

Tower Hamlets Local Offer for Care Leavers





Foreword

Transitioning to adulthood is a big step. Whether we move to live on our own or with family or friends, this can feel a challenging time especially if we do not have the right support at this crucial stage of our journeys. We know from listening to our care experienced young people that the right support, at the right time, can make a world of difference. The Children and Social Work Act 2017 places a legal responsibility on all local authorities to write and publish a list of services that all care leavers are eligible to access, including after they turn 18. This is called the Local Offer for Care Leavers.

It explains the support and services that are available to you if you are a London Borough of Tower Hamlets care leaver aged between 16 and 25 years old. You are eligible for our support if you have been in care for at least 13 weeks between the ages of 14 and 16 (including your 16th birthday), or for 13 weeks after your 16th birthday. We offer advice, guidance and support to young people who are leaving care from the age of 16, up to your 25th birthday, and you can get support from a Personal Adviser at any point up until 25, if you wish.

The last year 2023-24 has been especially eventful, with the development and launch of our Corporate Parenting Strategy 2023-28 and the council's adoption of 'care experience' as a protected characteristic. These significant pieces of work have helped to secure our vision for the future and set clear priorities and a roadmap of how we intend to achieve our objectives of providing the best care and support possible. Achievements in 2023-24 include the significantly expanded weekly programme of support and activities at Kitcat Terrace (our hub for care leavers) bringing together education, employment, finance, housing and health related assistance.

We have also introduced new guidance on language to improve how we communicate with children and families, and there has been increased participation of children and care experienced young people in the development of their care and pathway plans to ensure they reflect all their needs, wishes and feelings. None of this work would have been possible without the co-production of our fantastic Children Living in Care Council (CLICC) groups, which has helped to shape the commitments in our offer.

As an engaged and responsible Corporate Parent, we know that we should be as ambitious for our children and young people in our care as we would be for our own children. Thus, we will do all we can to ensure these commitments are more fully and consistently embedded across the council and with our partners.

We have produced this local offer, so that you will know how we will continue to support and care for you as to prepare to, and ultimately, leave our care. We want you to feel safe and supported and know where and who to go to for advice support and help should you need them. As part of our Better Together practice framework, underpinned by a restorative practice ethos, we know that your voice and views need to be central to how we shape and deliver services and support. That is why we have obtained your views about what our local offer should look like. We hope you find it useful in your journey from care to adulthood and independence.



We have also produced a shorter, summary document which sets out key entitlements and support for our carer leavers. In addition to this, our 'Know Now' Care Leavers App presents in a quick reference, digital format highly useful information on care leaver rights and responsibilities, available resources, and support, and how these can be accessed. You can download the app at <https://apps.apple.com/gb/app/tower-hamlets-know-now/id1580579894> or <https://play.google.com/store/apps/details?id=uk.gov.clatowerhamlets>.

Finally, it is essential that we offer strong support and advocacy for our care leavers where needed, which is a shared commitment for every employee at the London Borough of Tower Hamlets. It is our hope that our offer will help to provide all Tower Hamlets care leavers with the best opportunities for achieving lasting, positive outcomes for their futures. We applaud the commitment of our CLICC, staff and partners in continuing to develop and drive this offer and look forward to seeing positive outcomes for Tower Hamlets care leavers as they take up the support contained in it.

Yours Sincerely,



Steve Reddy
Corporate Director, Children's Services



Councillor Maium Talukdar
Deputy Mayor & Lead Member for Education, Youth, and Lifelong Learning



What is the Local Offer?

The Local Offer gives you information on services available to young people and this booklet has specifically been designed for care leavers.

Even though you have left care, as a young person who has previously been Looked After by Tower Hamlets, we want you to know where and who to go to for advice and help so you feel safe and supported.

The services and support you can access will depend on your status – the table below shows the different categories of care leavers. You will have a qualified social worker up until your 18th birthday, and a personal adviser thereafter up until you are at least 21. In most instances, this will be the same person. Please talk to your social worker or personal adviser to find out more about this.

What is a Care Leaver?

You are a care leaver if you are:

- A young person aged 16 or over who has been looked after by the local authority for a relevant period (currently 13 weeks) since their 14th birthday, and with a period of care taking place on or after their 16th birthday. The 13 weeks do not have to be continuous.

You can also find out more about this by using the information on the Coram Voice website page '**Am I a Care Leaver**' here: <https://coramvoice.org.uk/young-peoples-zone/am-i-care-leaver?>

Categories of care leaver

Eligible children - looked after, aged 16 or 17, and have been looked after for a total of at least 13 weeks since the age of 14. This entitles you to an allocation of personal advisor and your pathway plan being reviewed on a six-monthly basis. As you will have an allocated social worker, a lot of the support can be accessed through your social worker.

Relevant children - aged 16 or 17, have left care, and at the point you left care were Eligible children. This entitles you to an allocation of personal advisor and your pathway plan being reviewed on a six-monthly basis.

Former relevant children - aged 18 - 24 who, prior to 18th birthday, were either Eligible or Relevant. This entitles you to an allocation of personal advisor and your pathway plan being reviewed on a six-monthly basis.

Qualifying children and young people – aged between 16 – 24, who:
A: Have been looked after following your 16th birthday, but for less than the 13 weeks since your 14th birthday that would make you Relevant or Former Relevant, and who have now ceased to be looked after.



B: You were looked after for a period of time immediately before the making of a Special Guardianship Order which remained in place until you were 18 years old.

Your Personal Adviser

In Tower Hamlets, personal advisers are part of the Through Care Service.

Support from your personal adviser continues up until your 21st birthday and you can ask for support at any time up to your 25th birthday.

Up until your 21st birthday your personal advisor will be in touch with you at least 6 times a year, or more if needed. You can always contact your personal adviser at any time if you need advice or support.

Your Pathway Plan

While you are preparing to leave care, you will work on your Pathway Plan with your social worker, and it will be updated by your personal adviser once you leave care.

Your Pathway Plan looks at the things that are important to you as you move towards independence, such as being ready to leave care, where you live, managing your money, staying healthy, employment, citizenship, education and training and your future.

Your Pathway Plan is also your record of the support that we have agreed to provide.

Financial support

Living costs for 16- and 17-year-olds

We provide a subsistence payment to cover your daily living costs if you are living semi-independently and unable to claim benefits. If you find it difficult to budget, we can give you a food voucher as part of the payment to make sure you always have enough for food. This payment will be at minimum the weekly Jobseekers Allowance rate in England.

Initial benefits claim

If you are eligible for benefits, six weeks before your 18th birthday you will be supported by your personal Adviser or social worker to make your initial claim, often with an appointment at Jobcentre Plus.

If your circumstances change and you become eligible for benefits after your 18th birthday, then you will need to make a claim as soon as possible – ideally as soon as



you know about the change.

If you do not make a Universal Credit claim when you are eligible to do so we may not be able to assist you financially. We will provide you with a food parcel if you need one to ensure you are not left without food.

If you move from benefits to employment, Universal Credit means there should be no gap in receiving money. Talk to your personal adviser if you have any questions or concerns about benefits.

Remember: *You will also need to make a claim for Housing Benefit or the rent element of Universal Credit when you make a claim for benefits so that you do not fall into rent arrears.*

Important documents

It is important that you have a photographic form of identification, such as a passport or driving licence, and your birth certificate when you leave care. You will usually need these, as well as your National Insurance Number so that you can prove who you are.

When you leave care, you should already have a copy of your birth certificate as well as a renewed passport or a provisional driving licence.

If you need help, we will pay for the cost of 1 passport and 1 birth certificate up until you turn 21. We may also pay for a driving licence if you need it for your employment. If you are an unaccompanied young person and there are immigration issues to be resolved, your personal advisor will help you get the right documentation required to prove who you are.

Remember: *Please keep all your documents safe as you will be responsible for paying for any replacements.*

Clothing Allowance

If you are aged 16 or 17 and looked after by the Local Authority, you will be eligible for a clothing allowance. Speak to your social worker or personal adviser about this.

Birthday Gifts

You will receive a £30 gift voucher on your 18th, 19th, 20th and 21st birthday if you stay in touch with us.

Festivities Grant



You will receive a £30 yearly festive grant to celebrate one significant religious or cultural event if you are in touch with your personal adviser. This will only apply once per year up to your 21st birthday if you stay in touch with us.

Savings

Tower Hamlets Children's Services makes sure that your carer saves £10 a week during the time you are in care. This is to ensure that you have a lump sum of money which you can use in the future. You will not normally be able to access these savings until you are 18.

Before your 18th birthday your Independent Review Officer (the person who chairs your review meetings) will discuss with you how to manage your savings when you turn 18.

'MyBnk' – financial education for young people

If you need support with budgeting, being independent, banking and borrowing 'MyBnk' offer money management sessions. The Money Works programme maps into a range of accredited life skills, money management and employability certificates. If you attend the full programme, you can also qualify for a Level 1 Personal Money Management accreditation.

You can find out more about MyBnk here: www.mybnk.org

Accommodation

We want to make sure that once you leave our care, we help you find suitable accommodation that meets your needs. We know not all young people will be ready to live unsupported on their own straight away. Your personal adviser will work with you to agree accommodation plans for when you are no longer in care and include them in your Pathway Plan.

At least six months prior to your 18th birthday your social worker will need to present your case to the Through Care Service Housing Panel, where you will also have the opportunity to attend and make your views heard.

There are a range of placements in supported housing providing low, medium, and high support depending on your needs. Some information about these is below:

Supported Accommodation:

Some supported housing schemes have 24-hour support meaning staff sleep in overnight, whereas others have staff available during the day only, although there will be an on-call service available off site. You will be placed into the one that best meets your needs.



Self-Contained Accommodation

You may be provided with a self-contained flat once you have completed independent life skills work with your personal adviser. Floating support is available to help you settle into your accommodation and community.

Shared Housing

This is an important step for care leavers, as you will be gaining independence, although support is still available as and when required.

University Accommodation

If you plan to go to university the Through Care Service will work in partnership with you to identify the most suitable accommodation. During the summer break, when you are not at university, we will help you find somewhere to live.

Emergency Accommodation

We understand sometimes you may need emergency accommodation. We have a number of short term and emergency accommodations to offer you in this instance.

Family home

If you decide to return to your family home, you will be offered floating support in addition to the support from your personal adviser. If this happens, we will want to ensure there is an alternative plan in case you need one.

Council Housing

Tower Hamlets may also be able to offer tenancies in council housing. The Council's Through Care Service will sponsor you for housing priority. If you have not moved into permanent accommodation within 6 months, then your application will be included on lists for all suitable and reasonable vacant homes that become available.

Private Rented Accommodation

Some care leavers decide to rent privately instead of using the options offered by Tower Hamlets. We will still provide advice and guidance as required and agreed in the Pathway Plan. It is likely your landlord will require a deposit and rent in advance before they will agree to a tenancy. If you are over 18 and assessed as being ready for a tenancy, we will support you to access rent deposit schemes, or if appropriate, you could also speak to your personal adviser about accessing your Setting Up Home Allowance to pay for this.

Staying Put

A staying put arrangement is where you stay in your foster placement past your 18th



birthday. This decision is made with you and your social worker/s, foster carer, and personal adviser. If this is agreed for you the longest it will continue is up to your 21st birthday.

Nomination for permanent accommodation

If you are eligible to be nominated for permanent accommodation this will be subject to an assessment known as the independent living skills assessment (ILSA) and full completion of the MyBnk programme. The Housing Panel will then review your nomination and approve this. If your nomination is not approved, you will be advised about what steps you need to take to be ready for nomination.

Living costs

As a care leaver you will be expected to claim the relevant benefits to assist with paying your rent.

Council tax exemption scheme

Any care leaver, who has previously been in Tower Hamlets' care, aged 18-25, who lives in the borough and is liable to pay Council Tax, will be able to apply for a council tax exemption. If you live outside Tower Hamlets, Tower Hamlets will pay your council tax on your behalf to the local authority in which you reside. Your personal adviser will help you with the application to be exempted from council tax payment.

Setting up Home Allowance

When you leave care and you are assessed as being ready to live independently, you will be eligible for a Setting Up Home Allowance of £3000 which your personal adviser will help you with to buy essential items for your home.

Starter Pack

When you move into your first non-looked after accommodation, you may receive a one-off payment of up to £200 to purchase essential items such as bedding, cutlery etc.

Remember: *When most young people leave home to live independently they cannot always afford everything they need straight away and cannot always afford everything new. Your savings are there for you to use in your transition to independence and into later adulthood.*



Financial support whilst in education, training and/or employment

Education Bursary for 16- to 19-year-olds

If you are in education or training your college will be able to let you know if you are eligible for a 16–19 Bursary. Your personal adviser can support you to complete the application if you would like, and they can provide you with confirmation of your status to help with entitlement.

Grants

You will be entitled to receive £150 support grant per financial year, but your attendance will have to be of a minimum of 90% per academic year. This payment would be for essential equipment and resources for your programme of study or training. You will need to provide evidence that you need these items to your personal adviser.

If you have passed exams or completed a course/training you may be entitled to a reward grant. Decisions on reward grants are made by looking at your circumstances as an individual. You will need to provide official proof such as a transcript or certificate for these rewards to be paid.

Rewards for exam achievements	
GCSE passes A-G	£15.00 per GCSE
One-year courses such as Basic Skills, Entry level, ESOL, GNVQ Foundation, GNVQ Intermediate, NVQ1, NVQ2	£50.00
AVCE, BTEC National, AS/A levels, NVQ3	£100.00 on completion or £50.00 for passing each year.
Life Skills Programme	£20.00
Access courses	£100.00
HND, Degree	£100.00 for passing each year
On graduation, for a first degree only	£250.00

Incentive payment

You will be entitled to £33 per week incentive payment if you are in education or training. This is subject to meeting attendance requirements and if you are not in receipt of college bursary. You would need to obtain proof of your attendance record provide this to your personal adviser.



Fares

If you are in education or training, you will be able to get financial assistance with travel costs during your term time to get to/from the address where you live to your place of education or training.

If you are moving from education to employment, we will assist with travel costs to/from your home/place of employment until you receive your first salary payment.

Support in pregnancy

You are entitled to a maternity grant of £150, eleven weeks before your baby is born if you are aged 16 or 17 and pregnant.

You may also be entitled to a grant of £500 from the Department of Work and Pensions to buy essentials when your baby is born. You can talk to your personal adviser and midwife about these grants and other support that might be available to you.

Starting university – please see further information in the section below about financial support for when you are starting university.

Education, training, and employment

We want you to be able to continue your education or training or find work when you leave care. Below is a summary of the support available to you.

18- to 21-year-olds wanting to go to college

You will have the following support available to you:

- Your Personal Adviser will keep in touch with you and review your Pathway Plan to ensure you are getting the support you need.
- Access to an Education, Training, and Employment (ETE) Keyworker for advice and guidance.
- Assistance with some expenses for education, training and employment if needed, this may include help with purchasing industry specific clothing for example.
- Universal Credit should be available if you have been in care and remain separated from your family and are in:
 - Full time further/non-advanced education - this is up to A-level standard or equivalent or, in direct training for 12 hours a week or more
 - In exceptional circumstances we may be able to contribute towards course workbooks, field trips, special equipment or materials, clothing for work

21- to 24-year-olds wanting to go into education or training

- When you are 21 years old, we will assess your circumstances and offer guidance to you if this is needed until your 25th birthday. In respect of education or training this will be offered to you for the duration of your course.
- If you are over 21 and want to go back into education or training, you will be given advice and guidance to consider your options by an ETE keyworker and/or your personal adviser in the Through Care Service. This will include:
 - Suitability of the course.
 - Using any savings you have to support you during this time.
 - Combining work and study.
 - Applying for financial support from charities and trusts.
 - Considering if you are eligible for funding from your employer.
- If we do provide you with guidance after 21, we will also provide you with a Personal Adviser who will update your Pathway Plan with you and keep in touch.

Support for young people wanting to go to university

Support related to attending university is dependent on eligibility – the information below provides some information about this but please also talk to your social worker, personal adviser, or an ETE keyworker.

- You must have completed BTEC level 3 or A-levels and be enrolled on a course of higher education, which includes first degree and higher education qualifications that are over 12 hours per week of study, including some distance learning courses.
- You must commence the course of higher education prior to your 25th birthday and have confirmation of your student loan. If you were originally an asylum seeker you must also have confirmation of your immigration status for the duration of your course.
- Your personal adviser will formally authorise any higher education course you have chosen.



If you are starting university, you are eligible for the support detailed below:

- Your personal adviser will review and update your Pathway Plan and keep in touch with you.
- We will provide you an education bursary of £2,000 which covers the duration of the whole course. This will be paid to you in instalments over the course of your degree programme, spread over a maximum of four years.
- We will pay a top-up amount to assist with your living costs whilst at university. An assessment will be carried out to calculate the amount based on your circumstances.
- We can help you with up to £150 (per academic year) to help you to buy books and materials. If your course requires it, we may be able to help you with a laptop in your first year of study.
- If you decide at the end of the first year you would like to change your course, we may provide an additional year's top-up support subject to assessment for you to change to another course. You will only receive 4 years funding in total.
- If you are unsuccessful in a year of your education, financial support will be re-assessed in your Pathway Plan. A maximum of one year's additional financial support may be provided.

Tower Hamlets Virtual School

The Tower Hamlets Virtual School will provide you with support throughout your education, helping you as you move on to different stages and offering you opportunities to explore different education, training, and employment options as you plan for your future. Your Pupil Education Plan will be a record of how you are supported, including your views about your education and what you want to achieve.

Attendance

If there is any disagreement about your attendance, your personal adviser will ask you to provide a letter of attendance from your Higher Education Institution (for example, your University). If you are not attending your course as set out in your Pathway Plan, we may withhold payment of any bursary and other financial support provided by Tower Hamlets. Where you have been paid but decide not to attend, we would ask for the money to be repaid.



Additional funding

There are sources of additional funding that you can make use of for financial support, including seeking part-time employment, student loans, grants, and hardship grants. Some universities offer a Care Leavers Bursary or financial support through the 'Access to Learning' fund. Your personal adviser or an ETE keyworker can discuss these with you.

Support after university

We can continue to offer you advice and guidance, if you want it, up until your 25th birthday, for employment, education, or training.

However, when you have completed your university course, if you do not have paid work, you will be expected to claim benefits, unless you are considering going on to a post-graduate course.

If you want to go on to complete a post graduate course, we will offer you guidance to help identify financial support for you to continue your education and will advise you how to access this. We will not be able to pay your fees or living expenses.

Support for parents with childcare

If you want to access training or education you should find out what childcare support is on offer from your employer, training provider, college, or university.

Remember: *All 3-year-olds are entitled to free nursery hours from Early Years Services. In some areas they also offer free provision for 2-year-olds.*

Apprenticeships

An apprenticeship is a full-time job which combines training and study – you would learn as you earn. Apprenticeship training takes place for a minimum of a year but can last for up to four years depending on the qualification you take.

As a care leaver you need to be aged 18 to 24 and not have a qualification at Level 4 or above to be eligible to apply for an apprenticeship. Level 4 qualifications are above A-levels, and an example is a Higher National Certificate (HNC).

Children and Young People in Custody

We understand that being taken into custody can be a stressful experience and when you are approaching the end of your sentence, you may be worried about where you will live and what you will do next.

You will have access to your personal adviser whilst you are in custody up to your 25th birthday if you choose. They will work with you to develop your pathway plan, to include



preparing for your release, and post release accommodation up to your 25th birthday. While you are in custody, we will provide you with a minimum £10 a month financial help until your 21st birthday. We may increase this depending on your specific, assessed needs on a case-by-case basis. Any benefit payments will be stopped, but your claim will stay active and in place ready for your release. There are some education, training, and employment opportunities you can explore with your personal adviser or an ETE keyworker such as a referral to St Giles Trust or the Tower Hamlets Workpath.

Staying healthy

Health assessments are available annually until your 18th birthday, which will be carried out by a 'Looked After Children' Health Nurse.

From the age of 14 you can ask for a copy of your health assessment from the Looked After Children's Health Team. You can either request this from your social worker or contact the Health Team directly by calling them on 020 8121 4110 or by emailing them at BHNT.LACHealthTeam@nhs.net.

Once you have had your final health assessment (before you turn 18) you will be sent a health summary which will include your immunisation record, a copy of your last health assessment, how to access a GP, dentist, or optician and where to go for health advice and information.

When you turn 18 you will be offered support by your personal adviser to register with a GP and Dentist Surgery in the area where you live.

Records

You can access your health records via the NHS App if you are registered with a GP. Please have a discussion with your personal adviser around maintaining confidentiality.

Eye care

You may be eligible for free eye tests and vouchers towards glasses/contact lenses if you are:

- Aged 16 to 18 and in full time education
- Receiving certain benefits, such as Universal Credit
- On a low income and have a Health Credit Certificate (known as HC2 or HC3 certificate)

Prescriptions

Eligibility for free prescriptions

You are eligible for free prescriptions if you are:

- Aged 16 to 18 and in full time education
- Receiving certain benefits, such as Universal Credit



- Pregnant or have had a baby in the last 12 months (you will need an exemption certificate from your GP)
- Receiving treatment in hospital

Free Prescriptions via the Pre-payment Prescription Certificate

If none of the circumstances above apply to you the Pre-payment Prescription Certificate is available for Tower Hamlets Care Leavers up to age 25. The certificate covers the cost of prescribed medication only and is ideally for repeat prescriptions. Talk to your personal adviser or social worker to check you are eligible and make an application.

NHS Low Income Scheme

If you are on a low income you might be eligible for a Health Certificate called a HC2 or HC3. This certificate covers prescription charges and other health charges. Talk to your Personal Advisor or Social Worker to check you are eligible and make an application. You can still apply for a PPC while you are waiting to find out about the low income scheme.

Pregnancy

Looked after young people and care leavers who are pregnant will be referred to the Gateway Midwife who can offer Ante-Natal support. The Family Nurse Partnership Service offers a home visiting programme for first time young mums, aged under 20. A specially trained family nurse will visit regularly, from the early stages of pregnancy until the child is two years old.

More information about the Family Nurse Partnership can be found here:

<https://www.gpcaregroup.org/your-health-services/family-nurse-partnership-for-young-parents/>

Your social worker or personal adviser can also make referrals to the MASH Team should further support needs be identified.

Being Heard

The Children Living in Care Council (CLiCC)

The CLiCC provides an opportunity for children looked after and care leavers in Tower Hamlets to give their views and shape and influence the parenting that they receive at every level.

The CLiCC makes sure there is a way for young people to communicate directly with senior managers and elected members about the things that matter to them.

Joining the CLiCC is an opportunity to meet new people and make new friends,



gain new skills, take part in fun creative activities, and increase your self-esteem and confidence.

Advocacy

As a care leaver we know you may face some challenges with the services you receive, and you are entitled to speak to an independent advocate for advice and support for this should you wish. This includes help with making a complaint about the service.

This service is provided by the Coram voice in Tower Hamlets, and you can self-refer by contacting them by telephone: 0808 800 5792, or email: help@coramvoice.org.uk or asking your social worker or personal adviser to make a referral for you.

Useful information and contacts

Tower Hamlets Through Care Service

Tel: 020 7364 1140

Money Advice Service

Tel: 0800 138 7777

Website: www.moneyadviceservice.org.uk

Tower Hamlets Workpath

Tel: 020 7364 0626

Email: workpath@towerhamlets.gov.uk

Looked After Children's Health Team

Tel: 020 8121 4110

Email: BHNT.LACHealthTeam@nhs.net

Coram Voice (Advocacy Service for Tower Hamlets Looked After Children and Care Leavers)

Freephone: 'Always Heard' Helpline Service 0808 800 5792

Email help@coramvoice.org.uk

Website: www.coramvoice.org.uk

Refugee Council

If you are a child under 18, contact the 'Children's Section'

Tel: 020 7346 1134

Website: <https://www.refugeecouncil.org.uk/contact>

Step Forward

Free & confidential services for all young people aged 11-25, living in & around Tower Hamlets. They can provide help with wellbeing, sexual health, LGBTQ+, mental health and personal development

Tel: 020 7739 3082

Email: info@step-forward.org

Drop in before 6pm, at 234 Bethnal Green Road, E2 0AA

Website: www.step-forward.org

Tower Hamlets Independent Visitors Scheme

If you have little or no contact with your family, this service (run by Coram Voice) will give you access to an independent supporting adult

Email: IVLondon@coramvoice.org.uk

Tower Hamlets' Housing Options Service

Housing Options Service
Tower Hamlets Town Hall
160 Whitechapel Road
London E1 1BJ

Opening times: Monday, Tuesday, Thursday & Friday, 9.00am-4.30pm,
Wednesday, 10am-4.30pm

Tel: 020 7364 7474

Email: homeless@towerhamlets.gov.uk

Positive East

Positive East provides a range of services that enable people living with HIV to promote their health and well-being, support self-management, and to gain and sustain their independence.

Tel: 020 7791 2855

Email: talktome@positiveeast.org.uk

Website: <https://www.positiveeast.org.uk>

Docklands Outreach

Docklands Outreach provides services to young people in Tower Hamlets - specifically those who are affected by, or at risk from alcohol, drugs and their misuse, crime, homelessness, poor sexual health, conflict resolution, anti-social behaviour, emotional and mental health difficulties, and other related issues.

Tel: 020 7538 1601 Website:

Email: info@dockout.org.uk

Website: <http://www.dockout.org.uk/>

Tower Hamlets Mental Health Crisis Line - 24 hours

Callers will be given support and advice from mental health professionals. The crisis line has been designed as a 'first port of call' for anyone experiencing a mental health crisis and can be used, where appropriate, as an alternative to visiting A&E services.

Tel: 0207 771 5807

Reset

Reset which provides drug and alcohol treatment to Tower Hamlets residents aged 18 or over.

Tel: 020 8121 5301

Website: <https://www.elft.nhs.uk/service/362/Reset---Tower-Hamlets-Drug-and-Alcohol-Service>

Spotlight Youth Services

Spotlight is a creative youth service with state-of-the-art studios, film, design and broadcast facilities with performance, dance, boxing, fashion spaces and a café.

Tel: 020 3011 1333

Email: hello@wearespotlight.com

Website: <https://wearespotlight.com/>

St Giles Trust

St Giles helps people facing severe disadvantage to find jobs, homes, and the right support they need.

Tel: 020 7708 8000

Email: info@stgilestrust.org.uk

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