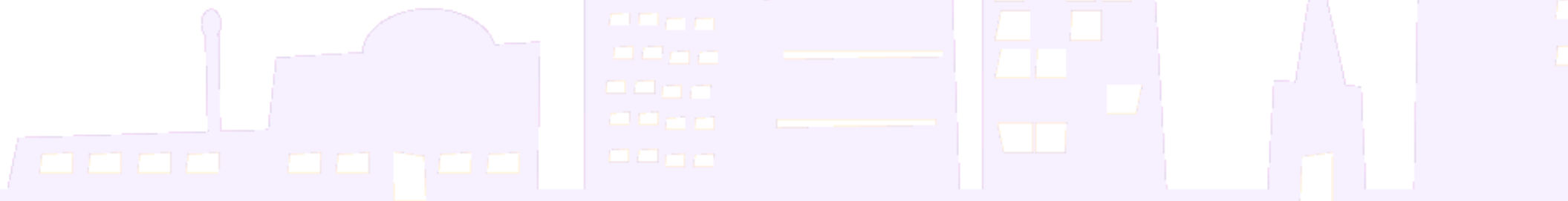


# Millwall

## Ward Profile

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### Population

- At the time of the 2011 Census the population of Millwall was 23,084 residents, making it the largest ward in the borough and accounting for over 9% of the total population of Tower Hamlets.
- The population density of the ward was 117.7 residents per hectare (85 square meters for each resident of the ward). This compares with a borough density of 129 residents per hectare and 52 per hectare in London.
- There were 10,821 occupied households in this ward with an average household size of 2.13 residents; lower than the average size for Tower Hamlets of 2.47 and second lowest in the borough after St Katharine’s & Wapping with an average household size of 2.07 per household.

### Change

- The population of Millwall increased by 79.0% between 2001 and 2011 which was the highest level of growth in any ward, and significantly above the borough average of 29.6%.
- Over the next 10 years the population of the ward is projected to grow by a further 25% to 35%, reaching somewhere between 29,200 and 31,400 residents by 2021.

### Age Structure

Figure 1: Age Structure

Residents by Age	0-15	16-64	65+	Total
Millwall	3,592	18,688	804	23,084
Millwall %	15.6%	81.0%	3.5%	100%
Tower Hamlets %	19.7%	74.1%	6.1%	100%

Figure 2: Ward population density

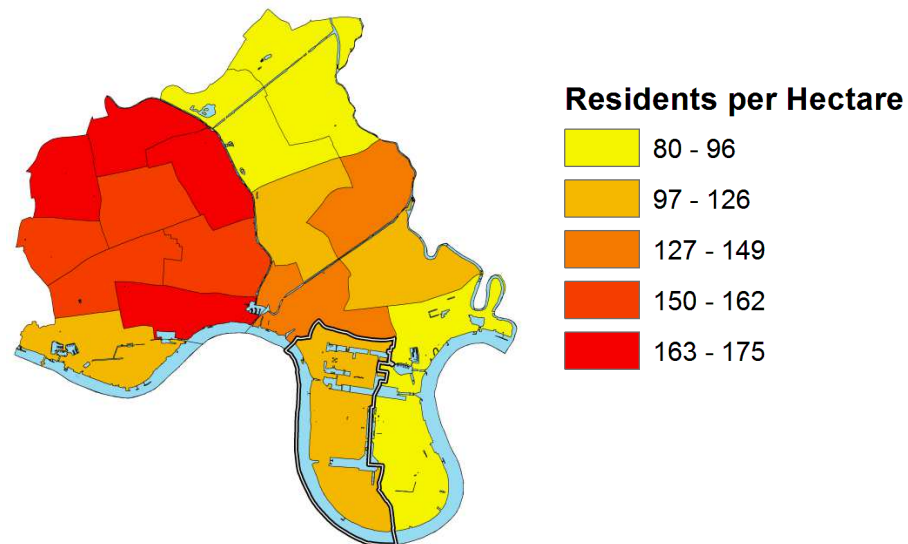
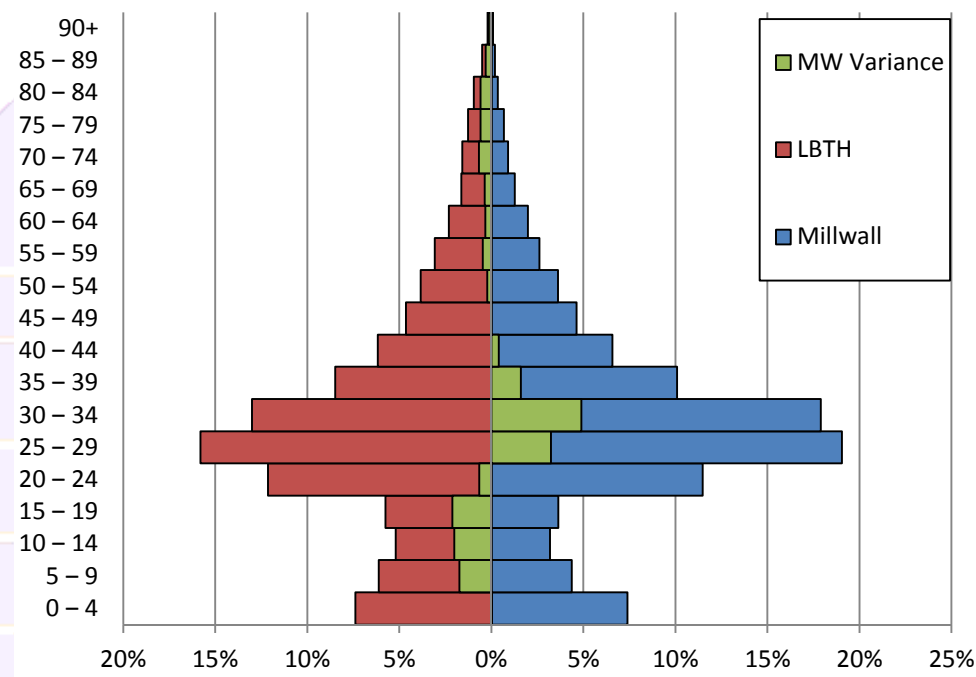


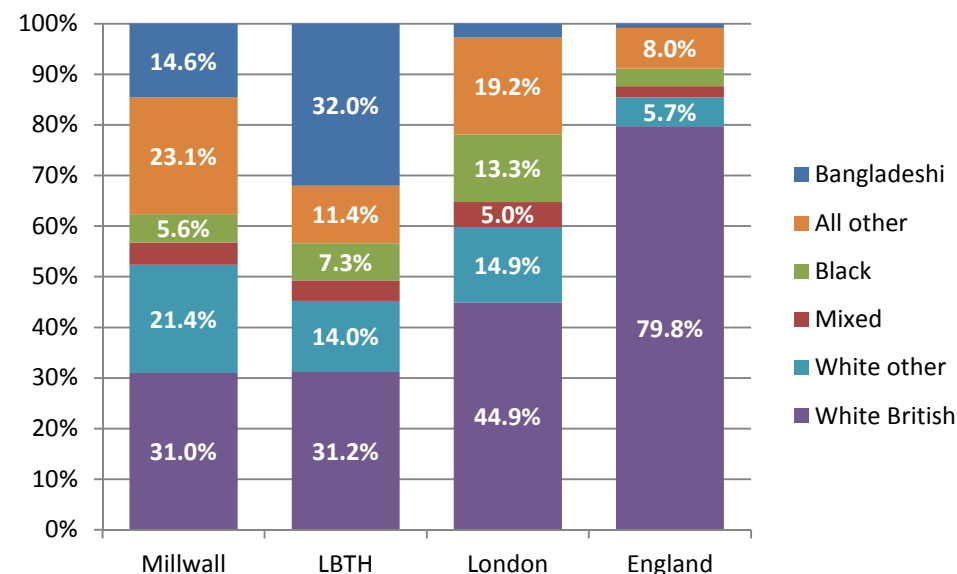
Figure 3: Proportion of population by age



### Ethnicity

- The proportion of residents identifying as ‘White British’ in the Census for Millwall was 31%.
- Residents of Bangladeshi ethnicity accounted for 14.6% of residents in this ward
- 47.6% of residents in this ward are from black and minority ethnic (BME) groups. The borough average for the proportion of residents from BME backgrounds was 54.8% and the London average was 40.2%.
- The three largest ethnic groups in the borough (White British, Bangladeshi & Other White) account for 66.9% of residents in this ward.

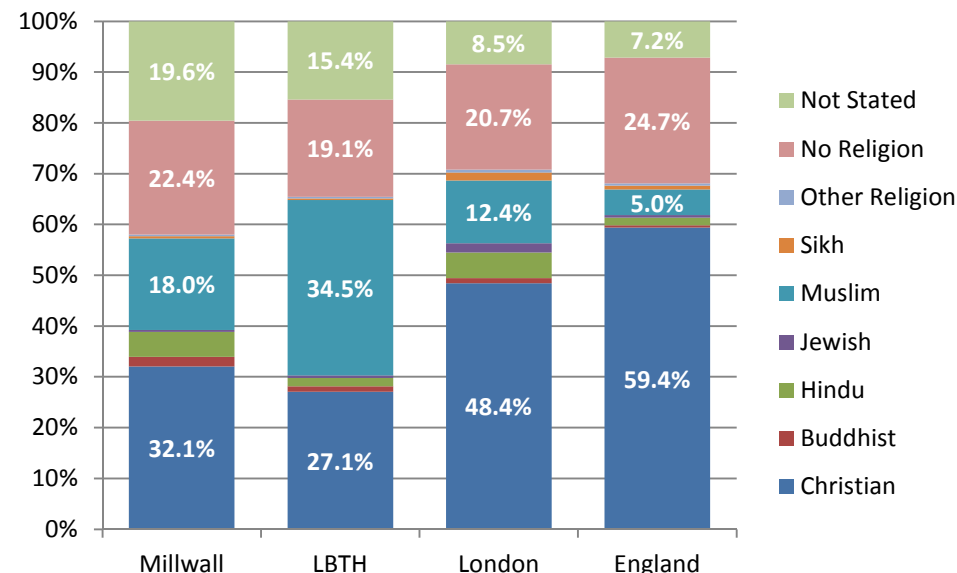
Figure 4: Proportion of Residents by Ethnicity



### Religion

- In Millwall, 18% of residents identified in the Census as Muslim, this was below the borough average of 34.5%, and was the lowest of any ward in the borough.
- A further 32.1% of residents in this ward identified as Christian.
- 22.4% of residents stated that they had no religious beliefs and 19.6% opted to not respond to the question on religion.
- Religious groups other than Christian or Muslim accounted for 7.9% of the residents in this ward, and this was the highest proportion of any ward in Tower Hamlets.

Figure 5: Proportion of Residents by Religion



### Household Composition

- 20.3% of the households in this ward contain families with dependent children. This compares to a borough average of 26.6%, and a London average of 29%.
- 37.1% of the residents of Millwall live in family households with dependent children.
- Single adult households account for a further 38.3% of households, however, only 18% of the wards residents live in this type of household.
- Older people living alone (aged 65+) account for 2.6% of households in the ward which is lowest proportion in Tower Hamlets which has an average of 6%.

Figure 7: Household composition – percentage of households by type

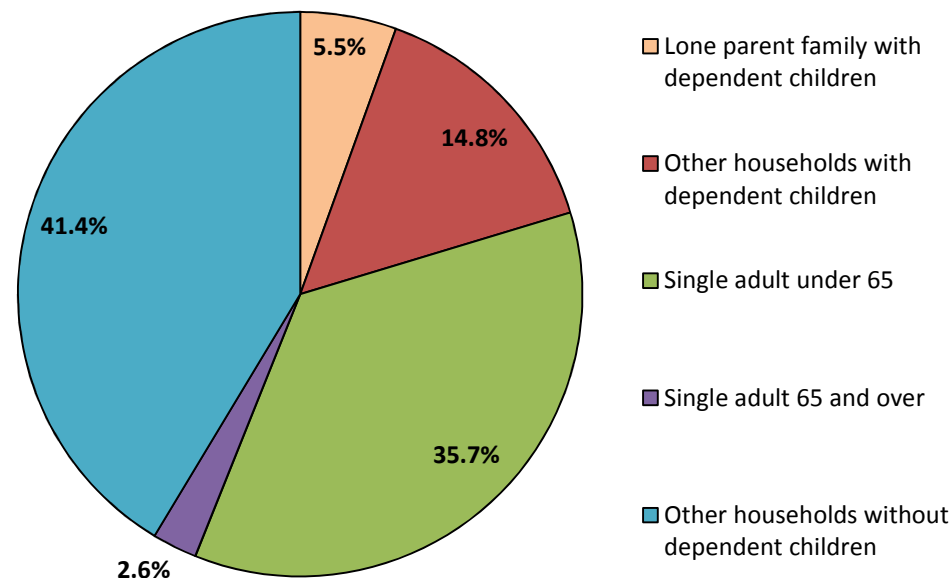


Figure 8: Household composition – percentage of residents that live in each type of household

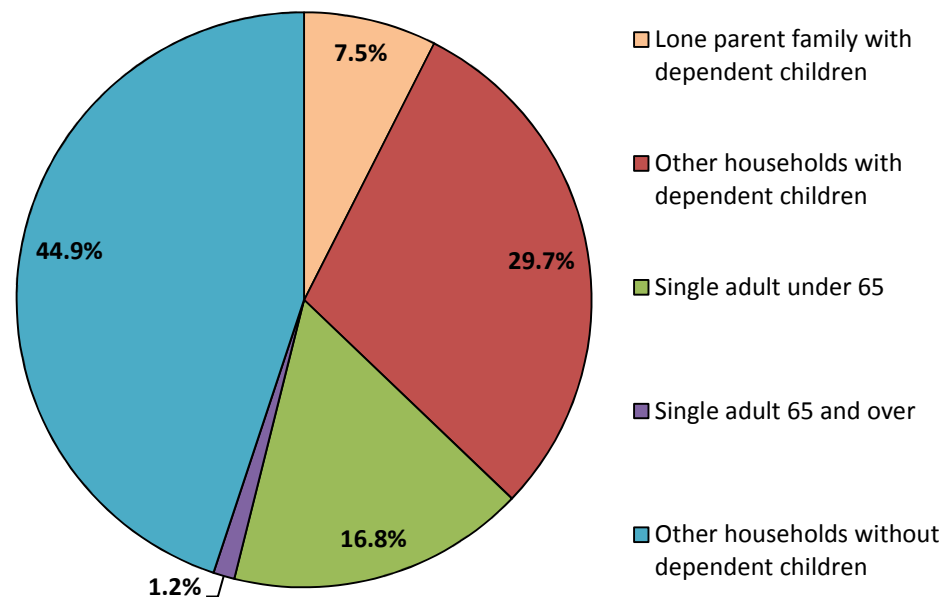


Figure 6: Average household size

Average residents per household	Millwall	Tower Hamlets	London	England
Households with dependant children	3.90	4.30	3.89	3.78
Households without dependant children	1.68	1.81	1.84	1.78
Average household size	2.13	2.47	2.47	2.36

## Health & Unpaid Care

- 89.5% of the residents in Millwall reported that they were in either 'good' or 'very good' health. This was above the Tower Hamlets average of 83.3% and above the London figure of 83.8%. The England average was 81.4%.
- 8% of residents reported that their day-to-day activities were limited to some degree by a long term health problem or disability, the lowest of any ward in the borough.
- 5.6% of residents provided unpaid care to someone who has a long term health problem or disability (1,281 residents). This was below the Tower Hamlets figure for provision of unpaid care of 7.6%
- 2.1% of residents provided 20 hours or more of unpaid care a week (471 residents). This was the below the borough average of 3.3%.

Figure 10: Reported Health of Millwall Residents

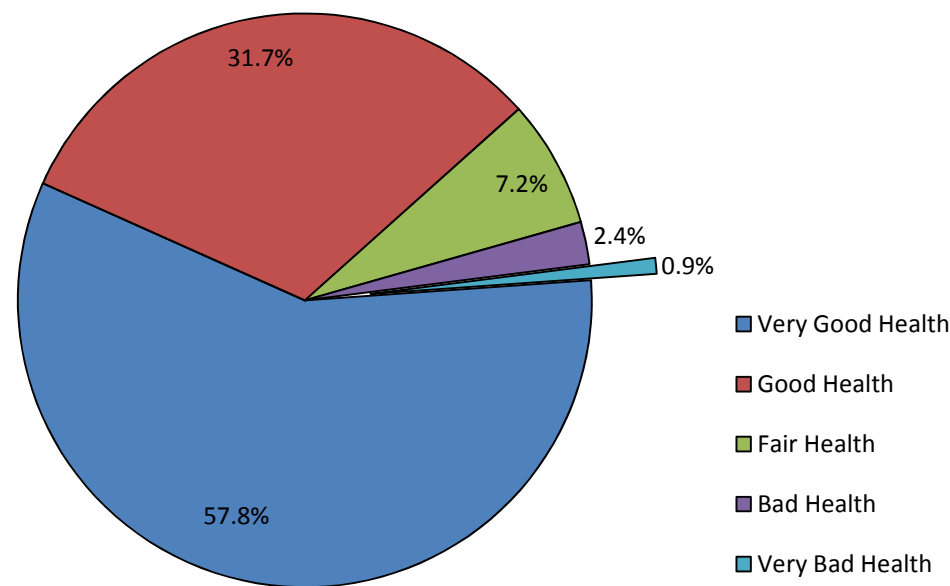
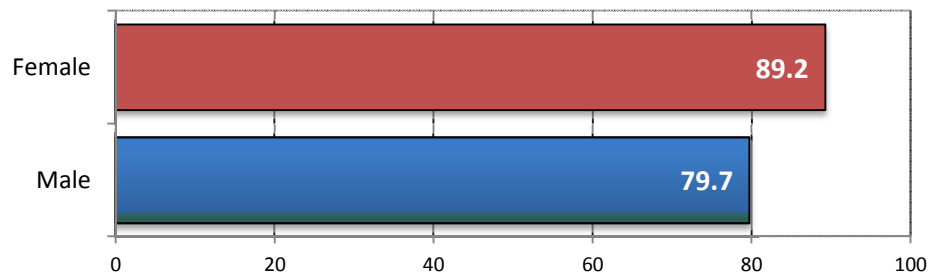


Figure 9: Average Life Expectancy



Source: London Health Observatory 2009

- Female life expectancy in Millwall is 89.2 years; this was the highest female life expectancy in the borough and compares to a borough average of 80.7 years. The lowest figure was 77.9 years in Mile End East.
- Male life expectancy is 79.7 years, above the borough average of 75.2 years. This compares to the lowest male life expectancy in the borough is 72.5 years in St Dunstan's & Stepney Green and the highest male life expectancy in St Katharine's & Wapping at 80.4 years.

### Public Health Data

Figure 11: Standardised Admission Ratio for Emergency Hospital Admissions – 2010/11

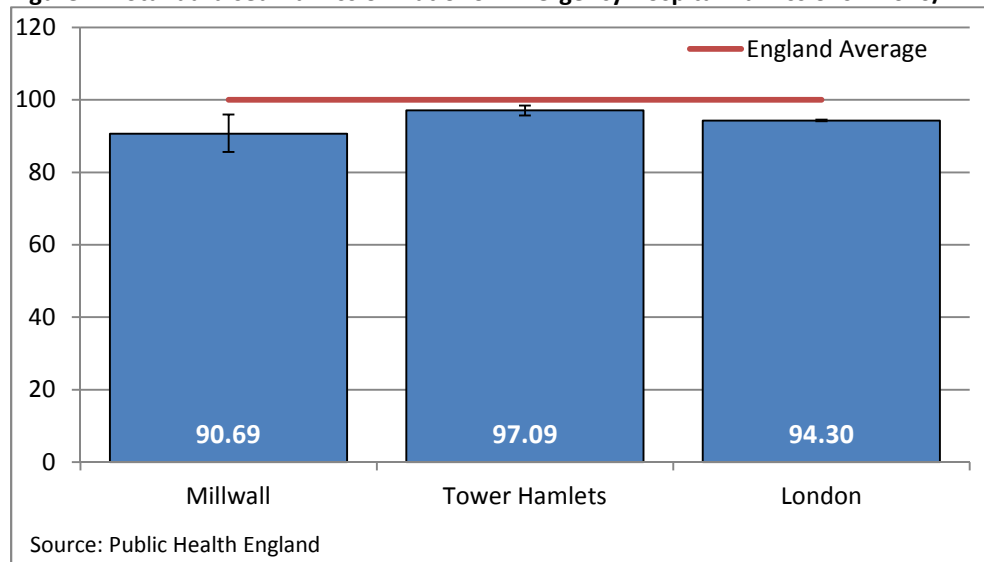


Figure 13: Standardised Admission Ratio for Non-Emergency Hospital Admissions – 2010/11

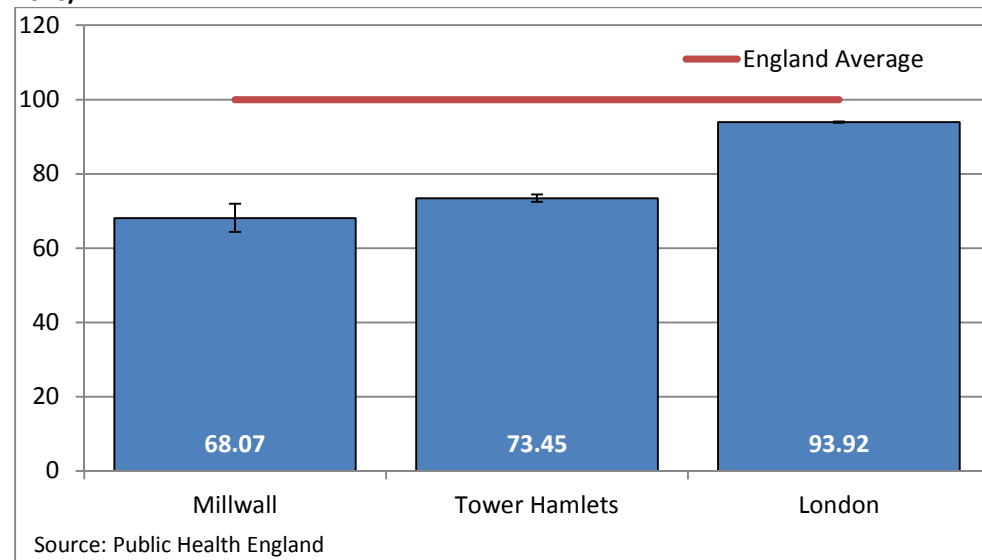
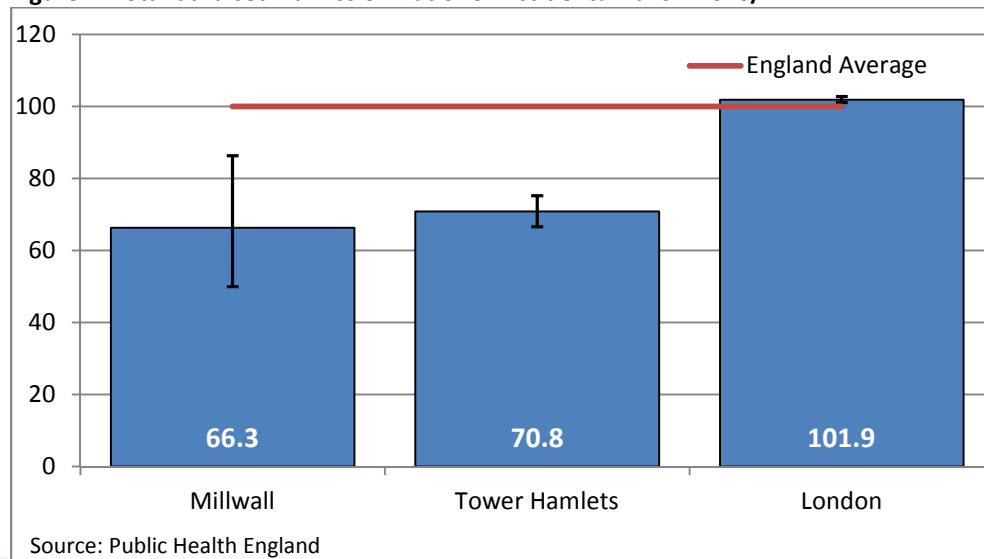


Figure 12: Standardised Admission Ratio for Accidental Falls – 2010/11



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 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

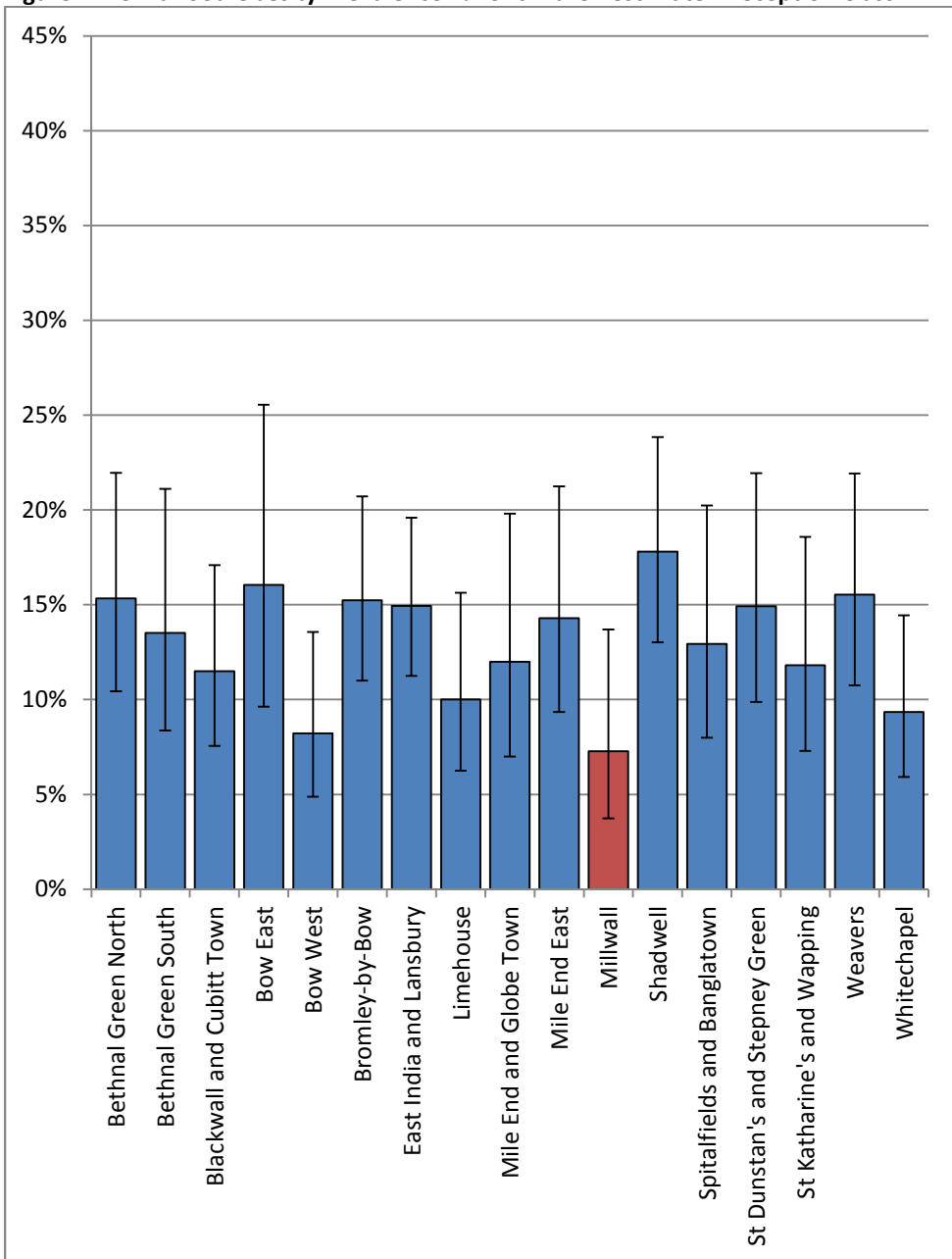
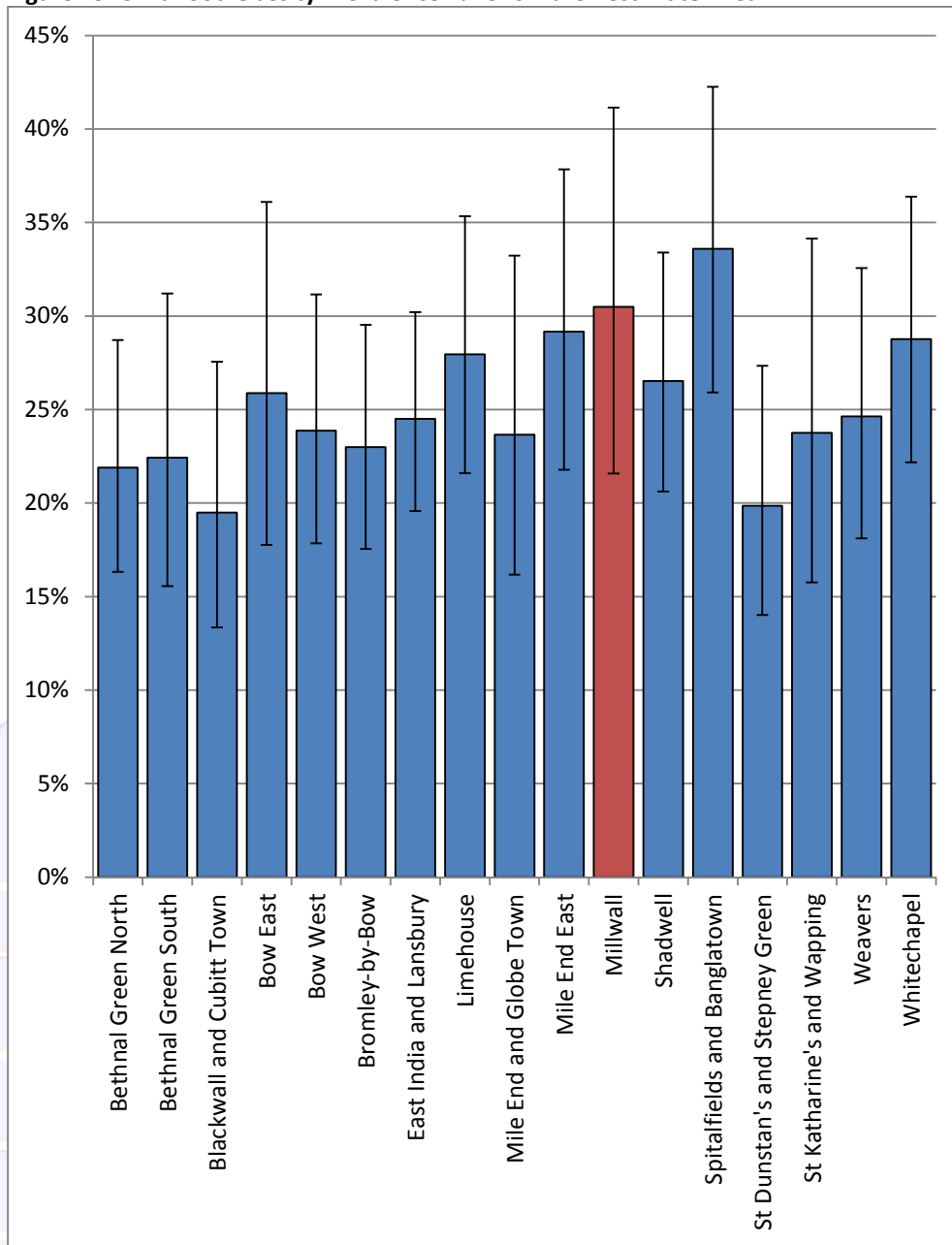
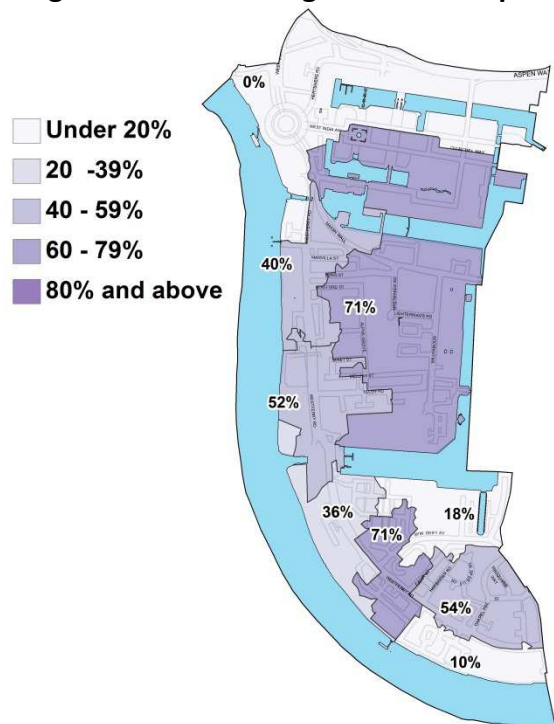


Figure 15: Childhood Obesity Prevalence - % of children estimate - Year 7



The following map data is taken from the Indices of Multiple Deprivation produced for the Department of Communities and Local Government in 2010.

**Figure 16: Percentage of Children Living in Income Deprived Families**



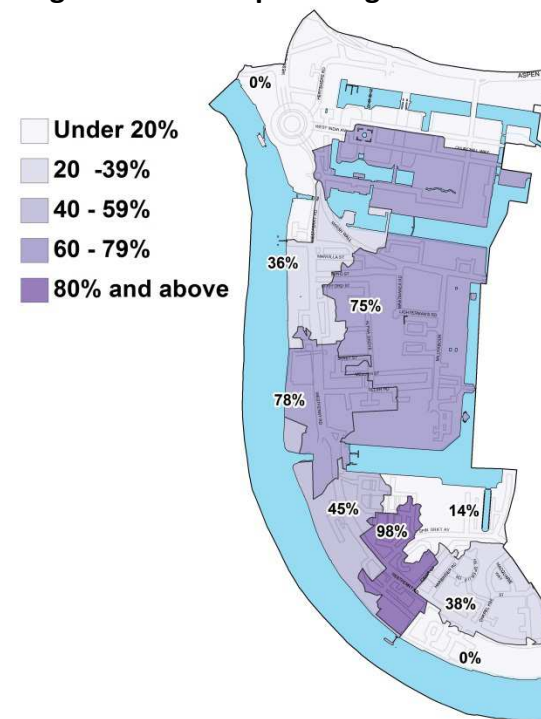
The average for Millwall was 45% and this ward was ranked 2nd lowest for the percentage of children living in income deprived households.

The borough average on this measure 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 households was 32%.

The ward estimates of deprivation have been produced from the dataset by the Greater London Authority

**Figure 17: Percentage of Older People Living in Income Deprived Families**



The average for Millwall was 42% and this ward was ranked 3<sup>rd</sup> lowest out of the 17 wards in Tower Hamlets

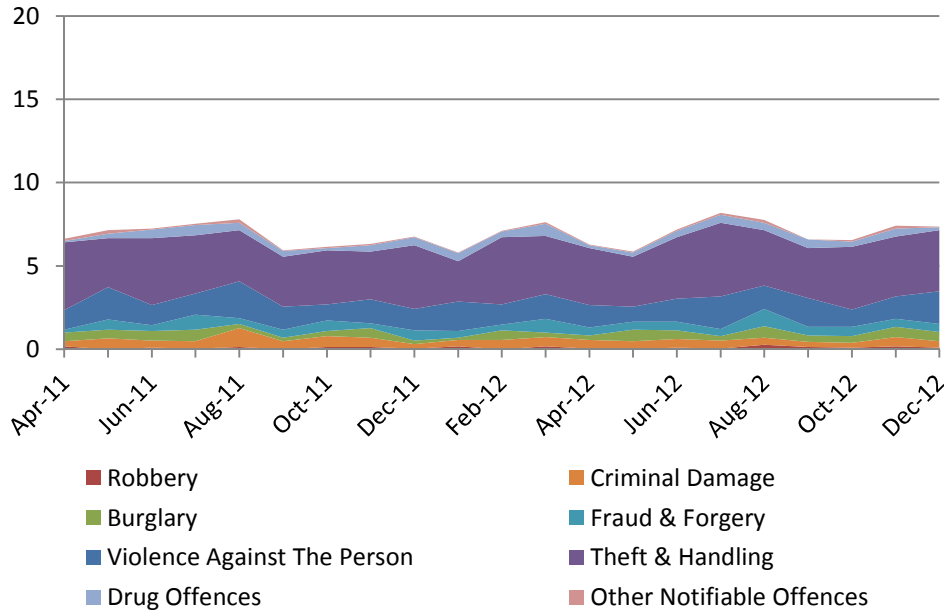
The borough average for older people (aged 65 and over) living in income deprived households was 53% (also the highest local authority figure in England). In Tower Hamlets the ward figures ranged between St Katharine's & Wapping with the lowest figure at 37% and Spitalfields & Banglatown with the highest at 82%.

The London average for the percentage of older people in income deprived families was 24%.

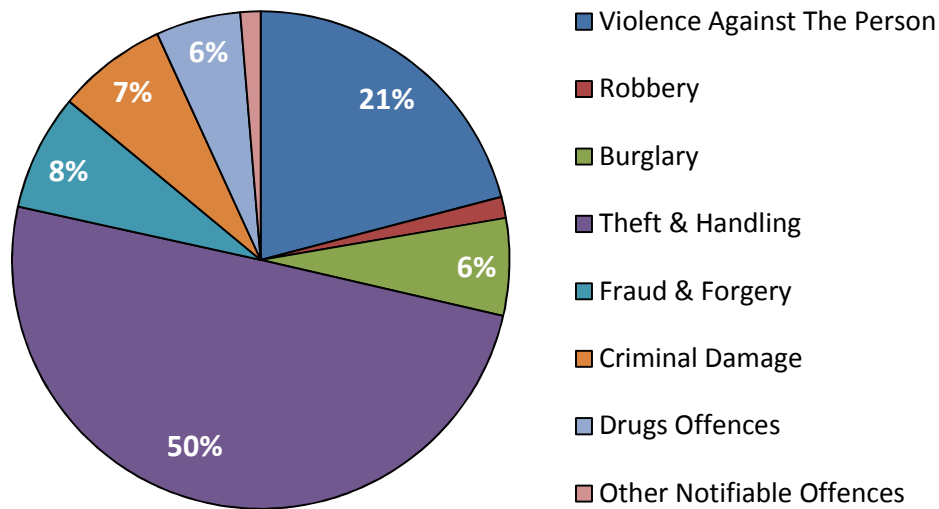


### Millwall

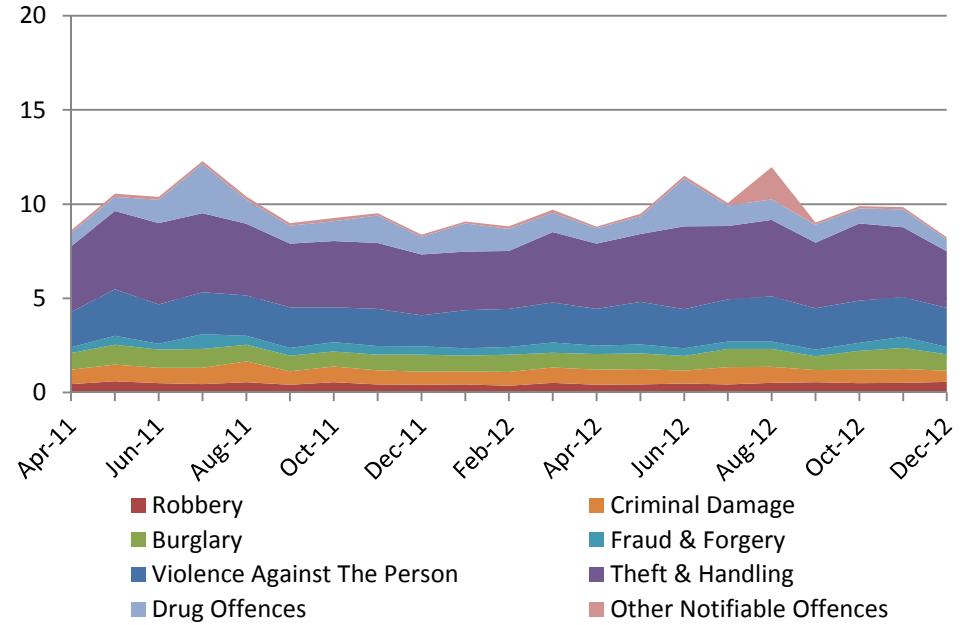
**Figure 18: Millwall Recorded Crime (incidents per 1,000 residents)**



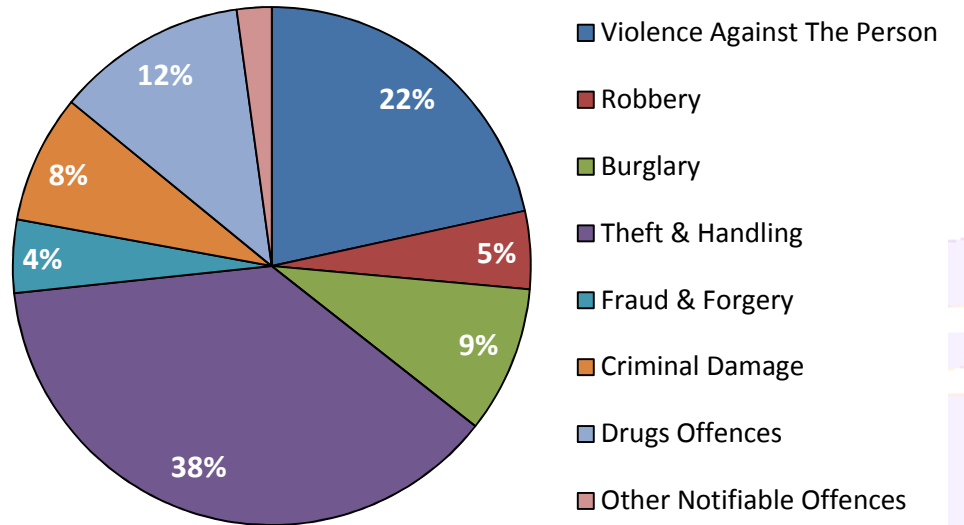
**Figure 19: Millwall Total Recorded Offences (21 month total)**



**Figure 20: Tower Hamlets Recorded Crime (incidents per 1,000 residents)**



**Figure 21: Tower Hamlets Total Recorded Offences (21 month total)**

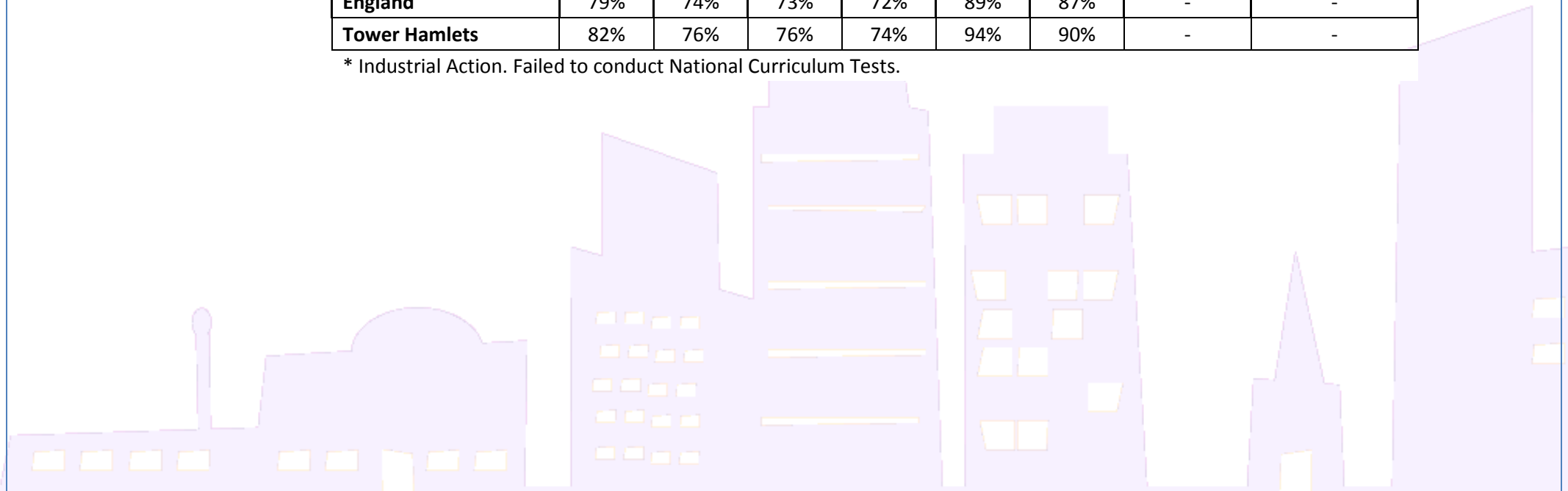


## School Performance

Figure 22: Primary School Performance

Primary		% achieving Level 4 or above in both English and maths in				% making expected progress		Ofsted inspections	
		2012	2011	2010	2009	English	Maths	Rating	Inspection date
School	School status								
Arnhem Wharf	Community School	76%	56%	IA*	62%	87%	83%	Good	Mar-10
Harbinger	Community School	75%	59%	IA*	59%	69%	83%	Good	Nov-11
Seven Mills	Community School	85%	69%	IA*	82%	92%	96%	Satisfactory	May-12
St Edmund's	Voluntary Aided School	95%	82%	IA*	100%	95%	95%	Good	Nov-12
<b>England</b>		79%	74%	73%	72%	89%	87%	-	-
<b>Tower Hamlets</b>		82%	76%	76%	74%	94%	90%	-	-

\* Industrial Action. Failed to conduct National Curriculum Tests.



## Annual Residents Survey 2011/12 – Tower Hamlets Overview

Figure 23: User Satisfaction with Services

% rating service good to excellent (base: service users)	Sample size (users)	Tower Hamlets 2011-12		London 2011-12		Tower Hamlets vs. London (p. point difference*)
		%	Change since 10/11	%	Change since 10/11	
Libraries/idea stores	678	77	1	73	-7 ↓	4
Primary education	265	70	0	70	2	1
Recycling facilities	926	68	-5 ↓	74	0	-6 ↓
Parks and open spaces	834	65	3	74	3	-9 ↓
Leisure and sports facilities	486	61	-1	57	3	4
Housing Benefit service	372	60	-2	52	0	9
Council housing	379	51	3	44	6	7
Parking Services	472	30	-3	31	-4	0
<b>Services (small sample):</b>						
Nursery education #	127	79	5	69	1	10
Secondary education #	191	64	9	63	9	1
Children's Centres #	124	64	-7	n/a	n/a	n/a

Source: TNS-BRMB, 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.  
 # Less than 20 per cent of the sample population used these services, so sample sizes are relatively small and the confidence intervals attached to these data are larger (around ± 7 to 9 percentage points) than for other services. Services used by less than 10 per cent of the sample population are excluded altogether due to poor reliability.

### 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 24: Residents Top Personal Concerns

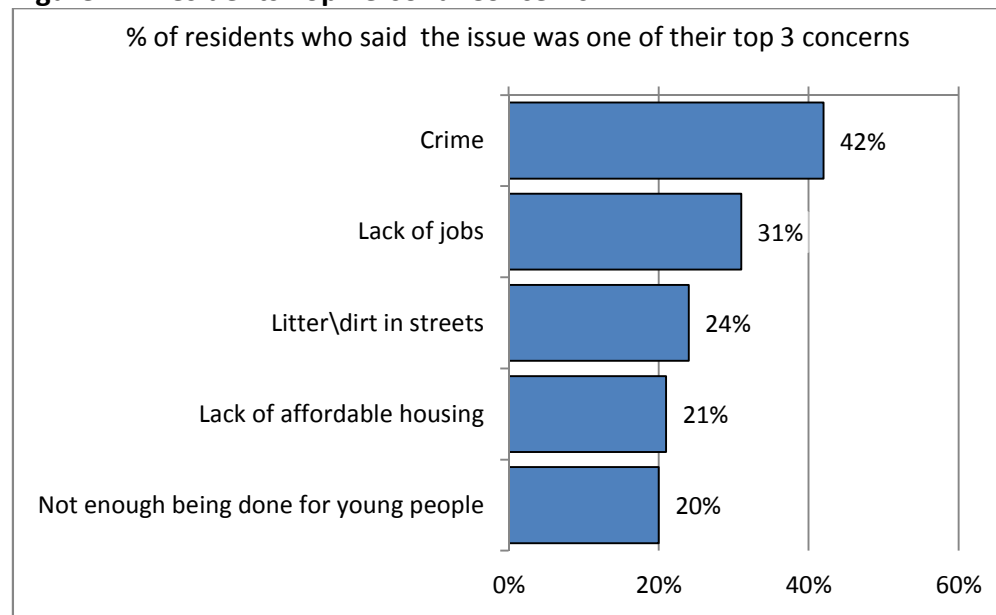
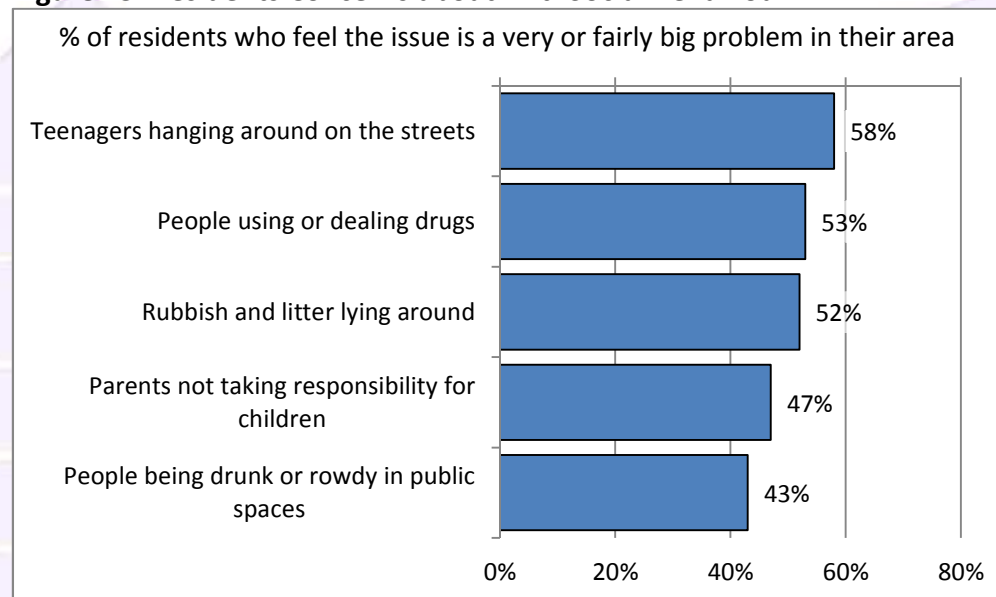


Figure 25: Residents Concerns about Anti-Social Behaviour



# Local Layouts

## Key Points of Interest

### Legend

- Town Centre
- Accessible Green Space

### Schools

- Primary

### Facilities/Services

- Children's Centre
- Museum
- Idea Store/Library

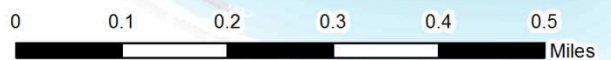
### Health Services

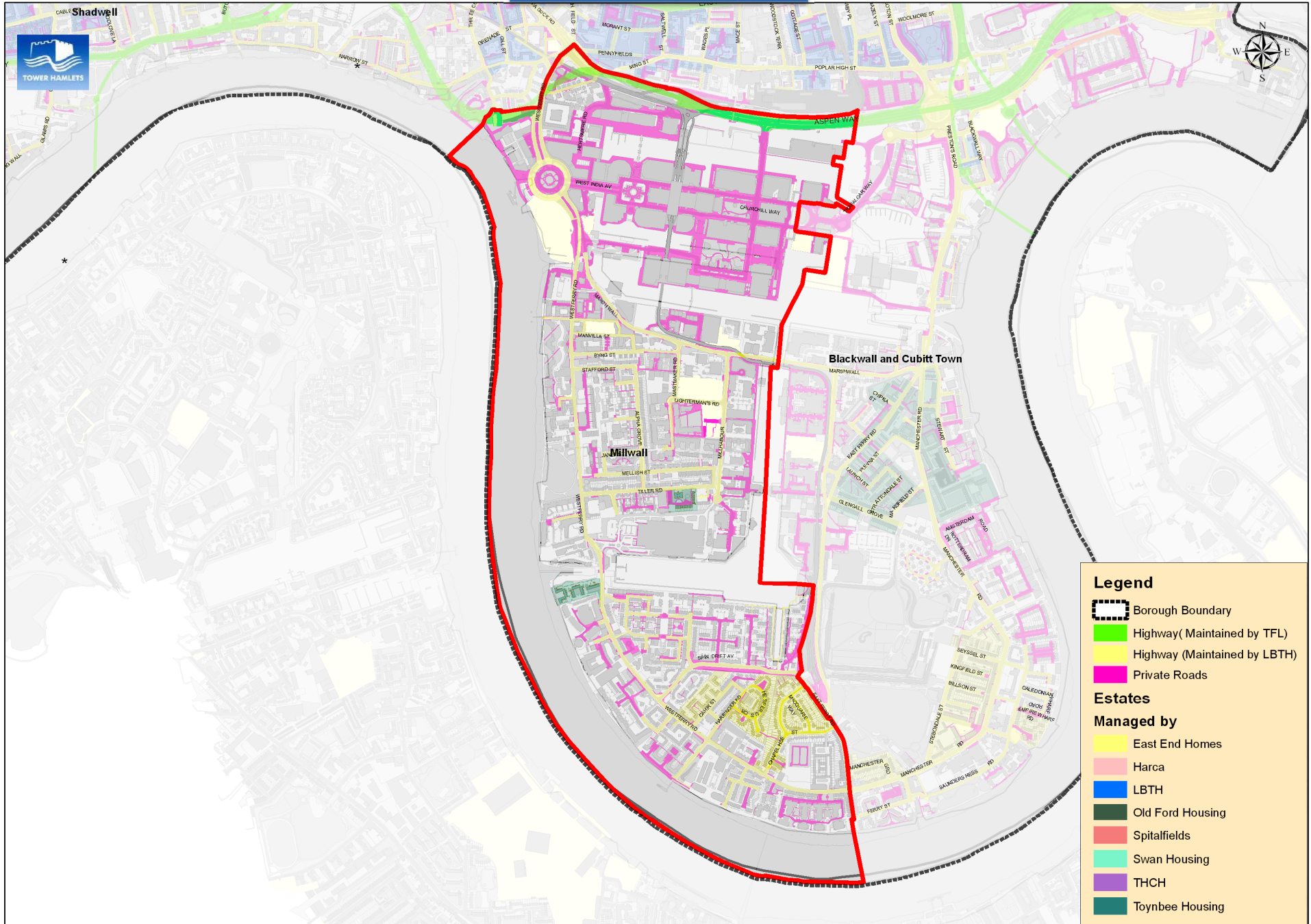
- Pharmacy
- GP Surgery

### Transport

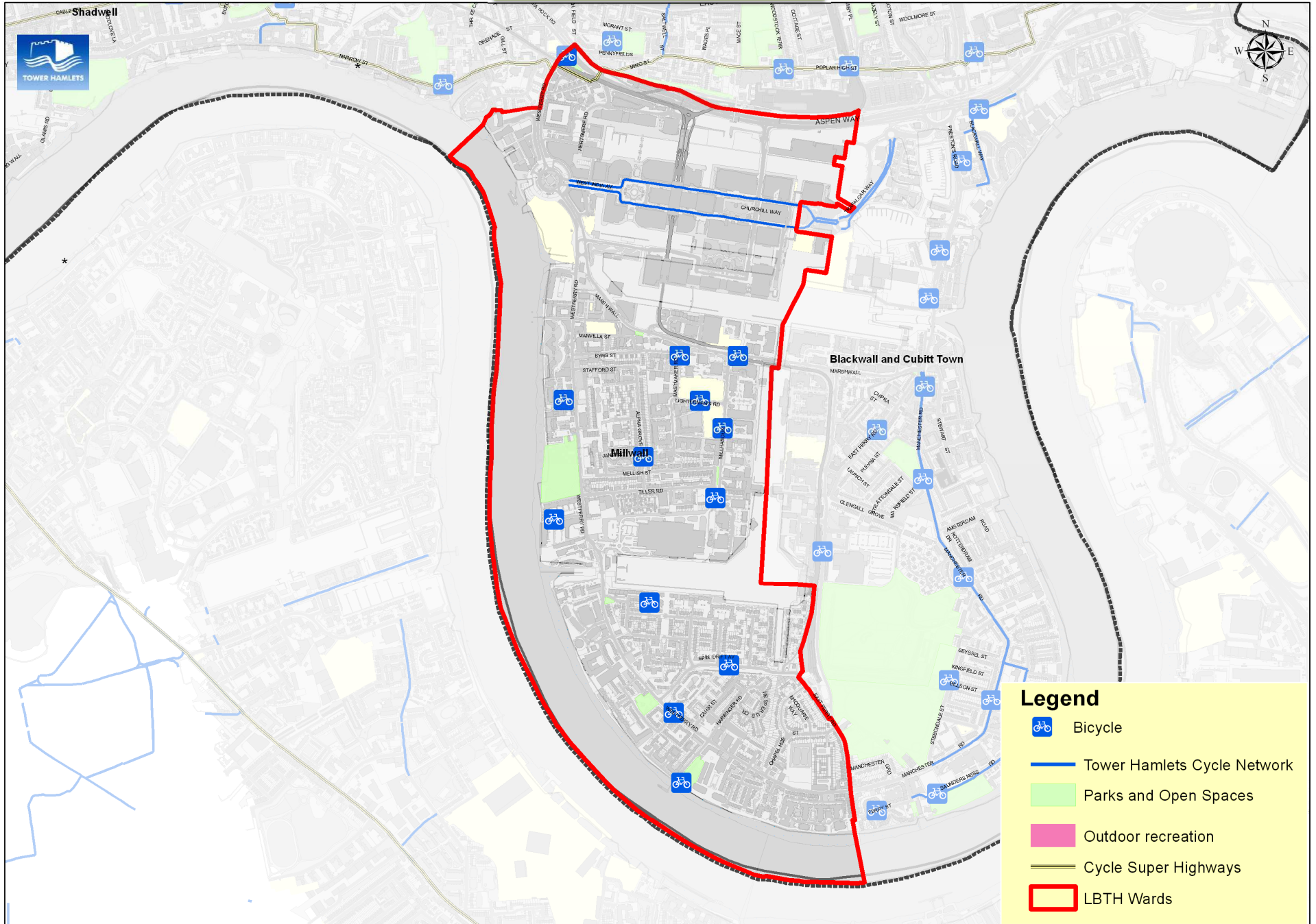
- Underground
- DLR
- River Bus

**\*The numbers correspond to the numbering on the 'Within your ward' directory (pages 15-16)**





# Leisure and Active Life



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## Within your ward...

Councillors			
Name	Address	Contact Numbers	E-mail
<b>Councillor Zara Emily Davis</b>	Councillor Support Office, 5 Clove Crescent, London E14 2BG	020 7364 3237/ 07745 219712	clrzaradavis@gmail.com
<b>Councillor Maium Miah</b>	Councillor Support Office, 5 Clove Crescent, London E14 2BG	020 7364 3237/ 07983 798791	mdmiah@gmail.com
<b>Councillor David Snowdon</b>	Councillor Support Office, 5 Clove Crescent, London E14 2BG	020 7364 3237/ 07751 729585	cllr.david.snowdon@towerhamlets.gov.uk

Town and Neighbourhood Centres	
Name	
1. Barkantine Estate Neighbourhood Centre	
2. Canary Wharf Major Centre	
3. Westferry Road Neighbourhood Centre	

Safer Neighbourhood Team			
Name	Address	Telephone	Website
Millwall Safer Neighbourhood Team	160-174 Manchester Road, London E14 3BN	020 8721 2850	<a href="http://content.met.police.uk/Team/TowerHamlets/Millwall">http://content.met.police.uk/Team/TowerHamlets/Millwall</a>
London Fire Brigade LCVF Liaison Officer			
Name	Position	E-mail	
Paul Hobbs	Station Manager	<a href="mailto:paul.hobbs@london-fire.gov.uk">paul.hobbs@london-fire.gov.uk</a>	

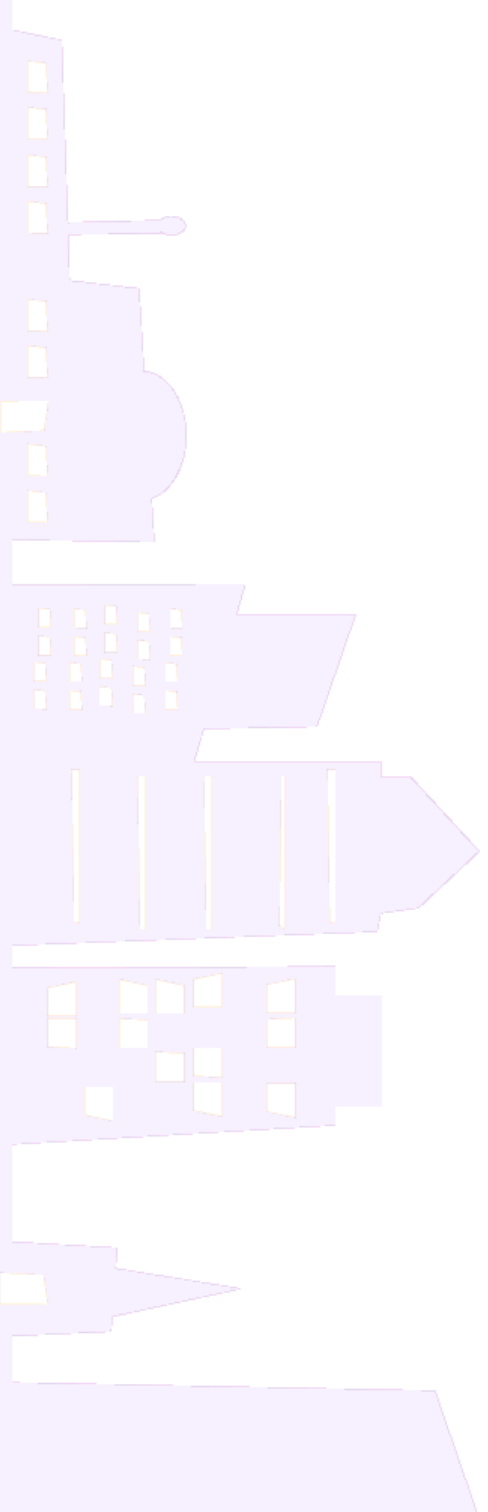
Health Centres			
Name	Address	Telephone	Website
9. Barkantine Practice	121 Westferry Road, London E14 8JH	020 7791 8080	<a href="http://www.barkantine.nhs.uk">www.barkantine.nhs.uk</a>
10. Docklands Medical Centre	100 Spindrift Avenue, London E14 9WU	020 7537 1444	<a href="http://docklandsmedicalcentre.com">http://docklandsmedicalcentre.com</a>
Pharmacies			
Name	Address	Telephone	Telephone
11. Boots UK Ltd.	15 Cabot Square, Canary Wharf, London E14 4QT		020 7512 9138
13. Barkantine Pharmacy	Barkantine Primary Cc, 121 Westferry Road, Millwall, London E14 8JH		020 7987 4313
Boots The Chemist	Unit 14 Canada Square, Canary Wharf, London E14 5AX		020 7719 1178
12. Boots The Chemist	15 Jubilee Place, 45 Bank Street, Canary Wharf, London E14 5NY		020 7719 6187
14. Docklands Pharmacy	100 Spindrift Avenue, London E14 9WU		020 7515 5075
Public Health Locality Manager			
Name	Telephone	E-mail	
Abigail Gilbert	020 7364 7030	<a href="mailto:abigail.gilbert@towerhamlets.gov.uk">abigail.gilbert@towerhamlets.gov.uk</a>	

Leisure Centres			
Name	Address	Telephone	Website
Tiller Leisure Centre	Tiller Road, Docklands, London E14 8PX	020 7987 5211	<a href="http://www.better.org.uk/areas/tower-hamlets/centres/tiller-leisure-centre">www.better.org.uk/areas/tower-hamlets/centres/tiller-leisure-centre</a>
Libraries			
Name	Address	Telephone	Website
8. Idea Store Canary Wharf	Churchill Place, London E14 5RB	020 7364 4332	<a href="http://www.ideastore.co.uk/en/articles/libraries_your_local_idea_store_library_idea_store_canary_wharf">www.ideastore.co.uk/en/articles/libraries_your_local_idea_store_library_idea_store_canary_wharf</a>

Halls/Rooms for Hire			
Building Name	Address	Telephone	E-mail:
Idea Store Canary Wharf (see location 8 on map 1)	Churchill Place, London, E14 5RB	020 7364 1255	<a href="mailto:Rebecca.Rudall@towerhamlets.gov.uk">Rebecca.Rudall@towerhamlets.gov.uk</a>
Docklands Sailing centre	235a Westferry Road, Isle of Dogs, London, E14 3QS	020 7537 2626	<a href="mailto:judi@dswc.org">judi@dswc.org</a>
Britannia Hotel	The International Hotel, 163 Marsh Wall, Canary Wharf, London E14 9SJ		<a href="mailto:conf712@britanniahotels.com">conf712@britanniahotels.com</a>
Cabot Place West	Cabot Place West, London, E14 5AB	020 7418 2782	<a href="mailto:eastwintergarden@canarywharf.com">eastwintergarden@canarywharf.com</a>

Primary Schools			
Name	Address	Telephone	Website
7. Harbinger Primary	Cahir Street, London E14 3QP	020 7987 1924	<a href="http://www.harbingerschool.co.uk">www.harbingerschool.co.uk</a>
5. Arnhem Wharf Primary	Arnhem Place, London E14 3RP	020 7515 4310	<a href="http://www.arnhemwharfprimaryschool.com">www.arnhemwharfprimaryschool.com</a>
6. St Edmund's Primary	297 Westferry Road, London E14 3RS	020 7515 4310	<a href="http://www.st-edmunds.towerhamlets.sch.uk">www.st-edmunds.towerhamlets.sch.uk</a>
4. Seven Mills Primary	Malabar Street, London E14 8LY	020 7987 2350	<a href="http://www.sevenmills.towerhamlets.sch.uk">www.sevenmills.towerhamlets.sch.uk</a>

Youth & Connexions Services			
Name	Address	Telephone	E-mail
St. Andrew's Wharf Youth Project	Britannia Road/Masthouse Terrace, London E14 3RW	020 7537 3679	<a href="mailto:juddin@georgegreens.com">juddin@georgegreens.com</a>
Alpha Grove Youth Project	Alpha Grove Community Centre, Alpha Grove, London E14 8LH	020 7538 1714	<a href="mailto:juddin@georgegreens.com">juddin@georgegreens.com</a>





## In your borough...

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

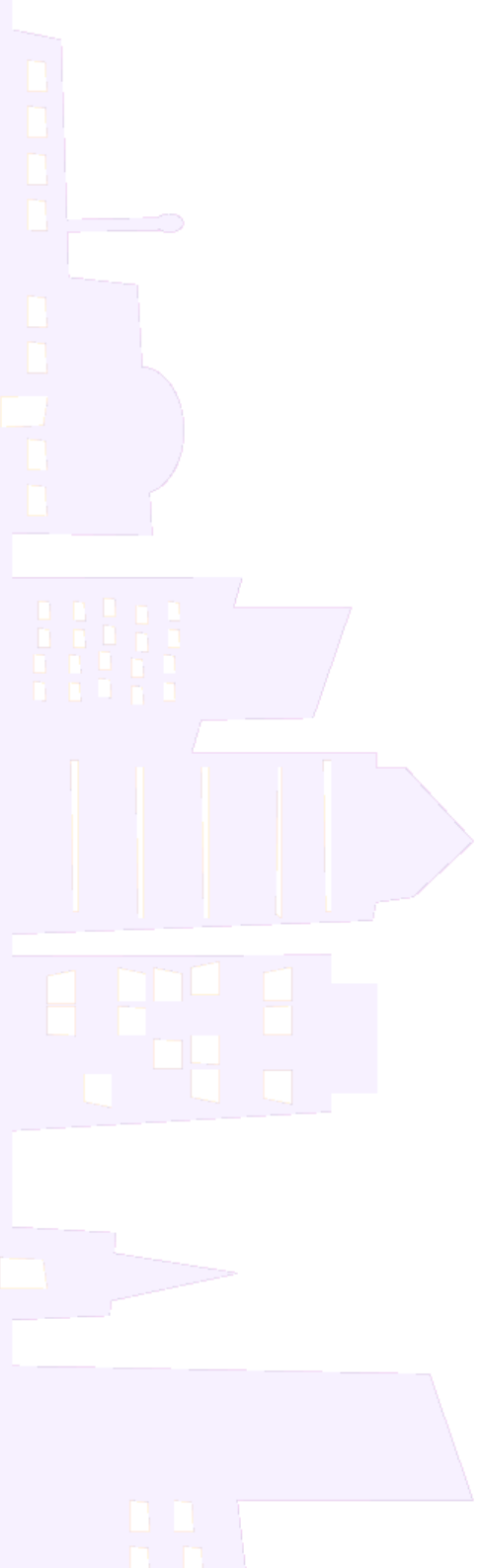
Safer Communities			
Service	Telephone	Email	
Domestic Violence/Hate Crime team	0800 279 5434/ 0800 138 0521	domesticviolence@towerhamlets.gov.uk	
Safer Transport			
Service	Address	Telephone	Website
Tower Hamlets Safer Transport Team	Tower Hamlets Team, 201-205 Bow Road, London E3 2SJ	077 8769 7872/ 020 7275 4308	<a href="http://www.met.police.uk/teams/transportne/towerhamlets/index.php">http://www.met.police.uk/teams/transportne/towerhamlets/index.php</a>

Employment and Lifelong Learning		
Service	Contact details	Website
Job Centre Plus (East London)	Telephone: 0845 6060 234	<a href="http://www.dwp.gov.uk/about-dwp/customer-delivery/jobcentre-plus/">http://www.dwp.gov.uk/about-dwp/customer-delivery/jobcentre-plus/</a>
Tower Hamlets College	Telephone: 020 7510 7510 Email: advice@tower.ac.uk	<a href="http://www.tower.ac.uk">www.tower.ac.uk</a>
Idea Store Learning	Contact form: <a href="http://www.ideastore.co.uk/en/forms/contact/contact_us">http://www.ideastore.co.uk/en/forms/contact/contact_us</a> Telephone: 020 7364 3727	<a href="http://www.ideastore.co.uk/">http://www.ideastore.co.uk/</a>
Skillsmatch		<a href="http://www.towerhamlets.gov.uk/skillsmatch">www.towerhamlets.gov.uk/skillsmatch</a>

Sports and Leisure				
Service/Centre	Address	Telephone	Email/Website	
Sports development team	Mulberry Place, PO Box 55739, 5 Clove Crescent, London E14 1BY	020 7364 2433	<a href="mailto:sports@towerhamlets.gov.uk">sports@towerhamlets.gov.uk</a>	
John Orwell Sports Centre	Trench Street, Wapping, London E1W 2QD	020 7488 9421	<a href="http://www.better.org.uk/leisure/john-orwell-sports-centre">http://www.better.org.uk/leisure/john-orwell-sports-centre</a>	
Mile End Park Leisure Centre and Stadium	190 Burdett Road, Mile End, London E3 4HL	020 8709 4420	<a href="http://www.better.org.uk/leisure/mile-end-park-leisure-centre">http://www.better.org.uk/leisure/mile-end-park-leisure-centre</a>	
St. George's Leisure Centre	221 The Highway, London E1W 3BP	020 7709 9714	<a href="http://www.better.org.uk/leisure/st-george-s-leisure-centre">http://www.better.org.uk/leisure/st-george-s-leisure-centre</a>	
Tiller Leisure Centre	Tiller Road, Docklands, London E14 8PX	020 7987 5211	<a href="http://www.better.org.uk/leisure/tiller-leisure-centre">http://www.better.org.uk/leisure/tiller-leisure-centre</a>	
Whitechapel Sports Centre	55 Durdward Street, Whitechapel, London E1 5BA	020 7247 7538	<a href="http://www.better.org.uk/leisure/whitechapel-sports-centre">http://www.better.org.uk/leisure/whitechapel-sports-centre</a>	
York Hall Leisure Centre	5 Old Ford Road, Bethnal Green, London E2 9PJ	020 8980 2243	<a href="http://www.better.org.uk/leisure/york-hall-leisure-centre">http://www.better.org.uk/leisure/york-hall-leisure-centre</a>	

Council Hotlines		
Service	Telephone	Services provided
General enquiries	020 7364 5020	Enquiries about all Council services (e.g. location and opening times)
Business rates	020 7364 5010	Information and advice
Licensing	020 7364 5008	Information and advice
Streetline	020 7364 5004	Commercial waste service, dumped rubbish, Enviro-Champions, fly-posting, graffiti, litter and litter bins, pavements, potholes, recycling, rubbish collection, street cleaning & street lighting.
Trading standards	020 7364 5008	Information and advice
Planning & development	020 7364 5009	Information on all planning issues including applications, building work, urban design, conservation
Council tax advice	020 7364 5002	Information and advice
Housing benefits	020 7364 5001	Enquiries and general advice
Parking services	020 7364 5003	Information; paying/appealing fines; reporting abandoned vehicles and renewing permits
Electoral services	020 7364 0872	Information; registration (new and postal voting)
Switchboard	020 7364 5000	Use this number if you know the name of the person you wish to speak to
Out of hours	020 7364 7070	For urgent issues out of hours

Housing			
Organisation	Telephone	Email	Website
Tower Hamlets Homes	General: 020 7364 5015  Repairs: 0800 376 1637 (free from landlines) or 020 7364 7070 0800 376 1638 Bengali/Sylheti (free from landlines) or 020 7364 5151	General enquiries: contactus@towerhamletshomes.org.uk  Rents: rents@towerhamletshomes.org.uk	www.towerhamletshomes.org.uk
<p><b>For a list of all housing providers operating within the borough, including contact details and web links, visit:</b>  <a href="http://www.towerhamlets.gov.uk/lgsi/101-150/150_housing_associations.aspx">http://www.towerhamlets.gov.uk/lgsi/101-150/150_housing_associations.aspx</a></p>			



## Data Sources

### Census Data

### Census Table Reference

Population	QS103EW
Age Structure	QS103EW
Ethnicity	KS201EW
Religion	KS209EW
Household Composition	QS112EW & QS113EW
Health & Unpaid Care	KS301EW

Census data available from :

<http://www.ons.gov.uk/ons/guide-method/census/2011/index.html>

Other Health Data (standardised admissions ratios) from **Public Health England**:  
<http://longerlives.phe.org.uk>

### Deprivation Data

Indices of Multiple Deprivation 2010:

<https://www.gov.uk/government/publications/english-indices-of-deprivation-2010>

GLA Ward Deprivation Data:

<http://data.london.gov.uk/datastore/package/indices-deprivation-2010>

### Crime Data

LSOA Crime Statistics from the **GLA Datastore**:

<http://data.london.gov.uk/taxonomy/organisations/metropolitan-police>

### Schools Performance Data

**Ofsted** Inspection Reports:

<http://www.ofsted.gov.uk/inspection-reports/find-inspection-report>

**Department for Education** Performance Tables:

[http://www.education.gov.uk/schools/performance/geo/la211\\_all.html](http://www.education.gov.uk/schools/performance/geo/la211_all.html)

### Annual Residents Survey

Annual Residents Survey 2011/12 Summary:

[http://www.towerhamlets.gov.uk/gsl/851-900/867\\_consultation/customer\\_satisfaction\\_surveys.asp](http://www.towerhamlets.gov.uk/gsl/851-900/867_consultation/customer_satisfaction_surveys.asp)



## 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') by the council.

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: [www.towerhamlets.gov.uk/igs/501-550/537\\_pavement\\_maintenance/clean\\_clear\\_footpaths.aspx](http://www.towerhamlets.gov.uk/igs/501-550/537_pavement_maintenance/clean_clear_footpaths.aspx)

Alternatively, you can call us on **020 7364 5004**, or send an email through to [general.enquiries@towerhamlets.gov.uk](mailto: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 deep hole in the road suddenly appearing), please contact us. The council will arrange to make it safe by placing barriers or road closures around the hazard.
- However, permanent repairs still have to be carried out by the owner/s.

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

If thought to be dangerous (for example a missing gully lid), 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' (because of the painted red lines) and all trunk roads.

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

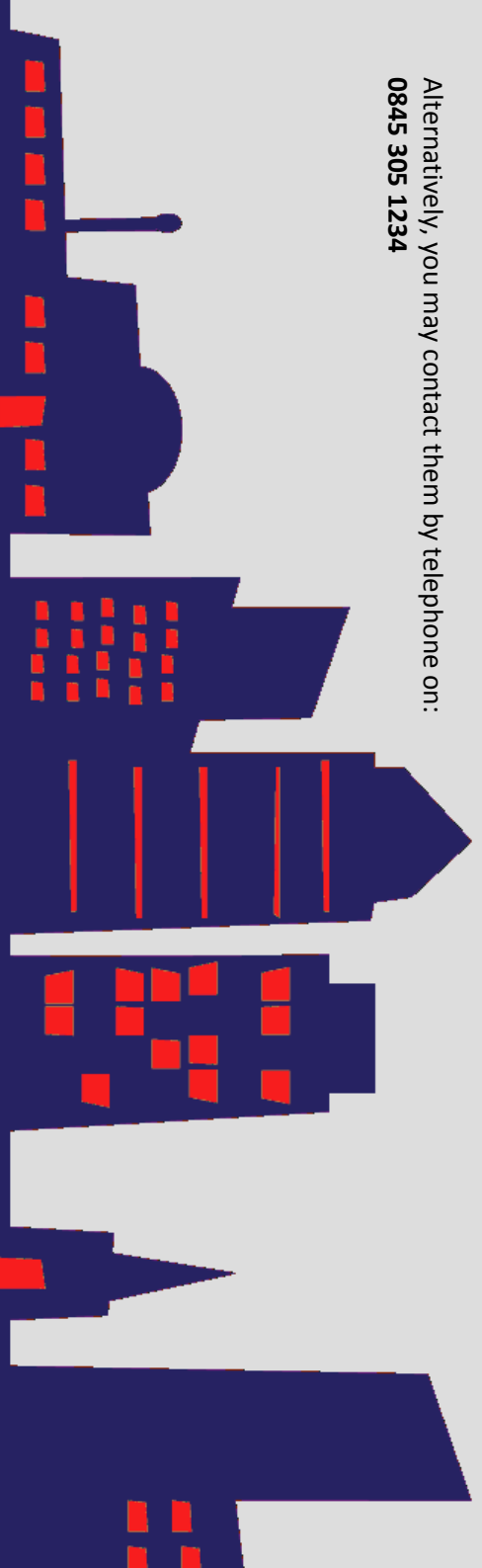
[www.tfl.gov.uk/roadusers/redroutes/953.aspx](http://www.tfl.gov.uk/roadusers/redroutes/953.aspx)

You can report a problem, a road defect (such as a pothole) or issues with traffic lights and street lighting on all red routes and trunk roads in London (including those which flow through Tower Hamlets), using 'Report IT', TfL's online reporting system. This can be accessed via the following webpage:

[www.tfl.gov.uk/roadusers/reportastreetfault/20568.aspx](http://www.tfl.gov.uk/roadusers/reportastreetfault/20568.aspx)

Alternatively, you may contact them by telephone on:

**0845 305 1234**



## 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:

[www.towerhamlets.gov.uk/igsl/501-550/533\\_recycling\\_and\\_waste\\_at\\_home/waste\\_collections.aspx](http://www.towerhamlets.gov.uk/igsl/501-550/533_recycling_and_waste_at_home/waste_collections.aspx)

Please inform us of any missed collections by contacting us on **020 7364 5004** or sending an email to [general.enquiries@towerhamlets.gov.uk](mailto:general.enquiries@towerhamlets.gov.uk)

### Fly-tipping

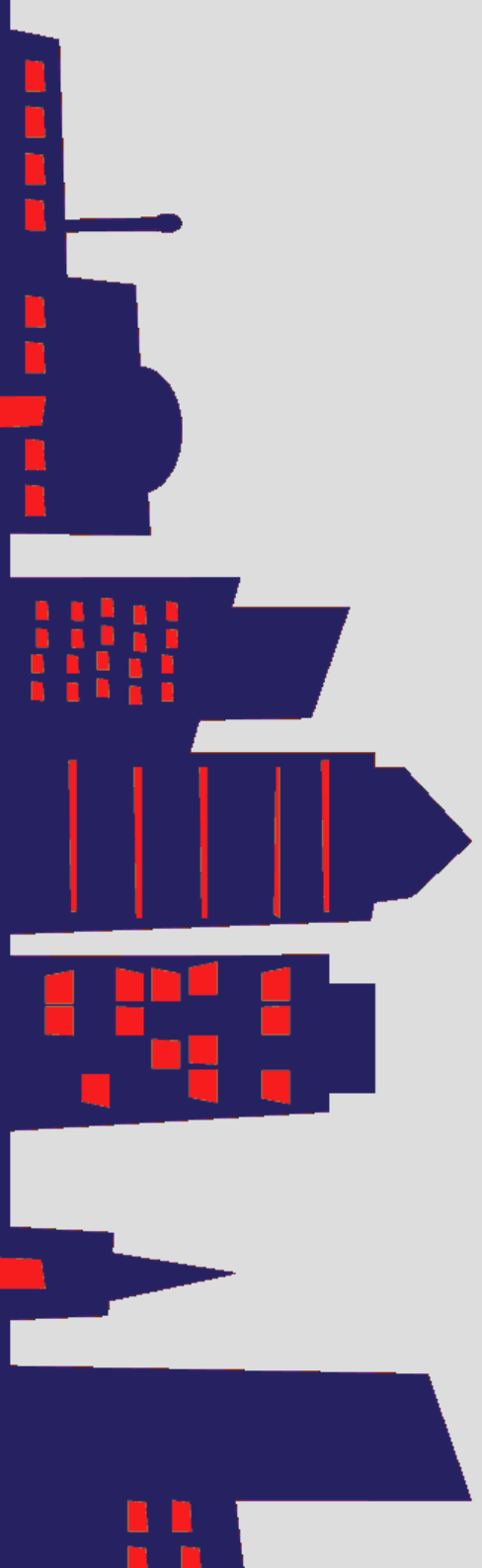
We keep the streets safer and cleaner by removing tips of rubbish that have been dumped on public land, roads and pavements. We aim remove reported fly-tips by the end of the next working day. However, if the tip is very large or contains hazardous materials, this has to be reported to the back office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

Fly-tips on private land should be dealt with by the land owner.

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

[www.towerhamlets.gov.uk/igsl/551-600/587\\_flytipping\\_enforcement\\_an.aspx](http://www.towerhamlets.gov.uk/igsl/551-600/587_flytipping_enforcement_an.aspx)

Alternatively, you can call us on **020 7364 5004**, or send an email through to [general.enquiries@towerhamlets.gov.uk](mailto:general.enquiries@towerhamlets.gov.uk)



## PARKS AND OPEN SPACES

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.

Tower Hamlets parks also offer a great variety of opportunities for a more active lifestyle. The sports and play facilities 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/igsl/451-500/461\\_parks/a\\_-\\_z\\_of\\_parks.aspx](http://www.towerhamlets.gov.uk/igsl/451-500/461_parks/a_-_z_of_parks.aspx)

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 8533 2057** (Victoria Park); **020 7364 5004** (all other parks)

[parks@towerhamlets.gov.uk](mailto:parks@towerhamlets.gov.uk)

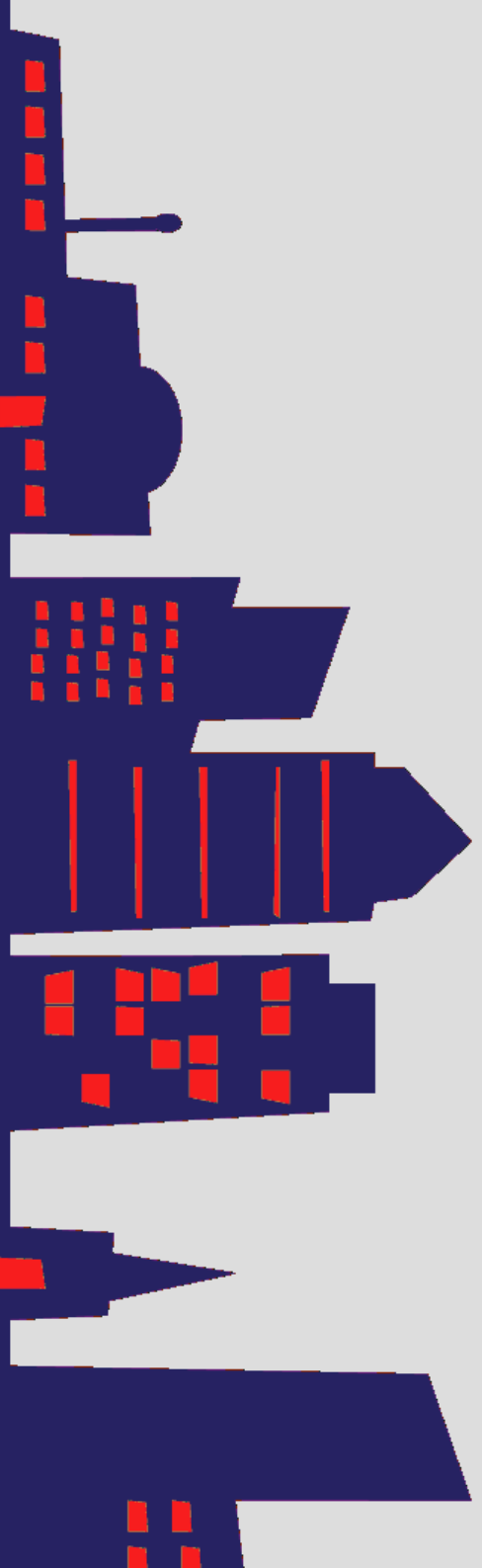
### Community Park Rangers

Mile End Park:

**020 7093 2253; 07951 321 051**

Victoria Park:

**020 8985 1957**



## NOISE

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

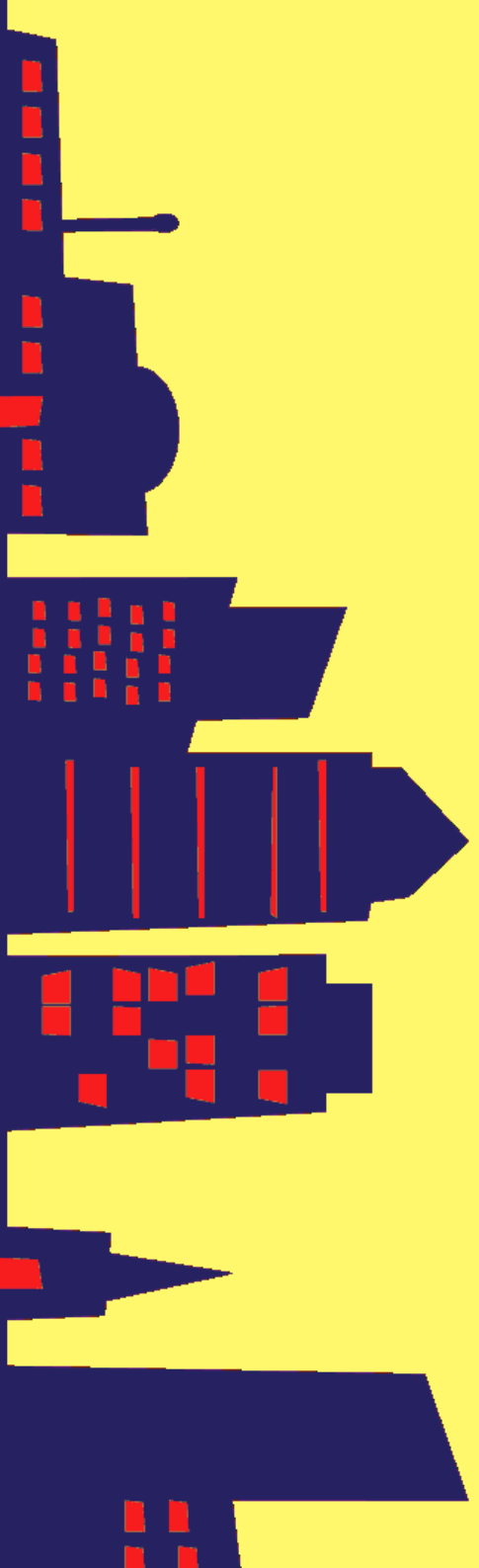
Environmental Protection officers have powers under the “Statutory Nuisance” provisions of the Environmental Protection Act 1990 to investigate and enforce in matters such as:

- DIY, amplified music, musical instruments, domestic appliances, leisure activities, hobbies, parties
- car alarms (including breaking into vehicles to disarm the alarm)
- burglar alarms (including entering buildings to switch off the alarm)
- street noise, for example, stationary vehicles with engines running, refrigerator units, car repairs, audio systems in stationary vehicles

The investigating officer will assess whether the alleged perpetrator is causing unacceptable disturbance to their neighbours: Where the Council finds the noise level to be deemed a “Statutory Nuisance”, we can take action (i.e. 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 after Notice has been served. The Council can also prosecute for breach of Notice.

Some issues fall outside the scope of “Statutory Nuisance” which means the Environmental Protection Service does not have powers to deal with them. These include aircraft noise, rowdy behaviour in the street, everyday domestic noise from your neighbour (e.g. people moving around and talking, noise from flushing toilets, children running around).

**Construction sites** are required to comply with the Council’s Code of Construction Practice, which specifies the permitted hours for noisy works (0800-1800 Monday to Friday; 0800-1300 Saturday – not at all on Sunday or Bank Holiday). Failure to comply with these times or emitting excessive noise could lead to the Environmental Protection Service serving notice under the Control of Pollution Act 1974 and taking action through the courts.



**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**

Licenses 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**

**Tel:** 020 7364 5008

**Opening hours:** 9am to 5pm

### **CONTACT**

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

**Office Tel:** 020 7364 5008

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

**Out of Hours Tel:** 020 7364 7070

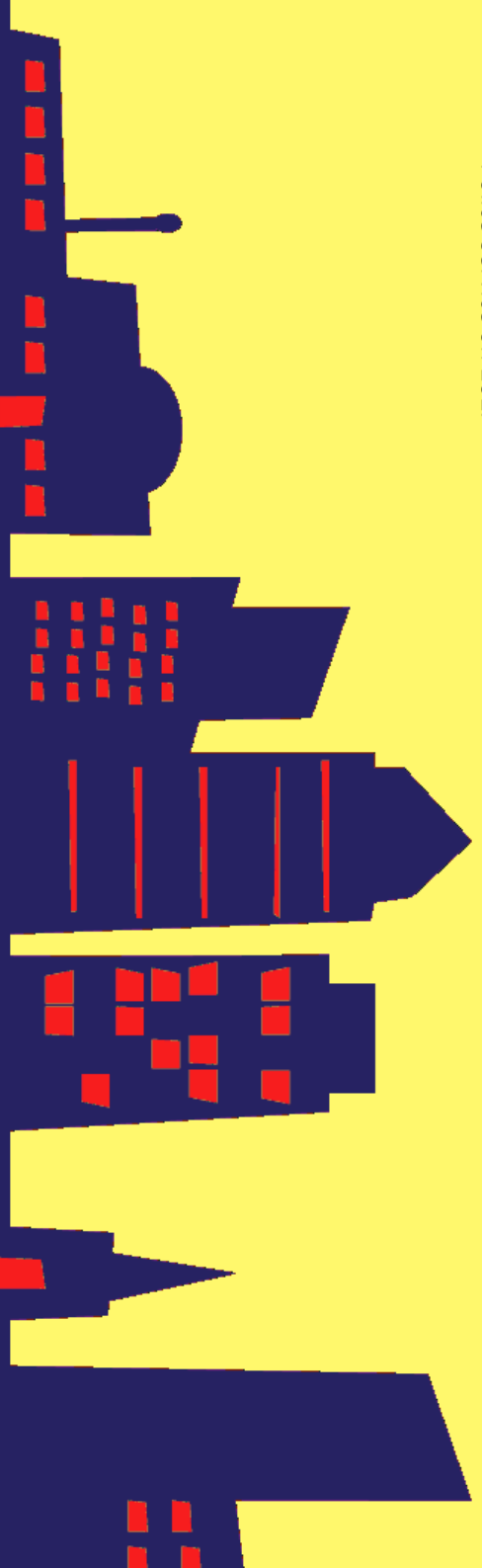
**Service hours:** Thursday to Sunday, 8pm to 3.30am

**Email:** [environmentalhealth@towerhamlets.gov.uk](mailto:environmentalhealth@towerhamlets.gov.uk)

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

[www.towerhamlets.gov.uk/lgsi/401-450/412\\_noise\\_pollution.aspx#what](http://www.towerhamlets.gov.uk/lgsi/401-450/412_noise_pollution.aspx#what)

If your call relates to a public disorder issue in the street you should continue to use the Metropolitan Police Service on **101**.





## 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.

The THEOs focus on:

- Anti-social behaviour concerns
- Street drinking disorder
- Dog fouling
- Littering, graffiti and fly-posting
- Illegal street trading
- Noise

You should contact the police to:

- Deal with public disorder& violent situations
- Tackle drug dealing and drug taking
- Respond to and report crime
- Address persistent anti-social behaviour

### Contact

Visit us online at:

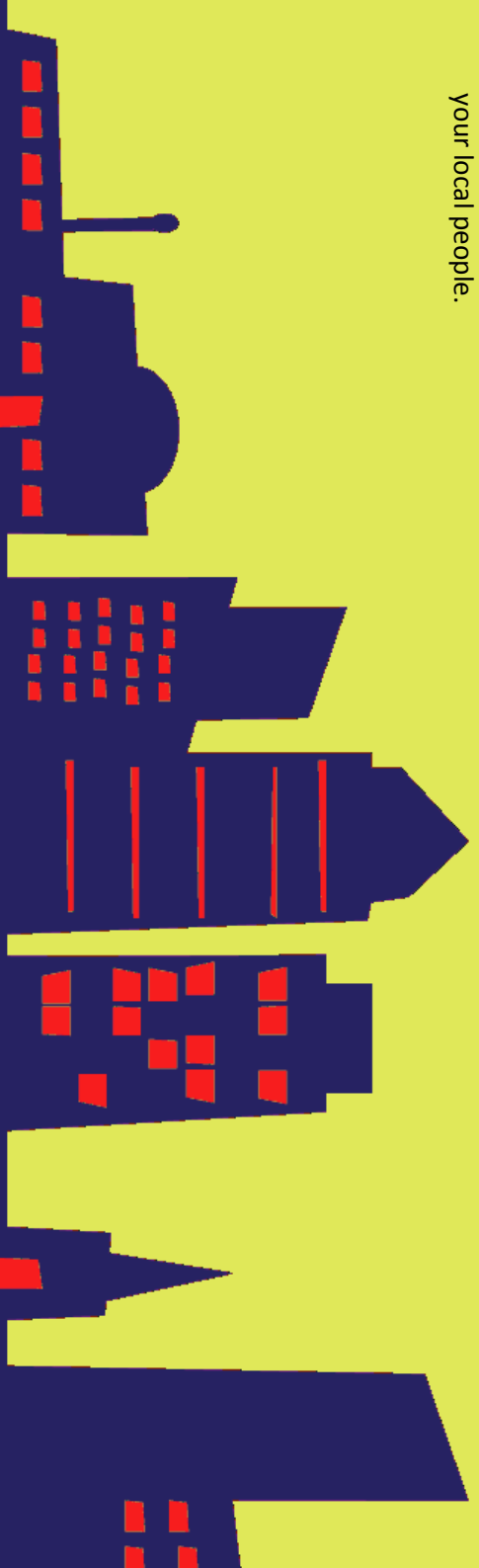
[www.towerhamlets.gov.uk/communitysafety](http://www.towerhamlets.gov.uk/communitysafety)

Find out more or fill in an online form and tell us about the issue you need our help solving.

**Speak to 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 999 in an emergency** – when a crime is happening, someone suspected of a crime is in the area, someone is injured, being threatened or in danger.

**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 people.



## HOW THEOS WORK IN THE NEIGHBOURHOODS

### STOPPING ILLEGAL STREET TRADING

An officer out patrolling Bethnal Green Gardens noticed a woman acting suspiciously with a large suitcase. The officer spoke to the woman and discovered that the case contained 900 packets of counterfeit cigarettes. Trading standards were alerted to the case and the woman now faces prosecution at court with a substantial fine.

### ENFORCING AGAINST ALCOHOL-RELATED ANTI-SOCIAL BEHAVIOUR

Two THEOS out patrolling a Drinking Control Zone in Whitechapel Road were obstructed by a drunken man. The officers asked him to stop drinking and hand over the alcohol as he was acting anti-socially in a Drinking Control Zone. Unfortunately he refused to do so and walked away hurling verbal abuse at the officers. The officers then alerted the police to the incident and tracked him through the area to ensure he didn't cause himself or anyone else any harm. He is being prosecuted for failing to comply with officers in a Drinking Control Zone and faces a fine of up to £500.

### TACKLING CRIME AND ENVIRONMENTAL CRIME

Officers carrying out after school safety patrols in bow witnessed a man fly-posting banners to railings in Campbell Road. The officers approached and after he gave to obtain his details and eventually them several false names they were duly gained his true identity which was verified by the police. He is now being prosecuted and faces being fined at court.

### TACKLING DRUGS

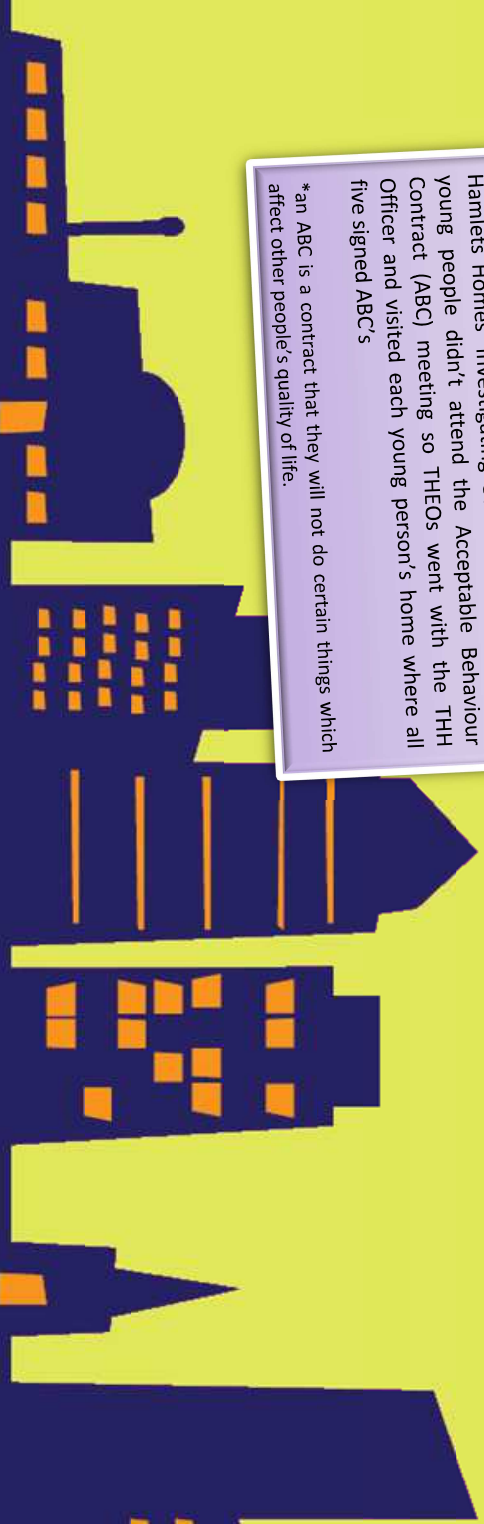
When a THEO patrolling Whitechapel witnessed a man taking drugs in a telephone box near Percy Ingles, he approached the police. The police spoke to him and alerted the police. The police arrived, arrested him and took him to the police station for a drug search.

THEOS often carry out joint patrols with Drug Outreach Workers who will approach street drinkers and drug users to inform them of available support. They offer to refer them in specialist services that can assist them in making the first steps to recovery.

### ADDRESSING YOUTH DISORDER

Following complaints from residents of Welstead House that a group of youths were causing anti-social behaviour in the area, the THEOS patrolled the area to support Tower Hamlets Homes in tackling the issues. Over several patrols, THEOS managed to identify all five young people causing the problems and passed their details onto Tower Hamlets Homes' Investigating Officer. Unfortunately the young people didn't attend the Acceptable Behaviour Contract (ABC) meeting so THEOS went with the THH Officer and visited each young person's home where all five signed ABC's

\*an ABC is a contract that they will not do certain things which affect other people's quality of life.



## LEISURE CENTRES AND FACILITIES

### 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 the borough please visit:  
[http://www.towerhamlets.gov.uk/lgsi/601-650/tower\\_hamlets\\_leisure\\_centres.aspx](http://www.towerhamlets.gov.uk/lgsi/601-650/tower_hamlets_leisure_centres.aspx)

### Swimming

For information on the range of swimming pools and swimming offers please visit:  
[http://www.towerhamlets.gov.uk/lgsi/601-650/tower\\_hamlets\\_leisure\\_centres/swimming.aspx](http://www.towerhamlets.gov.uk/lgsi/601-650/tower_hamlets_leisure_centres/swimming.aspx)

### 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:  
[http://www.better.org.uk/memberships\\_leisure](http://www.better.org.uk/memberships_leisure)

### Parks

In addition to the leisure centres there are numerous grass and hard court areas to do sports and physical activities located 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 within each one, can be viewed on the following webpage:  
[http://www.towerhamlets.gov.uk/lgsi/451-500/461\\_parks/a\\_-\\_z\\_of\\_parks.aspx](http://www.towerhamlets.gov.uk/lgsi/451-500/461_parks/a_-_z_of_parks.aspx)

### Pitch and Court Bookings

Tower Hamlets hosts numerous sports pitches and courts available for booking and hire to sports clubs, individuals, schools and/or community organisations. They can be booked by accessing the links on the following webpage:  
[http://www.towerhamlets.gov.uk/lgsi/601-650/tower\\_hamlets\\_leisure\\_centres/pitch\\_and\\_court\\_booking.aspx](http://www.towerhamlets.gov.uk/lgsi/601-650/tower_hamlets_leisure_centres/pitch_and_court_booking.aspx)

### Get Active London

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. Find your local Sports activity, club or venue by visiting:  
<http://www.getactivelondon.com/>



## 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 the community to get active. 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 find out more and register on the sports page of the council's website:

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

### Contact

Email: [Shenneth.Brereton@towerhamlets.gov.uk](mailto: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 healthier 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 (Tuesdays)
- York Hall Leisure Centre (Wednesdays)
- John Orwell Sports Centre & St George's Leisure Centre (Thursdays)
- Tiller Leisure Centre (Fridays)

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

[http://www.towerhamlets.gov.uk/ignl/601-650/643\\_sport\\_programmes\\_sessions/young\\_at\\_heart.aspx](http://www.towerhamlets.gov.uk/ignl/601-650/643_sport_programmes_sessions/young_at_heart.aspx)



## Sports4women

Sport4women 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/lgsi/601-650/643\\_sport\\_programmes\\_sessions/sport4women.aspx](http://www.towerhamlets.gov.uk/lgsi/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** by visiting:

[www.towerhamletstennis.org.uk](http://www.towerhamletstennis.org.uk)

## Girls Football Coaching

Launched in November 2012, this hugely successful coaching scheme for 7-11year old girls. Delivered in partnership with Sportslink – a local community sports organisation with female team of qualified coaches and auxiliary staff. The project aims are to encourage participation and increase the number of girls enjoying playing the game and keeping fit, support community cohesion and create a platform for entry level girl football players. Sessions take place weekly and are free.

For more information email [Derek.Bennett@towerhamlets.gov.uk](mailto:Derek.Bennett@towerhamlets.gov.uk) or visit:

[http://www.towerhamlets.gov.uk/news\\_events/events/girls\\_football\\_scheme.aspx](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 as part of its Football in the Community programme. Take part if you (or your young one) want to learn the game that brought the world Messi, Ronaldo, Neymar and the legend Pele. Sessions take place at Mile End Stadium mini pitches each Friday from 6pm -9pm.

For more information contact Derek Bennett, Senior Football Development Officer, on 020 7364 2681 or email [derek.bennett@towerhamlets.gov.uk](mailto:derek.bennett@towerhamlets.gov.uk) or visit

[http://www.towerhamlets.gov.uk/news\\_events/events/introducing\\_futsal\\_to\\_tower\\_ha.aspx](http://www.towerhamlets.gov.uk/news_events/events/introducing_futsal_to_tower_ha.aspx)

## Contact

For information on sports programmes and events:

Tel: 020 7364 2433/ 2435/ 2436/ 2437

Email: [sports@towerhamlets.gov.uk](mailto:sports@towerhamlets.gov.uk)

