**Population**

- At the time of the 2011 Census, the population of Bethnal Green North was 13,683 residents, which accounted for 5.4% of the total population of Tower Hamlets.

- The population density in this ward was 166.3 residents per Hectare (60 square metres for each resident of the ward) compared with 128.5 per Hectare for Tower Hamlets overall.

- There were 5,381 occupied properties, giving an average household size of 2.49 residents per household, compared to a borough average of 2.47.

**Change**

- The population of Bethnal Green North increased by 16.3% between 2001 and 2011, the 4th lowest level of growth in Tower Hamlets. The average increase for the borough was 29.6%.

- Over the next 10 years the population of the ward is projected to grow by between 12% and 19%, reaching somewhere between 15,400 and 16,500 residents by 2021.

**Age Structure**

**Figure 1: Age Structure**

<table>
<thead>
<tr>
<th>Residents by Age</th>
<th>0-15</th>
<th>16-64</th>
<th>65+</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bethnal Green North</td>
<td>2,539</td>
<td>10,186</td>
<td>958</td>
<td>13,683</td>
</tr>
<tr>
<td>Bethnal Green North %</td>
<td>18.6%</td>
<td>74.4%</td>
<td>7.0%</td>
<td>100%</td>
</tr>
<tr>
<td>Tower Hamlets %</td>
<td>19.7%</td>
<td>74.1%</td>
<td>6.1%</td>
<td>100%</td>
</tr>
</tbody>
</table>
Ethnicity

- This ward had the 4th highest proportion of residents identifying as ‘White British’ in the Census at 36.4%, higher than the borough average of 31.2% but lower than the average for London of 44.9%.

- Residents of Bangladeshi ethnicity accounted for 31.2% of residents, slightly below the borough average of 32%.

- Almost half (49.4%) of residents in this ward are from black and minority ethnic (BME) groups which is lower than the overall figure for Tower Hamlets of 54.8%, but higher than the London average of 40.2%.

- The three largest ethnic groups in the borough (White British, Bangladeshi & Other White) account for 81.7% of residents in this ward.

Religion

- Bethnal Green North had the 3rd highest proportion of residents (17.2%) in the borough that opted to not respond to the question on religion.

- It also had the 4th highest proportion of residents who explicitly stated that they had no religious beliefs at 23% (up from 15% in 2001).

- Religious groups other than Christian or Muslim accounted for 2.6% of residents in this ward which was the second lowest in the borough after East India & Lansbury with 2.5%.
Household Composition

- 25% of the households in this ward contain families with dependent children. This is lower than the borough average of 26.6%, and the average for London of 31%.

- 44.1% of all residents in Bethnal Green North live in family households with dependent children.

- Single adult households account for 34.1% of households; however, only 13.7% of the ward’s residents live in this type of household.

- Older people living alone (aged 65+) account for 6.8% of households in the ward which is higher than the average for Tower Hamlets of 6%, but below the London figure of 9.6%
Health & Unpaid Care

- 81.5% of the residents in Bethnal Green North reported that they were in either ‘good’ or ‘very good’ health. This was below the borough and London averages (83.3% and 83.8%), but close to the average for England at 81.4%.

- 15.2% of residents reported that their day-to-day activities were limited to some degree by a long term health problem or disability, compared with an average for the borough of 13.5%.

- 7.6% of residents provided unpaid care to someone who had a long term health problem or disability (1,034 residents). This was the same as the Tower Hamlets figure for provision of unpaid care at 7.6%.

- 3.6% of Bethnal Green North residents provided 20 hours or more of unpaid care each week (487). This was a higher proportion than the borough average of 3.3%.

Figure 9: Average Life Expectancy

- Female life expectancy in Bethnal Green North is 79.2 years, compared to a borough average of 80.7 years. This is the 4th lowest life expectancy in the borough, with the lowest in Mile End East of 77.9 years, and the highest in Millwall of 89.2 years.

- Male life expectancy in 72.6 years, compared to a borough average of 75.2 years. This is the 2nd lowest male average life expectancy in Tower Hamlets after St Dunstan’s & Stepney Green at 72.5 years, with the highest being 80.4 years in St Katharine’s & Wapping.
All of the figures presented here have been standardised to the England average admissions ratio. This means that the figures shown for wards, Tower Hamlets and for London are shown in relation to the England average which is represented as 100 (the red line).

These figures are estimates and not a precise measure; the confidence intervals shown give an idea of the uncertainty attached to the estimate and the range of possible values.
Figure 14: Childhood Obesity Prevalence - % of children estimate - Reception Class

Figure 15: Childhood Obesity Prevalence - % of children estimate - Year 7
The following map data is taken from the Indices of Multiple Deprivation produced for the Department of Communities and Local Government in 2010.

**Figure 14: Percentage of Children Living in Income Deprived Families**

The average for Bethnal Green North was 58% and this ward was ranked 10th highest out of the 17 wards in Tower Hamlets. The borough average was 59% (the highest local authority figure in England) and ranged between St Katharine’s & Wapping with the lowest figure at 43%, and East India & Lansbury with the highest at 66%.

The London average for the percentage of children living in income deprived families was 32%.

**Figure 15: Percentage of Older People Living in Income Deprived Families**

The average for Bethnal Green North was 50% and this ward was ranked 9th highest out of the 17 wards in Tower Hamlets. The borough average was 53% (also the highest local authority figure in England) and ranged between St Katharine’s & Wapping with the lowest figure at 37%, and Spitalfields & Banglatown with the highest at 82%.

The London average for the percentage of older people living in income deprived families was 24%.
Figure 16: Bethnal Green North Recorded Crime (incidents per 1,000 residents)

Figure 17: Bethnal Green North Total Recorded Offences (21 month total)

Figure 18: Tower Hamlets Recorded Crime (incidents per 1,000 residents)

Figure 19: Tower Hamlets Total Recorded Offences (21 month total)
## School Performance

### Figure 20: Primary School Performance

<table>
<thead>
<tr>
<th>School</th>
<th>School status</th>
<th>2012</th>
<th>2011</th>
<th>2010</th>
<th>2009</th>
<th>English</th>
<th>Maths</th>
<th>Rating</th>
<th>Inspection date</th>
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<tbody>
<tr>
<td>Elizabeth Selby</td>
<td>feeder school for Lawdale</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Good</td>
<td>Mar-10</td>
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<tr>
<td>Lawdale</td>
<td>Community School</td>
<td>87%</td>
<td>72%</td>
<td>87%</td>
<td>73%</td>
<td>97%</td>
<td>94%</td>
<td>Good</td>
<td>Nov-12</td>
</tr>
<tr>
<td>Mowlem</td>
<td>Community School</td>
<td>90%</td>
<td>73%</td>
<td>92%</td>
<td>73%</td>
<td>97%</td>
<td>97%</td>
<td>Good</td>
<td>Sep-12</td>
</tr>
<tr>
<td>St Elizabeth Voluntary Aided</td>
<td>School</td>
<td>82%</td>
<td>97%</td>
<td>IA*</td>
<td>94%</td>
<td>98%</td>
<td>82%</td>
<td>Good</td>
<td>Oct-07</td>
</tr>
<tr>
<td>St John's</td>
<td>Voluntary Aided School</td>
<td>70%</td>
<td>67%</td>
<td>IA*</td>
<td>47%</td>
<td>100%</td>
<td>84%</td>
<td>Inadequate</td>
<td>Sep-12</td>
</tr>
<tr>
<td>England</td>
<td></td>
<td>79%</td>
<td>74%</td>
<td>73%</td>
<td>72%</td>
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<td>76%</td>
<td>76%</td>
<td>74%</td>
<td>94%</td>
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### Figure 21: Secondary School Performance

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<th>School</th>
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<th>2010</th>
<th>2009</th>
<th>English</th>
<th>Maths</th>
<th>Rating</th>
<th>Inspection date</th>
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<tr>
<td>Oaklands</td>
<td>Community School</td>
<td>49.0%</td>
<td>60.0%</td>
<td>51.0%</td>
<td>50.0%</td>
<td>61.0%</td>
<td>69.0%</td>
<td>49.0%</td>
<td>Outstanding</td>
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<tr>
<td>Raines Foundation</td>
<td>Voluntary Aided School</td>
<td>60.0%</td>
<td>59.0%</td>
<td>49.0%</td>
<td>44.0%</td>
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<td>62.0%</td>
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<tr>
<td>England</td>
<td></td>
<td>58.8%</td>
<td>58.2%</td>
<td>55.2%</td>
<td>50.7%</td>
<td>68.0%</td>
<td>68.7%</td>
<td>59.3%</td>
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</tr>
<tr>
<td>Tower Hamlets</td>
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<td>61.8%</td>
<td>61.5%</td>
<td>51.8%</td>
<td>45.9%</td>
<td>72.4%</td>
<td>73.7%</td>
<td>62.4%</td>
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### Annual Residents Survey 2011/12 – Tower Hamlets Overview

#### Figure 22: User Satisfaction with Services

<table>
<thead>
<tr>
<th>% rating service good to excellent (base: service users)</th>
<th>Tower Hamlets 2011-12</th>
<th>Change since 10/11</th>
<th>London 2011-12</th>
<th>Change since 10/11</th>
<th>Tower Hamlets vs. London (p. point difference*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Libraries/idea stores</td>
<td>678</td>
<td>77</td>
<td>73</td>
<td>-7</td>
<td>4</td>
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<tr>
<td>Primary education</td>
<td>265</td>
<td>70</td>
<td>70</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Recycling facilities</td>
<td>926</td>
<td>68</td>
<td>74</td>
<td>0</td>
<td>-6</td>
</tr>
<tr>
<td>Parks and open spaces</td>
<td>834</td>
<td>65</td>
<td>74</td>
<td>3</td>
<td>-9</td>
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<tr>
<td>Leisure and sports facilities</td>
<td>486</td>
<td>61</td>
<td>57</td>
<td>3</td>
<td>-4</td>
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<tr>
<td>Housing Benefit service</td>
<td>372</td>
<td>60</td>
<td>52</td>
<td>0</td>
<td>-9</td>
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<tr>
<td>Council housing</td>
<td>379</td>
<td>51</td>
<td>44</td>
<td>7</td>
<td>7</td>
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<tr>
<td>Parking Services</td>
<td>472</td>
<td>30</td>
<td>31</td>
<td>-4</td>
<td>0</td>
</tr>
<tr>
<td>Services (small sample):</td>
<td>127</td>
<td>79</td>
<td>69</td>
<td>1</td>
<td>10</td>
</tr>
<tr>
<td>Nursery education</td>
<td>191</td>
<td>64</td>
<td>63</td>
<td>9</td>
<td>1</td>
</tr>
<tr>
<td>Children’s Centres</td>
<td>124</td>
<td>64</td>
<td>n/a</td>
<td>n/a</td>
<td>n/a</td>
</tr>
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</table>

Source: TNS-BMRB, Tower Hamlets Annual Residents Survey 2011/12 & Survey of Londoners 2011/12

Notes: * All data are rounded to nearest percentage point (post calculations). Changes or differences that are statistically significant are denoted by arrows. See Appendix Table B1 for longer trends in satisfaction.

#### Advice on interpretation of survey data

As the data are based on a survey sample they are estimates not precise measures. All survey estimates have a degree of sampling variability attached to them which needs to be borne in mind when interpreting findings, particularly for estimates based on small samples or for comparisons over time.

The concept of ‘statistical significance’ is used here to highlight those differences that are likely to reflect real changes over time (or between groups), as opposed to those which may be simply reflecting sampling variability. Green and red arrows are used to denote statistically significant differences.

#### Figure 23: Residents Top Personal Concerns

- **% of residents who said the issue was one of their top 3 concerns**
  - Crime: 42%
  - Lack of jobs: 31%
  - Litter/dirt in streets: 24%
  - Lack of affordable housing: 21%
  - Not enough being done for young people: 20%

#### Figure 24: Residents Concerns about Anti-Social Behaviour

- **% of residents who feel the issue is a very or fairly big problem in their area**
  - Teenagers hanging around on the streets: 58%
  - People using or dealing drugs: 53%
  - Rubbish and litter lying around: 52%
  - Parents not taking responsibility for children: 47%
  - People being drunk or rowdy in public spaces: 43%
Local Layouts

Key Points of Interest

Legend
- Town Centre
- Accessible Green Space

Schools
- Infants
- Primary
- Secondary

Facilities/Services
- Children’s Centre
- Museum

Health Services
- GP Surgery
- Pharmacy
- Hospital

Transport
- Underground
- National Rail

Leisure Facilities
- Leisure Centre

*The numbers correspond to the numbering on the ‘Within your ward’ directory (pages 15-16)
### Councillors

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Contact Numbers</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Councillor Giancarlo</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237, Mobile: 07904 234495</td>
<td><a href="mailto:cllr.carlo.gibbs@towerhamlets.gov.uk">cllr.carlo.gibbs@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>Councillor Zenith</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237, Mobile: 07961 865923</td>
<td><a href="mailto:cllr.zenith.rahman@towerhamlets.gov.uk">cllr.zenith.rahman@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>Councillor Stephanie</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237, Mobile: 07941 303976</td>
<td><a href="mailto:cllr.stephanie.eaton@towerhamlets.gov.uk">cllr.stephanie.eaton@towerhamlets.gov.uk</a></td>
</tr>
</tbody>
</table>

### Town and Neighbourhood Centres

1. Cambridge Heath Neighbourhood Centre
2. Bethnal Green District Centre
3. Roman Road West District Centre

### Hospitals

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bethnal Green Police</td>
<td>Located in Mile End &amp; Globe Town ward</td>
<td>12 Victoria Park Square, London, E2 9NZ</td>
<td><a href="http://content.met.police.uk/Policestation/bethnalgreen">http://content.met.police.uk/Policestation/bethnalgreen</a></td>
</tr>
</tbody>
</table>

### Health Centres

13. Bethnal Green Health Centre
12. Pollard Row Practice
14. The Mission Practice

### Pharmacies

15. Florida Pharmacy
16. The Old Maids Pharmacy
17. Bee Chemist
18. Borno Chemists Ltd.

### Public Health Locality Manager

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brenda Scotland</td>
<td>020 7369 0949</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
</tr>
</tbody>
</table>

### Police Station

**Safe Neighbourhood Teams**

9. Bethnal Green North

**London Fire Brigade LCWF Liaison Officer**

<table>
<thead>
<tr>
<th>Name</th>
<th>Position</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nick Newman</td>
<td>Station Manager</td>
<td><a href="mailto:nicholas.newman@london-fire.gov.uk">nicholas.newman@london-fire.gov.uk</a></td>
</tr>
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</table>

### Town and Neighbourhood Centres

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Bethnal Green Ward</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>2nd Bethnal Green Ward</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>3rd Bethnal Green Ward</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>4th Bethnal Green Ward</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>5th Bethnal Green Ward</td>
<td>Councillor Support Office, 5 Clove Crescent, London E14 2BG</td>
<td>Telephone: 020 7364 3237</td>
<td><a href="mailto:brenda.scotland@towerhamlets.gov.uk">brenda.scotland@towerhamlets.gov.uk</a></td>
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</table>

**Within your ward...**
### Leisure Centres

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
</table>

### Children's Centres

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Mowlem Children's Centre</td>
<td>Wadeson Street, London E2 9DL</td>
<td>020 7364 7935</td>
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### Primary Schools

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td>3. Elizabeth Selby Infant School (Primary &amp; Nursery)</td>
<td>Old Bethnal Green Road, London E2 6PP</td>
<td>020 7739 6187</td>
<td><a href="http://www.elizabethselby.towerhamlets.sch.uk">www.elizabethselby.towerhamlets.sch.uk</a></td>
</tr>
<tr>
<td>7. St Elizabeth's Primary School</td>
<td>Bonnerton Rd, London E2 9JY</td>
<td>020 890 3964</td>
<td><a href="http://www.stelizabeth.co.uk">www.stelizabeth.co.uk</a></td>
</tr>
<tr>
<td>8. Children's Centres</td>
<td>(see location 11 on map)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Secondary Schools</td>
<td>Old Bethnal Green Road, London E2 9PR</td>
<td>020 7780 3070</td>
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### Parents' Forums

<table>
<thead>
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<th>E-mail</th>
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<tr>
<td>7. St Elizabeth's Primary School</td>
<td>Bonnerton Rd, London E2 9JY</td>
<td>020 8709 5029</td>
<td><a href="mailto:youth@bgmchurch.plus.com">youth@bgmchurch.plus.com</a> (Mark)</td>
</tr>
<tr>
<td>9. Raine's Foundation CofE School</td>
<td>Lower school: Old Bethnal Green Road, London E2 9RQ</td>
<td>020 8709 5029</td>
<td><a href="mailto:lufc@talktalk.net">lufc@talktalk.net</a> (Mike)</td>
</tr>
<tr>
<td>10. Upper school: Approach Rd, Old Bethnal Green Road, London E2 9G6</td>
<td></td>
<td>020 8709 5029</td>
<td><a href="mailto:alana.develop.gap@gmail.com">alana.develop.gap@gmail.com</a></td>
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### Secondary Schools

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<td></td>
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### Youth & Connexions Services

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<th>Address</th>
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<tbody>
<tr>
<td>GAP Project</td>
<td>Bethnal Green Mission Church</td>
<td>020 7729 4286</td>
<td><a href="mailto:youth@bgmchurch.plus.com">youth@bgmchurch.plus.com</a> (Mark)</td>
</tr>
<tr>
<td></td>
<td>305 Cambridge Heath Road</td>
<td></td>
<td><a href="mailto:lufc@talktalk.net">lufc@talktalk.net</a> (Mike)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="mailto:anam@shadowyouthalliance.co.uk">anam@shadowyouthalliance.co.uk</a></td>
</tr>
<tr>
<td>Shadow Youth Alliance</td>
<td></td>
<td></td>
<td><a href="mailto:info@shadowyouthalliance.co.uk">info@shadowyouthalliance.co.uk</a></td>
</tr>
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<td></td>
<td></td>
<td><a href="mailto:akrom_miah30@hotmail.com">akrom_miah30@hotmail.com</a></td>
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</tbody>
</table>

### Community Buildings for Hire

<table>
<thead>
<tr>
<th>Name</th>
<th>Address</th>
<th>Telephone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Zander Court Community</td>
<td>Old Bethnal Green Road, London E2 9RP</td>
<td>020 7780 3070</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>York Hall Leisure Centre</td>
<td>5 Old Ford Rd, London E2 9PF</td>
<td>020 890 2243</td>
<td></td>
</tr>
</tbody>
</table>
### Tower Hamlets Public Health

**In your borough...**

**Tower Hamlets Public Health Service**

**Telephone Services provided**
- Adult Social Care: 020 7364 5005
  - Information and advice on learning and physical disabilities, older people, support for carers etc.
- Healthline: 020 7364 5016
  - Find a GP or other health service in Tower Hamlets

**Safer Communities Service**

**Domestic Violence/Hate Crime team**
- 0800 279 5434 / 0800 138 0521
domesticviolence@towerhamlets.gov.uk

**Safer Transport Service**

**Tower Hamlets Safer Transport Team**
- Tower Hamlets Team, 201-205 Bow Road, London E3 2SJ
  - 077 8769 7872 / 020 7275 4308

**Employment and Lifelong Learning Service**

**Job Centre Plus (East London)**
- 0845 6060 234

**Tower Hamlets College**
- 020 7510 7510
  - Email: advice@tower.ac.uk
  - www.tower.ac.uk

**Idea Store Learning**
- 020 7364 4332
  - Email: ideastore@towerhamlets.gov.uk
  - Contact form: http://www.ideastore.co.uk/en/forms/contact/contact_us
  - www.ideastore.co.uk

**Skillsmatch**
- 020 7364 3727
  - www.skillsmatch.gov.uk/services/leisure
  - Telephone: 020 7364 3727
  - Email: skillsmatch@towerhamlets.gov.uk

**Sports and Leisure Service**

<table>
<thead>
<tr>
<th>Address</th>
<th>Service/Centre</th>
<th>Telephone</th>
<th>Email/Webpage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mulberry Place, PO Box 55739, 5 Clove Crescent, London E14 1BY</td>
<td>Sports development team</td>
<td>020 7364 2433</td>
<td><a href="mailto:sports@towerhamlets.gov.uk">sports@towerhamlets.gov.uk</a></td>
</tr>
<tr>
<td>Tiller Road, Hackney Wick, London E3</td>
<td>John Orwell Sports Centre</td>
<td>020 7488 9421</td>
<td></td>
</tr>
<tr>
<td>Tiller Road, Docklands, London E14 8PX</td>
<td>Tiller Leisure Centre</td>
<td>020 7987 5211</td>
<td></td>
</tr>
<tr>
<td>55 Durward Street, Whitechapel, London E1</td>
<td>Whitechapel Sports Centre</td>
<td>020 7247 7538</td>
<td></td>
</tr>
<tr>
<td>5 Old Ford Road, Bethnal Green, London E3</td>
<td>York Hall Leisure Centre</td>
<td>020 8980 2243</td>
<td></td>
</tr>
<tr>
<td>190 Burdett Road, Mile End, London E3</td>
<td>Mile End Park Leisure Centre</td>
<td>020 8709 4420</td>
<td></td>
</tr>
<tr>
<td>221 The Highway, London E1W</td>
<td>St. George's Leisure Centre</td>
<td>020 7709 9714</td>
<td></td>
</tr>
<tr>
<td>100 Bentinck Road, Mile End, London E3</td>
<td>John Orwell Sports Centre</td>
<td>020 7488 9421</td>
<td></td>
</tr>
<tr>
<td>35-37 Shoreditch High Street, London EC2</td>
<td>Shoreditch High Street Centre</td>
<td>020 7364 5016</td>
<td></td>
</tr>
<tr>
<td>259 Whitechapel High Street, London E1</td>
<td>Whitechapel Leisure Centre</td>
<td>020 7247 7538</td>
<td></td>
</tr>
<tr>
<td>555 Commercial Street, London E14</td>
<td>Limehouse Basin Leisure Centre</td>
<td>020 7488 9421</td>
<td></td>
</tr>
<tr>
<td>221 The Highway, London E1W</td>
<td>221 The Highway Centre</td>
<td>020 7364 5016</td>
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<tr>
<td>221 The Highway, London E1W</td>
<td>221 The Highway Centre</td>
<td>020 7364 5016</td>
<td></td>
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<tr>
<td>221 The Highway, London E1W</td>
<td>221 The Highway Centre</td>
<td>020 7364 5016</td>
<td></td>
</tr>
</tbody>
</table>
## Council Hotlines Service

<table>
<thead>
<tr>
<th>Services Provided</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>General enquiries (e.g. location and opening times)</td>
<td>020 7364 5020</td>
</tr>
<tr>
<td>Business rates</td>
<td>020 7364 5010</td>
</tr>
<tr>
<td>Licensing</td>
<td>020 7364 5008</td>
</tr>
<tr>
<td>Streetline, Commercial Waste Service, Dumped Rubbish, Fly-tipping, Graffiti, Litter</td>
<td>020 7364 5004</td>
</tr>
<tr>
<td>Environmental Health, Preparing service plans, Recycling</td>
<td>020 7364 5003</td>
</tr>
<tr>
<td>Trading Standards, Street cleansing &amp; Street lighting</td>
<td>020 7364 5002</td>
</tr>
<tr>
<td>Parking services</td>
<td>020 7364 5001</td>
</tr>
<tr>
<td>Council Tax</td>
<td>020 7364 0872</td>
</tr>
<tr>
<td>Council Tax Advice</td>
<td>020 7364 0871</td>
</tr>
<tr>
<td>Housing</td>
<td>020 7364 5005</td>
</tr>
<tr>
<td>Council Tax Appeals</td>
<td>020 7364 5000</td>
</tr>
<tr>
<td>Planning &amp; Development</td>
<td>020 7364 5009</td>
</tr>
<tr>
<td>Households</td>
<td>020 7364 5000</td>
</tr>
<tr>
<td>Housing Organisation</td>
<td>020 7364 5000</td>
</tr>
</tbody>
</table>

**For a list of all housing providers operating within the borough, including contact details and web links, visit:**

Data Sources

Census Data
- Census Data available from:
- Other Health data (standardised admission ratios) from Public Health England:

Department for Education Performance Tables:
- http://www.education.gov.uk/schools/performance/geo/la2111_all.htm

Ofsted Inspection Reports:
- http://data.london.gov.uk/datastore/package/indices-deprivation-2010

Crime Data
- http://data.london.gov.uk/datastore/package/indices-deprivation-2010

Deprivation Data
- http://data.london.gov.uk/datastore/package/indices-deprivation-2010
- Other Health data (standardised admission ratios) from Public Health England:

Census Table Reference

Census Data Sources
ROAD AND PAVEMENT MAINTENANCE

The council is responsible for the maintenance of roads, including pavements and footways. The exception to this is private streets, unless they have been adopted (when council takes ownership of a private street), in which case the street owners are responsible.

Please let us know about any problems which you feel need to be addressed. You can take a photo of the problem and upload it using the reporting form found on the following webpage:


Alternatively, you can call us on 020 7364 5004, or send an email through to general.enquiries@towerhamlets.gov.uk.

Private Streets

A private street is a street that is not maintained by the council. The responsibility for private streets lies with the street owners. Usually the people who live on the street.

How do I report a private street that has unsafe paving?

- You need to report the problem directly to the owner (usually the frontage).
- If the problem is thought to be a danger (for example a missing or damaged gully lid), please contact us (using the details above). The council will arrange to make the problem safe by placing barriers or road closures around the hazard.
- Permanent repairs still have to be carried out by the owner.

How do I report a problem with gullies and drains on a private street?

- You need to report the problem directly to the owner (usually the frontage).
- If the problem is thought to be a danger (for example a deep hole in the road suddenly appearing), please contact us (using the details above). The council will arrange to make the problem safe. The owner will then need to make permanent repairs.

Transport for London Roads

Transport for London is responsible for the Transport for London Road Network (TLRN), known as 'red routes'.

Transport for London is responsible for the maintenance of the Transport for London Road Network (TLRN), known as 'red routes'.

These can be found on their website on the following webpage:


You can report a problem, a road defect (such as a pothole or issues with traffic lights and street lighting) on all red routes.

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CLEANING

Waste Collection

All refuse and recycling are collected via sacks from directly outside your door on the designated day(s). Refuse and recycling must be kept inside the property at all other times.

You can download the ‘domestic refuse collection timetable’ via the following webpage:


Please inform us of any missed collections by contacting us on 020 7364 5004, or sending an email to general.enquiries@towerhamlets.gov.uk

Fly-tipping

We keep the streets safer and cleaner by removing tips of rubbish that have been dumped on public land, roads and pavements. We aim remove reported fly-tips by the end of the next working day. However, if the tip is very large or contains hazardous materials, this has to be reported to the back office for investigation. If so, this may take a little longer to deal with.

You can report incidents of fly-tips using the appropriate online form which can be accessed via the following webpage:

www.towerhamlets.gov.uk/lgsl/551-600/587_flytipping_enforcement.aspx

Alternatively, you can call us on 020 7364 5004, or send an email through to general.enquiries@towerhamlets.gov.uk
The council maintains a wide variety of landscapes in parks and other green spaces. Maintenance includes keeping the grass cut, pruning shrubs, roses and hedges and maintaining flower beds. The parks and open space service also carry out cleaning operations to empty bins and remove litter.

PARKS AND OPEN SPACES

Tower Hamlets Council do not cut grass or maintain green space that is:

- privately owned
- on properties/estates owned by bodies other than the council
- located on Red Routes and trunk roads (these are the responsibility of Transport for London)

We are keen to continue improving our landscaping services, so if you feel any areas could be enhanced or if you have any comments please contact us using the details below.

General
020 8985 1972
Victoria Park:
020 7093 2234; 07951 321 051
Mile End Park:
Community Park Rangers

parks@towerhamlets.gov.uk
020 8633 2057 (Victoria Park); 020 7364 5004 (all other parks)

Tower Hamlets parks also offer a great variety of opportunities for a more active lifestyle. The sports and play facilities located on Red Routes and trunk roads (these are the responsibility of Transport for London) are maintained by the council and can be found under each park listed in the Tower Hamlets A-Z Parks Guide:

www.towerhamlets.gov.uk/lhs/451-500/461-parks/a-z-of-parks.aspx

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- privately owned
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The Council can help with most problems, complaints or enquiries concerning residential and commercial noise.

Environmental Protection officers have powers under the "Statutory Nuisance" provisions of the Environmental Protection Act 1990 to investigate and enforce in matters such as:

- DIY and hobbies (e.g., musical instruments, domestic appliances, leisure activities, hobbies)
- Environmental Protection Act 1990 to investigate and enforce in matters such as: environmental nuisance provisions of the Council having power to serve a Notice to require the nuisance to be abated. If the noise is from a portable electronic source (e.g., hi-fi, radio), we can obtain a Warrant to seize this equipment if the problem continues.

The Council can help with most problems, complaints or enquiries concerning residential and commercial noise.
Proactive work: We can also carry out noise assessments and monitor major construction sites to protect the wellbeing of the borough’s residents and businesses. Our proactive work also includes commenting on Planning and Licensing applications. Tower Hamlets Council actively works with residents, businesses, developers and regional partners to control levels of noise.

Licensing

Licences for the performance of music in a public place (including an open space) within the Borough of Tower Hamlets are issued by the Licensing and Trading Standards Section at Mulberry Place, PO Box 55739, London, E14 2BG. Enquiries for the performance of music in a public place (including an open space) within the Borough of Tower Hamlets are issued by the Licensing and Trading Standards Section at Mulberry Place, PO Box 55739, London, E14 2BG.

Environmental Protection

For further details and updates on the Council’s noise pollution service, you can visit www.towerhamlets.gov.uk

webpage:

Further details and updates on the Council’s noise pollution service can be found on the following:

Contact:

Enquiries: 020 7364 5008

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

Office Tel: 020 7364 5008

Opening hours: 9am to 5pm

Office Tel: 020 7364 5008

Opening hours: 9am to 5pm

Out of Hours Tel: 020 7364 7070

Service hours: Thursday to Sunday, 8pm to 3:30am

London E14 2BG
5 Clove Crescent
PO Box 55739
Mulberry Place
Environmental Protection
Environmental Health

Further details and updates on the Council’s noise pollution service can be found on the following webpage:

www.towerhamlets.gov.uk/lgsl/401-450/412-noise_pollution.aspx#what
TOWER HAMLETS ENFORCEMENT OFFICERS

We know that crime and anti-social behaviour are things that worry you; Tower Hamlets Enforcement Officers (THEOs) are a uniformed civil enforcement team who provide a local presence to reassure and respond to your concerns.

THEOs work in partnership with the police who have accredited them with powers to tackle anti-social behaviour and environmental crime under the Community Safety Accreditation Scheme. They are supported by a network of services including Environmental Health, Trading Standards, Licensing and Markets.

Whatever the challenge, we’ll help you solve it.

THEOs focus on:

• Anti-social behaviour concerns
• Street drinking disorder
• Illegal street trading
• Noise
• Anti-social behaviour concerns
• Drug dealing and drug taking
• Littering, graffiti and fly-posting
• Respond to and report crime
• Deal with public disorder violent situations

The THEOs are a uniformed civil enforcement team who provide a local presence to reassure and respond to your concerns.

You should contact the police to:

• To report a crime or ASB that has happened, seek advice or speak to someone in the area, someone is injured, being threatened or in danger.
• When a crime is happening, someone approachable officers are there to help while out on patrol.
• Find out more or fill in an online form and tell us about the issue you need our help solving.

Contact the police on 999 in an emergency

Visit us online at: www.towerhamlets.gov.uk/communitysafety

Contact your local THEO – working with local police and other council teams in your area, our friendly and approachable officers are there to help while out on patrol.

Contact the police on 101 in a non-emergency – to report a crime or ASB that has happened, seek advice or speak to your local police.

Whatever the challenge, we’ll help you solve it.

Tower Hamlets Enforcement Officers
HOW THEOS WORK IN THE NEIGHBOURHOODS

ADDRESSING YOUTH DISORDER

Making the first step to recovery

Theos programs focus on educational support. They offer to refer them onto alcohol and drug support to inform them of

residential workers who will accompany them.

Theos workers can join pacts with families.

TACKLING DRUGS

Tackling crime and environmental

Tackling alcohol and drug use

Enforcing alcohol against alcohol-related

Ant-social behaviour

Stopping illegal street trading

Two social workers go after the people.

Office and social work.

House arrest.

Homes and community.

Police and the community.

Community support.

Homes and community.

Police and the community.

Community support.
Leisure Centres

There are seven leisure centres in Tower Hamlets offering a wide range of sporting facilities and activities.

Tower Hamlets work in partnership with Greenwich Leisure Limited who manage the leisure centres on the council's behalf. For a full list of the leisure centres in Tower Hamlets, please visit:


Swimming

For information on the range of swimming pools and swimming Offers please visit:


Leisure and Sports Passes

For information on various sports and physical activity in Tower Hamlets on this London wide website, which includes information on facilities as well as activities, you can find information on various sports and physical activity in Tower Hamlets on this London wide website, which includes information on facilities as well as activities.

Get Active London

http://www.getactivelondon.com/

Find your local sports activity, club or venue by visiting:


Pitch and Court Bookings

http://www.better.org.uk/memberships_leisure

Leisure and Sports Passes

There are a range of membership options available for leisure centres in Tower Hamlets. Please see the GLL website for a full list of membership options and details of how to join a leisure centre.

Parks

In addition to the leisure centres there are numerous grass and hard court areas to do sports and physical activity. Within the borough's parks, for most of these facilities, usage is free and there is no need to book. Tennis courts however, are operated on a pay and play basis. A full list of parks and open space, including the facilities located within the borough's parks, can be viewed on the following webpage:


Leisure Centres

Leisure Centres and Facilities

Leisure Centres

Leisure Centres and Facilities

Leisure Centres

Leisure Centres and Facilities

Leisure Centres
SPORTS PROGRAMMES AND EVENTS

Throughout the year, the sports development team plan, coordinate and manage various programmes to engage residents and encourage participation in physical activity.

Half-term and Summer Sports Programmes

The council’s sports development team hold sports festivals throughout the year, an initiative to encourage participation in sports. The aim is to promote local sports clubs, increase participation in sports, raise awareness of keeping healthy and engage with the local community.

During the Whitsun half term, we provide sports courses and sessions for 8 – 16 year olds. During the summer holidays we provide sports activities in local parks and other facilities around the borough.

You can download the 2013 programme by visiting the following webpage:

http://www.towerhamlets.gov.uk/lgnl/leisure_and_culture/sport_and_physical_activity.aspx

Contact

Email: Shenneth.Brereton@towerhamlets.gov.uk
Tel: 020 7364 2437

Young @ Heart

Come along, make friends and try a new activity at the Young @ Heart club – a weekly programme of activities to increase participation in sports, physical activities and a healthy lifestyle for the over 50s.

The programme runs at the centres below between 10am and 1pm, with an evening session from 5.30pm to 8.30pm:

• Whitechapel Sports Centre (Mondays)
• Mile End Park Leisure Centre (Wednesdays)
• York Hall Leisure Centre (Thursdays)
• John Orwell Sports Centre & St George’s Leisure Centre (Fridays)
• Tiller Leisure Centre (Tuesdays)

You can find out more and register on the sports page of the council’s website:

http://www.towerhamlets.gov.uk/lgnl/leisure_and_culture/sport_and_physical_activity.aspx

The council’s sports development team hold sports festivals throughout the year, an initiative to encourage engagement residents and encourage participation in physical activity.

HALF-TERM AND SUMMER SPORTS PROGRAMMES

You can download the 2013 programme by visiting the following webpage:

http://www.towerhamlets.gov.uk/lgnl/leisure_and_culture/sport_and_physical_activity.aspx

Total pages: 1
Sports4women is a Sport England project delivered by Better and the London Borough of Tower Hamlets. The aim of the project is to increase the number of women 16 years and over in Tower Hamlets taking part in sport and physical activity sessions.

To find out further information, including a timetable, please visit: http://www.towerhamlets.gov.uk/lgsl/601-650/643_sport_programmes,_sessions/sport4women.aspx

Tennis
You can book a court; sign up for adult tennis courses; sign your children up to Junior Community Tennis sessions and Junior Holiday Camps as well as take part in a range of other tennis activities through Tower Hamlets Tennis. For more information contact Derek Bennett, Senior Football Development Officer, on 020 7364 2831. Girls Football Coaching
Launched in November 2012, this hugely successful coaching scheme for 7-11 year old girls. Delivered in partnership with Sportslink – a local community sports organisation with female team of qualified coaches and auxiliary staff. The project aims to encourage participation and increase the number of girls enjoying football and athletics. Sessions take place every Saturday at Mile End Stadium from 10am to 11am. For more information please email Derek.Bennett@towerhamlets.gov.uk or visit: http://www.towerhamlets.gov.uk/news__events/events/girls_football_scheme.aspx

Tower Hamlets Football in the Community - Helvecia Futsal Coaching Project
Tower Hamlets Sports Development Team have secured the services of Helvecia Futsal Club, the 5 times champions of England Futsal League, to deliver coaching to young people aged 6 - 16 years old at its football centre. The 5 times winners of the English Futsal League, Helvecia, will deliver coaching sessions for junior football players from 6pm to 9pm each Friday. For more information contact Derek Bennett, Senior Football Development Officer, on 020 7364 2681 or email derek.bennett@towerhamlets.gov.uk or visit: http://www.towerhamlets.gov.uk/news__events/events/introducing_futsal_to_tower_hamlets.aspx

Contact
Tel: 0207364 2433/2435/2436/2437
Email: sports@towerhamlets.gov.uk

For information on sports programmes and events: