

Integrated Commissioning Market Position Statement 2025/26



Introduction.

The London Borough of Tower Hamlets is committed to ensuring that our residents receive high-quality, sustainable, and person-centred care and support.

Our **Market Position Statement** sets out our vision for the future of adult social care and health services, providing a clear picture of local needs, current provision, and future commissioning priorities. It is designed to help care providers, investors, and stakeholders understand the borough's strategic direction and opportunities for market development.

Tower Hamlets is a diverse and rapidly changing borough with a growing population and increasing demand for care and support. To meet these challenges, we are working towards a more integrated, innovative, and outcome-focused care system, aligned with national policy and local priorities.

Collaboration between the council, the NHS, voluntary sector, and independent care providers is essential to achieving high-quality, sustainable services that promote independence, dignity, and wellbeing.

This Market Position Statement outlines key demographic trends, current market challenges, and commissioning intentions across adult social care.

It also highlights opportunities for providers to develop new and improved models of care that respond to the needs of our residents. We invite our partners to work with us in shaping a resilient, responsive, and person-centred care market that ensures the best possible outcomes for Tower Hamlets residents.

For more information or if you have any queries relating to this document, please email:
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The Tower Hamlets context.

At the time of the most recent census in March 2021, Tower Hamlets had the fastest-growing population of any local authority area across England and Wales. Between 2011 and 2021 the local population grew by 56,200 (22.1%) to 310,300. In 2011 the population was 254,096. Tower Hamlets was the most densely populated borough in England with 15,695 residents per square kilometre compared to an average of 424 people per square kilometre in England – that is over 37 times higher than the mean average population density for England.

The median age in Tower Hamlets was 30 – the youngest of any area in England and Wales. The borough had the smallest proportion of older people aged 65+ in England and Wales. The most common countries of birth other than the UK were Bangladesh, Italy, India, China, and France. 14% of residents were born in a current European Union country. Population turnover is high compared to elsewhere with more than a fifth (20.8%) of residents having lived somewhere else a year prior to the census.

At 34.6%, Tower Hamlets has the largest Bangladeshi population in England and Wales and the largest Muslim population (39.9%) in England and Wales.

7.2% of adult residents were Lesbian, Gay, Bisexual or Other and 1% had a gender identity different to their sex registered at birth.

62.7% of all residents in employment were in managerial, professional, or associate professional occupations but 46,000 adults have never worked.

Tower Hamlets has a high proportion of households who rent, both from social landlords and from private landlords, and the proportion of owner occupiers is the lowest in England and Wales. 16% of households were overcrowded (had too few bedrooms for their needs).

Two thirds of households do not have access to a car or van, one of the lowest levels of car ownership in England and Wales.

12.9% of residents had a disability and 25.7% of households had at least one disabled person living within them.



Care in the UK primarily falls under the Care Act 2014. Subsequent attempts to reform the system and address recognised issues with the country's care system have largely stalled or remain incomplete.

In December 2021, the previous Conservative government published a white paper, 'People at the Heart of Care', outlining its 10-year vision to transform support and care in England.

The new Labour government has announced its intention to create a 'National Care Service' and improve NHS and social care integration as part of a 10-year plan for reform. Further details have yet to be published.

Demographic, workforce, and financial context.

Additional information on the local context is set out in the following:

Market Position Statement annex 2023

Housing with Care Strategy

Our-Commitment-to-Carers

Social care landscape in Tower Hamlets.

Tower Hamlets is a diverse and rapidly growing borough with a population that is living longer but also facing significant health and social care challenges.

High levels of deprivation, housing pressures, and health inequalities mean that demand for adult social care is increasing, particularly among older people, those with long-term conditions, and individuals with complex needs. The borough also has a young and highly mobile population, creating a dynamic and evolving care landscape.

The council works closely with the NHS, voluntary and community organisations, and independent providers to deliver high-quality, person-centred care.

There is a strong focus on integration and collaboration, ensuring that health and social care services work seamlessly together to provide the right support at the right time. This includes ongoing efforts to develop Integrated Neighbourhood Teams, strengthen preventative services, and enable people to remain independent for longer.

Despite financial pressures and workforce challenges, Tower Hamlets is committed to building a sustainable and innovative care system. The borough is embracing digital transformation, new models of care, and strength-based approaches to improve outcomes for residents. Providers are encouraged to work in partnership to develop flexible, inclusive, and culturally responsive services that reflect the needs of Tower Hamlets' diverse communities.

The Department of Health and Social Care (DHSC) forecasts a 57 per cent increase in demand for home care services for adults aged 65 and over by 2038, compared to 2018.

In London, there are approximately 1,060 home care agencies, ranging from small providers with a handful of service users to large organisations serving thousands. As demand continues to grow, ensuring high-quality, accessible care remains a priority.

You can search for a home care agency on the [Care Sourcer website](#).

As of 2023/24, Tower Hamlets had 81 Care Quality Commission (CQC)-regulated services, including 11 residential and 70 non-residential services.



Workforce overview.

The adult social care sector in Tower Hamlets plays a vital role in supporting the community. According to Skills for Care, 2024/25

- The staff turnover rate in Tower Hamlets was 24.6 per cent, slightly above the regional average (19.0 per cent) and in line with the national average (24.8 per cent).
- Around 60 per cent of new recruits came from within the adult social care sector, helping retain valuable skills and experience.
- The vacancy rate was 6.1 per cent, lower than the regional average of 10.6 per cent and close to the national average of 8.1 per cent.

Across England, workforce challenges are improving, with a decrease in vacancy rates and an increase in filled positions, partly due to international recruitment efforts.

Visit the [Skills for Care website](#) for a summary of the social care sector in Tower Hamlets.

Our messages to the market.

We want to work with providers who share our vision for high-quality, person-centred care and can demonstrate:

- A commitment to person-centred and strength-based care, helping people maintain independence and reduce reliance on services.
- A proactive approach where every interaction matters, ensuring seamless access to support.
- A culture of continuous improvement, co-producing services with those who use them.
- The use of innovative digital solutions to enhance care and efficiency.
- A focus on achieving meaningful outcomes, measuring success through individual progress.
- Services that empower people, promoting independence, choice, and self-care.
- Recognition of the vital role of unpaid carers, ensuring they are supported.
- The ability to provide safe, effective, and value-for-money care.
- A commitment to localised support, enabling people to receive care close to home.
- Investment in a skilled, stable workforce, offering good employment opportunities.
- A focus on social value, contributing to a healthier, more resilient community.
- Strong partnerships with local organisations, including voluntary and community groups.
- Action on sustainability, adopting environmentally friendly practices.
- A drive for continuous quality improvement and robust safeguarding.
- A fully inclusive approach, ensuring services reflect and respect the borough's diverse communities.

By working together, we can build a sustainable, high-quality care system that truly meets the needs of Tower Hamlets residents. Our current offer and messages to the market are presented below.

Homecare.

Our homecare services help vulnerable adults in Tower Hamlets live independently, stay connected, and achieve their personal goals at home. By prioritising local employment and ensuring all care staff receive at least the London Living Wage, our services align with our commitment to boosting jobs, business, and public services.

Homecare is provided across four localities - Northwest, Southwest, Northeast, and Southeast - supporting over 2,200 residents through trusted providers. This locality-based approach fosters strong partnerships and community-focused care and aligns with how adult social care teams are structured, and the NHS.

To enhance care quality and sustainability, we are strengthening our framework by focusing on:

- Capacity and expertise – ensuring providers can manage demand and deliver high-quality care.
- Quality standards – partnering with CQC-rated "Good" providers who meet strict regulatory standards.
- Safeguarding measures – ensuring robust policies protect vulnerable residents.

By expanding provider diversity and reducing spot purchasing costs, we want to improve the quality of care, increase resilience, and better support our community.

Residential and nursing care.

We provide residential and nursing care through a mix of block contracts and spot purchasing, ensuring flexibility and choice for residents.

Currently, there are six older people's care homes in the borough, registered with the Care Quality Commission (CQC), offering a total of 344 beds—101 for nursing care and 243 for residential care.

In addition, there are two learning disability homes in the borough, one of which provides residential respite service for adults with a learning disability offering a total of 17 beds, and one care home for those with a mental health need, offering 13 beds.

Eight of these homes are rated 'Good' by the CQC, reflecting our commitment to quality care.



Extra care housing.

Extra care housing offers high-quality, specialist housing with tailored support to promote independence. Designed to be flexible, these schemes adapt to residents' changing needs and help reduce isolation by keeping individuals connected to their communities.

Currently, Tower Hamlets has six extra care schemes providing 214 units across the borough.

Market opportunities in homecare and housing with care provision.

Meeting growing demand: A recent service review highlighted a significant population growth, particularly among those aged over 65, increasing the demand for specialist housing with care. We are committed to enhancing care services and meeting the evolving needs of our residents. Our key priorities include:

- Strengthening partnerships with care providers to ensure high standards and long-term service sustainability.
- Expanding extra care housing to help more residents stay independent in their own homes.
- Increasing in-borough dementia care to support those with complex needs.
- Facilitating timely hospital discharges by working closely

with healthcare and social work teams.

- Ensuring inclusive and culturally sensitive care that meets the diverse needs of our community.
- Encouraging community connections by linking care providers with local groups and voluntary organisations.
- Implementing enhanced healthcare services to improve residents' wellbeing.
- Gaining deeper insights into self-funded care to better understand and support those who pay for their own care.

Our ten-year Housing with Care Strategy (2024-2034) sets out a clear vision to:

- Enhance existing extra care housing to help residents live independently for longer.
- Expand the number of extra care housing units by 240, offering a strong alternative to traditional residential care.
- Reduce out-of-borough placements, allowing more people to stay close to their community.
- Offer greater choice and support for vulnerable adults with complex needs.
- Develop modern, technology-integrated housing that supports health and wellbeing.
- Collaborate with investors and developers to meet future demand effectively.



Services for adults with learning disabilities and autistic needs.

In Tower Hamlets we work together with service users to develop and deliver the range of support and interventions that can help adults with a learning disability live well.

The council is working with its partners on the Learning Disability Partnership Board to refresh its five-year Learning Disability Strategy, which we hope to publish in early autumn. This will detail how we intend to deliver against the priorities most important to us.

Our priorities.

In advance of its completion, adults with a learning disability and their carers have identified six key outcomes and partnership actions most important to them which we expect to see embedded and delivered across all our commissioned services:

- Be happy and healthy.
- Live locally.
- Be part of the community and be involved in activities.
- Work or volunteer.
- Have choice and the right support.
- Be respected and safe.

Supported accommodation.

Along with our extra care housing, accessed by everyone with an assessed level of need, we currently commission 52 supported accommodation units across a range of different settings. Our accommodation includes:

- Self-contained one-bedroom flats with ensuite bedrooms.
- Shared houses (three–five bedrooms) with 24-hour support, helping to prevent loneliness and isolation while promoting community living.

This level of provision does not reflect demand which means many individuals are placed outside of the borough. To address this, we are focused on working with individuals and their families to increase the availability of high-quality supported opportunities within borough boundaries over the next five-year period.

Residential respite.

Residential short-break respite support is available at our newly refurbished Hotel in the Park respite service. Following an assessment by our Community Learning Disability Team, individuals and their carers can access overnight, long weekends or longer breaks when booked in advance. The service is also available at short notice to support families in a crisis. Please contact LDDuty@towerhamlets.gov.uk for further information.

Day centre services.

We provide 250 day-service spaces for individuals who might benefit from engaging in structured, safe, and stimulating daytime activities. Referrals to local day centres are made through the Community Learning Disabilities Team, who can be contacted by emailing LDDuty@towerhamlets.gov.uk.

During 2025 we will be recommissioning our model of day opportunities. We aim to deliver personalised, and peer-led day opportunities with an increased focus on securing employment for people and on supporting and enabling participation in local community activities, while still ensuring there is specific centre-based support for those with higher levels of need. We want to ensure people can participate in a much greater range of activities in the evenings and weekends as well as during the day.

Employment support.

We commission an employment support service to support adults with a learning disability into work.

Market opportunities.

We will work with providers able to support these aspirations, who take a co-productive approach in the delivery of their services. Care providers will need to:

- See and support people as individuals, providing support to maximise independence.
- Place people and their family/carers at the centre of all they do.
- Continuously improve the quality and effectiveness of

provision, with explicit quality standards.

- Be transparent and share concerns, risks and issues with commissioners and borough teams.
- Commit to safeguarding principles, to have their own and local interagency policies and procedures and responsive to promoting safety.

Mental health.

We prioritise prevention and early intervention to support adults with mental health needs. Our goal is to help residents manage their mental health, preventing conditions from worsening and reducing the need for high-intensity services like inpatient care or residential rehabilitation. We are committed to keeping people within their communities by providing accessible mental health support.

Our approach focuses on practical advice, intensive community support, health and wellbeing programs, outreach services, and targeted therapeutic interventions, including support for hoarding. We want to deliver the right support at the right time across the recovery journey, meeting the needs of those in contact with secondary and acute services at the same time as offering prevention and early intervention services to those with less complex mental health problems.

Connecting residents to support and opportunities in the community that help combat loneliness, isolation and low-level mental health needs is key. We are committed to achieving this through our connection coalition steering group which aims to raise awareness of these issues and brings together voluntary sector organisations, residents, and other stakeholders to identify and implement innovative solutions.

Our key priorities.

We are committed to building a stronger, more inclusive mental health support system by focusing on:

- Sustainable resource allocation – prioritising

services that empower residents, promote self-help, and support employment, education, and training.

- Seamless, connected services – enhancing integration between mental health services, peer support networks, and community programs.
- Culturally sensitive and inclusive care – ensuring services meet the diverse needs of our population, including LGBTQ+ individuals, carers, and marginalised groups.
- Innovative and flexible support models – exploring new approaches, such as adaptable floating support services tailored to individual needs.
- Technology for prevention and access – using digital tools to improve mental health management and enhance service accessibility.

Our services.

Our commissioned service will address and reduce health inequalities for population groups who experience greater barriers to accessing mental health services.

We offer a range of community-based mental health services designed to provide early support and prevent escalation. Together, these services create a holistic, recovery-focused system designed to keep residents well and within their communities:

- **Tower Hamlets Talking Therapies** – free and confidential support through Mind in Tower Hamlets and Newham. Residents can access face-to-face therapy, workshops, and online programs to manage their mental health.
- **Crisis and Rehabilitation Services** – provided by Lookahead and ELFT, these services support individuals transitioning from acute care and help prevent hospital admissions by offering crisis intervention and rehabilitation in the community.
- **Mental Health Crisis Support** – (NHS 111, Option 2) – A 24/7 helpline for immediate mental health support, ensuring quick access to emergency assessments and appropriate care.
- **Tower Hamlets Together Café** – a welcoming, walk-in support space for adults experiencing mental health crises, providing an alternative to A&E with no referral needed.
- **Intensive Community Support** – Flexible, person-centred support for individuals living with mental health needs, covering housing, social inclusion, and employment assistance.
- **Recovery College** – comprehensive, peer-led education and training programmes within mental health services and to the wider community. Running like any other college, education is provided as a route to recovery, not as a form of therapy. Courses are co-devised and co-delivered by people with lived experience of mental illness and by mental health professionals.
- **Employment Support** – 1:1 personalised support based around coaching principles to address barriers to work. Providing support into employment and support to retain work or transition into alternative employment where there are risks of losing employment.
- **Mind Connecting Communities** – Offers information and advice, one to one support and recovery groups, events, and activities for people with lived experience to access to support their recovery.

Supported accommodation.

We have commissioned a broad range of accommodation options for those experiencing mental health problems. Our Quality Improvement Project for supported accommodation pathways outlines our commitment to provide care closer to home in as independent a setting as possible. This remains a major priority as we work with providers and East London Foundation Trust to ensure the overall configuration is appropriate and able to support more people with higher needs in borough.

We will develop robust referral and signposting pathways with a view to ensuring service users receive holistic support, enabling them to step down from higher levels of support and contribute to and be participants in their community.

We do not expect the overall number of commissioned placements to increase from current levels over the next five years. Any reconfiguration will be designed to reduce our reliance on out of borough residential care placements and to ensure that in borough capacity is as fully utilised.

Market opportunities.

We are keen to work with our partners to promote mental health and wellbeing in our communities, preventing Tower Hamlets residents from developing more significant mental health problems, and ensuring that when people do need them, mental health services are of the highest possible quality,

proactively supporting people to recover.

We welcome innovative service models, including collaborative approaches, to meet the diverse needs of our residents.



Supported accommodation for single vulnerable homeless people (hostels).

Our supported accommodation services, including single homeless hostels, play a crucial role in preventing street homelessness and providing individuals with a pathway to independent living. These services offer:

- Safe and secure accommodation.
- Intensive one-on-one support tailored to individual needs.

- Access to financial assistance, employment opportunities, and social activities.
- Health promotion and wellbeing programs.
- Strong partnerships with external organisations to provide holistic support.

The hostels offer in Tower Hamlets consists of five services providing 341 beds. By working in partnership with social care, health, probation, and housing services, our supported accommodation helps to:

- Reduce homelessness and rough sleeping.
- Tackle drug and alcohol dependency.
- Support individuals in moving from hostels into stable, long-term accommodation.
- Reduce reoffending and anti-social behaviour.

Our ongoing commitment is to ensure that every resident in Tower Hamlets has access to the support and services they need to live independently and with dignity.

Substance misuse services.

Our [Substance Misuse Strategy](#) outlines our vision and commitment to tackling substance misuse in Tower Hamlets over the next four years. This strategy sets out key priorities for action and will be supported by yearly delivery plans to ensure continuous progress.

We are working alongside the NHS, Metropolitan Police, London Community Rehabilitation Company, London Fire Brigade, and voluntary sector organisations, including residents, the LGBT Forum, Interfaith Forum, and individuals who use drug and alcohol support services. Together, we are committed to making a lasting impact.

We want to collaborate with providers who share our vision of reducing drug and alcohol-related harm for individuals, families, and communities in Tower Hamlets while supporting more residents in overcoming substance misuse.

Our priorities.

Our goal is to reduce drug and alcohol-related harm for individuals, families, and communities in Tower Hamlets while supporting more residents in overcoming substance misuse. We will focus on three core areas to drive change:

- Breaking drug supply chains to disrupt illegal drug distribution.
- Delivering a world-class treatment and recovery system to provide effective support.

- Achieving a generational shift in the demand for drugs through education and prevention.

Addressing wider challenges.

We recognise that poverty, unemployment, and social deprivation are major risk factors for substance misuse. Tackling these underlying issues is essential for the long-term success of our strategy, and we work closely with partner organisations to address these broader determinants of health.



Supporting unpaid carers.

Unpaid carers play a vital role in our community, making a significant contribution to the health and social care system. We are committed to supporting carers by providing access to essential information, advice, and direct support to help them manage their caring responsibilities.

[Our Commitment to Carers Action Plan](#), co-produced with carers and health and social care partners, outlines our priorities to address the challenges carers face, including the impact of COVID-19, rising living costs, and the need for timely, practical support.

Our key priorities

- Identifying and recognising carers to ensure they receive the support they need.
- Helping carers reach their full potential through education, training, and employment opportunities.
- Enabling carers to have a life outside of caring by providing flexible support services.
- Improving the health and wellbeing of carers to help them maintain their own quality of life.
- Supporting young carers transitioning into adulthood with tailored resources and guidance.

Carers

According to the 2021 Census, 18,551 residents in Tower Hamlets identified as unpaid carers. However, national estimates suggest the actual number is much higher, with many carers unrecognised and unsupported. Every day, 12,000 people in the UK become carers—including over 5,000 in the workplace.

Our priority is to ensure carers receive the support they need - not only to sustain their caring role but also to maintain their own wellbeing, pursue education, employment, or social opportunities, and feel valued.

Support for carers

The Carers Centre Tower Hamlets provides a range of support services, including:

- Information and advice to help carers navigate their role.
- Practical support such as financial guidance and respite care.
- Emotional and wellbeing support to reduce stress and prevent burnout.

For carers in crisis, we have commissioned the Care Solution Bureau to provide an Emergency Carers Service, ensuring homecare support is available in sudden, unforeseen circumstances - without the need for a formal carer's assessment.

Digital support for carers

To make support more accessible, we have introduced the Virtual Carers Centre Hub, offering 24/7 online resources, training, and wellbeing tools. Carers can also

access Carers UK's Digital Resources and the Jointly app (membership code: #EFC1982) for additional guidance and support.

Opportunities for providers

We are looking to strengthen partnerships with adult social care providers in the following areas:

Improving carer identification and recognition

- Embedding carer recognition into service delivery so carers do not have to repeatedly explain their situation.
- Supporting carers who may not self-identify, such as parents, siblings, or friends providing care.
- Creating flexible services that accommodate both carers and those they support.

Strengthening support and signposting

- Ensuring carers receive the right support at the right time through compassionate engagement.
- Enhancing signposting pathways so carers can easily access services.
- Maintaining accessible emergency support services for carers in crisis.
- Considering the impact on unpaid carers when reviewing or developing new services.
- Using digital technology to enhance carer support and quality of life.

Developing carers' skills and opportunities

- Recognising the valuable skills carers gain and exploring pathways into employment or volunteering.
- Providing training and development opportunities tailored to carers' experiences.

Supporting carers in the workforce

- Encouraging businesses in Tower Hamlets to recognise and support carers in their workforce.
- Promoting the Employers for Carers platform, developed by Carers UK, to help small and medium-sized employers support working carers.
- Tower Hamlets Council is an active Carer Confident employer and offers a subscription to the Employers for Carers digital platform. Employers can register at [Employers for Carers](#) using membership code #EFC1982.

Our commitment to carers

We want unpaid carers to receive the recognition, support, and opportunities they deserve. By collaborating with providers, we aim to create a carer-friendly system that values carers for their role while also supporting their own wellbeing and aspirations.

We look forward to collaborating with providers and stakeholders to develop innovative solutions that make a lasting difference in the lives of unpaid carers in Tower Hamlets.

Direct payments.

Direct payments are monetary payments made by the council to individuals with assessed eligible needs, allowing them to arrange their own care and support. Our goal is to maximise choice, control, and independence for residents.

Since bringing the Direct Payment Support Service in-house in April 2024, we have been committed to ensuring residents receive timely information, expert advice, and hands-on assistance. Our goal is to make direct payments simple, accessible, and beneficial, giving you the confidence to manage your own care.

Our key principles include:

- Choice and flexibility – we encourage more people to explore direct payments as a flexible way to meet their care needs.
- Expert guidance – our knowledgeable team provides clear advice and ongoing support every step of the way.
- Easy processes – we aim to make direct payments straightforward, ensuring a smooth and stress-free experience.
- Personal Assistant (PA) support – we help connect you with trained PAs, support recruitment, and guide you through your responsibilities as an employer.

Currently, 673 individuals in Tower Hamlets receive direct payments -

about a quarter of those we support. We are working to grow this number so more residents can benefit from personalised care.

Market opportunities

We want to work together with providers to shape a dynamic and responsive care market that meets the evolving needs of our residents. Our key areas of focus include:

- Expanding awareness – actively promoting Direct Payments as a flexible alternative to traditional care services.
- Encouraging innovative care solutions – expecting providers to offer diverse, creative, and inclusive services for individuals with learning disabilities, physical disabilities, and mental health needs.
- Growing the PA workforce – addressing the national shortage of skilled Personal Assistants (PAs) by working with providers to attract, train, and expand the local PA market, ensuring people have real choice in their support.
- Introducing personal travel budgets – providing residents with more flexible transport solutions, making it easier to access the care and activities they need.

By collaborating with providers, we aim to enhance service quality, increase accessibility, and empower individuals to take control of their care.

Adult transport services.

We provide transport services for around 380 adult social care service users through a combination of in-house passenger services and external providers. Since 2016, demand has increased by 22 per cent, and costs have risen by 90 per cent, highlighting the need for a more sustainable and innovative approach.

Market opportunities

Over the next two years, we are committed to improving our transport services to ensure they remain flexible, efficient, and person-centred. Our key priorities include:

- Re-procuring transport routes – all existing routes will be re-procured by September 2025, with procurement starting in May 2025 via the Dynamic Purchasing System (DPS).
- Developing a new procurement strategy – as the current DPS expires in February 2027, we are exploring new ways to improve service flexibility, efficiency, and value.
- Enhancing provider engagement – we aim to work closely with providers to deliver more adaptable, high-quality, and cost-effective transport services.
- Promoting independent travel – expanding Personal Travel Budgets (PTBs) and providing travel training will give service

users greater freedom and flexibility.

- Improving transparency and collaboration – we will maintain open communication with providers to ensure services meet the needs of users and offer the best possible experience.
- Optimising route planning – a focus on efficiency will help maximise resources and improve overall service delivery.
- Delivering high-quality, compassionate care – ensuring service users receive reliable and respectful transport support.

We are dedicated to shaping the future of adult transport services in partnership with providers, ensuring they continue to meet the needs of our community in a sustainable and effective way.



Statutory advocacy.

Advocacy services ensure that individuals who need support to express their views, access services, and secure their rights receive independent representation. The council has a legal duty to provide advocacy under key legislation, including:

- The Care Act 2014
- The Mental Capacity Act 2005 (including Deprivation of Liberty Safeguards – DoLS and Relevant Person's Paid Representatives – RPPRs)
- The Mental Health Act 1983 (amended 2007)
- The Health and Social Care Act 2012.

The council commissions two statutory advocacy services to provide advocacy to fulfil its duties:

- **POhWER** - is an integrated statutory advocacy service covering Northeast London, supporting residents in Tower Hamlets, including those placed outside the borough. Residents living outside Northeast London (England, Scotland, or Wales) have access to advocacy support to ensure continuity of care.
- **Independent Mental Health Advocacy (IMHA) service** – is commissioned with NHS Northeast London ICB, alongside a non-statutory Mental Health Advocacy Service (MHAS). This service, delivered by Mind in Tower

Hamlets, Newham, and Redbridge, supports informal patients in mental health wards and adults in contact with mental health services.

Our priorities:

- Provide high-quality, person-centred advocacy that protects residents' rights and independence.
- Support individuals to feel more in control of their mental health and wellbeing.
- Ensure flexibility and responsiveness, including out-of-borough placements.
- Offer advocacy in multiple community languages to meet diverse needs.
- Speed up access to advocacy, ensuring timely support and allocations.
- Improve service user satisfaction and demonstrate the impact of advocacy.
- Strengthen safeguarding practices, including regular contact for DoLS cases and care review requests.
- Collaborate to ensure efficient service delivery and ongoing improvements.

Market opportunities

The statutory advocacy service will be re-procured in winter 2025, with a new contract starting on 1 July 2026. We will continue using a combination of block and spot purchasing to ensure flexibility and cost-effectiveness.

Assistive technology.

Assistive technology (AT) helps people with disabilities, older adults, and those with health conditions live independently, stay safe, and stay connected. From mobility aids like wheelchairs and walking frames to communication devices, hearing aids, and smart home adaptations, assistive technology enhances the quality of life for our residents.

Currently, most assistive technology provided in Tower Hamlets is low-tech, such as grab rails, but we are expanding into high-tech solutions, including voice-activated home controls. As part of the [Adult Social Care Strategy 2021 – Improving Care Together](#), we are committed to increasing the use of AT to improve outcomes for residents.

Future plans and opportunities.

During 2025/26 we will be looking to commission a partner to support us to transform our technology enabled care offer for residents.

We will be seeking to work with suppliers of innovative technologies that support residents to be independent, maintain wellbeing and exercise choice and control.

Specialist equipment and home adaptations.

In partnership with the London Equipment Consortium, we provide over 500 assistive items to support independent living, including:

- Hoists and specialist beds
- Bathroom aids and mobility equipment.

Our in-house Occupational Therapy team assesses individual needs and recommends the right equipment. Additionally, private purchases can be made directly through NRS Healthcare.

Home adaptations and Independent Living Hub

Our Independent Living Hub (Independent East) in Bethnal Green provides:

- Assessments for home adaptations
- Equipment trials before installation
- Training for professionals in assistive technology.

Visit the [Tower Hamlets Connect website](#) for more information on home adaptations and aids.

Market opportunities.

With a 9 per cent annual increase in demand, we are continuously improving services and exploring innovative technology-enabled care solutions.

We work closely with service users, health professionals, and voluntary organisations to develop and improve AT services. Our 'assistive technology first' approach ensures we prioritise innovation and integration to provide the best outcomes for residents.

We are committed to embracing digital solutions for care and support. We are also building a digital workforce to ensure professionals can seamlessly access resident.

Information, advice, and early help.

We believe that prevention is key to improving outcomes and reducing inequalities. [Our Adult Social Care Strategy 2021: Improving Care Together](#) focuses on:

- Raising awareness of available social care and support services.
- Providing clear, accessible information.
- Encouraging early intervention and social connections.
- Promoting access to health services and nutritious meals.
- Empowering individuals to manage their own needs where possible.

Under the Care Act 2014, we are legally required to provide information, advice, and advocacy to help residents navigate social care.

Our voluntary and community sector partners play a key role in delivering this support, ensuring inclusive and preventative services.

Our services include:

Tower Hamlets Connect - a partnership of eight voluntary and community organisations delivering information, advice, and advocacy to support adults in need. Services include general and specialist advice (health, social care, housing, welfare, benefits, consumer rights, etc.) and is the first point of contact for all adult social care enquiries.

Email: enquiry@towerhamletsconnect.org

Telephone: 0300 303 6070

LinkAge Plus (for residents aged 50+).

Supporting older adults to maintain their independence and wellbeing through early intervention activities.

Services include:

- Outreach support for isolated and vulnerable older residents.
- Information, referrals, and practical assistance (e.g. help with official forms, benefit applications, and council tax discounts).
- Daily social and physical activities (e.g. yoga, falls prevention, coffee mornings, walking groups, days out).
- Health promotion (awareness campaigns on heart disease, diabetes, vaccinations, cancer screenings, smoking cessation, etc.).
- Employment and volunteering opportunities for older residents.
- Partnerships with other organisations to expand services.

- Advocacy and strategic influence, ensuring older adults have a voice in shaping services in Tower Hamlets.

Email:

Linkageplus@toynbeehall.org.uk

Telephone: 0207 392 2913

Mind Connecting Communities

We jointly commission with NHS North-East London Integrated Care Board a prevention and early intervention recovery and wellbeing service which is delivered by Mind in Tower Hamlets. Connecting Communities support adults with lived experience of mental health issues to improve their overall health and wellbeing, reduce social isolation and manage their own personal recovery journey.

Services include:

- An information, advice, and navigation service, providing immediate assistance with a range of issues such as emotional support, self-care, mental health advocacy, support to access legal, financial, counselling and welfare services.
- A one-to-one support service delivered by recovery workers for up to a year- supporting people to meet their recovery goals, prevent crisis and maintain independence.
- A specialist welfare benefit and housing advice service supporting people with welfare benefit forms, money management, landlord and neighbour disputes and rehousing needs.
- A programme of daily groups and activities, designed by and for experts by experience to support

- individual journeys. Current groups include the Hearing Voices group, Men's Shed, Somali group, coping with life group.
- A dedicated peer development network for those interested in sharing their experiences and developing skills and training towards longer term employment.

Market opportunities

The voluntary and community sector plays a vital role in delivering preventative services alongside the NHS and council teams. We are committed to:

- Supporting a diverse range of organisations to ensure inclusive service delivery.
- Co-producing innovative services with local partners.
- Strengthening referral pathways and signposting to community resources.
- Developing joined-up care models that integrate family, peer support networks, and community-based services.

If you are interested in working with us to enhance prevention and early intervention in Tower Hamlets, we welcome collaborations and innovative proposals to strengthen our services.