatstress.org.uk

24 hour helpline: 0800 136 1618

Provides information on living with PTSD and a confidential helpline for veterans, families and carers. The website provides details of local outreach centres for veterans or their families to get in touch with if they need support in person

Walking with the Wounded

www.walkingwiththewounded.org.uk

Telephone: 01263 863 900

Walking with the wounded supports vulnerable veterans to re-integrate back into society and sustain their independence

SSAFA

www.ssafa.org.uk

Telephone: 0845 241 7141

Information for veterans and their families, providing support on issues such as housing and benefits. Also, provide information over the phone

The Royal British Legion

www.britishlegion.org.uk

Telephone: 0808 802 8080

Offers welfare support for veterans and their family members nationwide

STOLL

www.stoll.org.uk

Telephone: 020 7385 2110

Email: info@stoll.org.uk

Stoll offer housing and support to veterans in London. They also offer activities and a monthly London veterans drop in as well as outreach

Lifeworks

Email: lifeworks@rbli.co.uk

<https://wearelifeworks.org.uk/veterans/>

A 4-5 day course tailored specifically towards helping ex forces personnel secure the future they want

[Return to Community Resources Menu](#)

Veterans cont.

RFEA – the forces employment charity

www.rfea.org.uk

Part of the career transition partnership. To help men and women of all ranks leaving armed forces to find and remain in employment throughout their working lives

Veterans and reserves mental health program (VRMHP)

<https://www.gov.uk/guidance/support-for-war-veterans>

Offers assessment and out patient treatment for eligible veterans and reservists with deployment related mental health problems

Help for heroes

www.helpforheroes.org.uk

Telephone: 01980 844 280

Offers a range of support services for wounded veterans and their families including their Hidden Wounds mental health program

Veterans aid

www.veterans-aid.net

Telephone: 0800 012 68 67 / 020 7828 2468

Offers support with accommodation, substance misuse and other welfare issues

The Poppy Factor

www.poppyfactory.org

Telephone: 020 8940 3305

The country's leading employment charity for veterans with health conditions or impairments

The Officers Association

www.officersassociation.org.uk

Offers benefit advice to former officers and their dependents that are experiencing financial difficulties.

The Ripple Pond

www.theripplepond.org

Telephone: 01252 913021

Email: Admin@theripplepond.org

A self support network for the adult family members of physically or emotionally injured veterans

Veterans cont.

ELFT directory of services

<https://www.elft.nhs.uk/service-users-and-carers/support-armed-forces-veterans>

Section of directory of support for veterans

Young people

Step Forward

<http://www.step-forward.org/>

Tel. 020 7739 3082

Email: info@step-forward.org

Provides free and confidential support for young people aged 11-25 years old in and around Tower Hamlets. Support include: counselling, personal development, LGBTQ, sexual health, mindfulness and art therapy.

The Mix

Helpline: 0808 808 4994 4pm-11pm Every day

Support for under 25's available via group chat, online forums , Email, text messaging support service, live one to one chat 4pm – 11pm or counselling services.

Kooth

www.kooth.com

Support for anyone aged 11-25 (up till 26th birthday). Option to speak to a qualified counsellor, webchat accessible quickly and at any time, regular appointments, online magazine with various resources, wellbeing activities and access to a forum. If no internet access, most schools allow access there. Individual can fill in details online to get access, no need for a referral.

Young Minds

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

Supporting young people get mental health support and to build resilience Also offers a parent helpline and support for parents of young people. Mainly self help on the website.

National Youth Advocacy Service (NYAS)

main@nyas.net

Telephone: 0151 649 8700 (headoffice)

Helpline: 0808 808 1001

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

Offers a wide range of services (details on website) including advocacy, helping, legal services and IMHA

Young people cont.

The Wish Centre

Tel: 020 8416 7277

Email: info@thewishcentre.org.uk

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

Provides support for young people up to the age of 25 ; young people who self harm. The wish centre is a London based charity that prevents self harm, abuse and exploitation of young people. We are a community based model that provides open ended therapy and counselling in schools and at our Centre, plus peer support groups, out of hours help, and advice and training. The Wish centre is a free service for young people ages 10-25 years.

Edge of care

https://www.towerhamlets.gov.uk/ignl/health_social_care/children_and_family_care/Edge-of-Care.aspx

Provides prevention support for children and young people (ages 11-17) on the edge of care. They are usually at imminent or potential risk of needing to become looked after. The team also plans and supports a young persons return home