



# Working together to support Tower Hamlets

## #TowerHamletsTogether



**2,104**  
volunteers recruited



**4,945**  
food parcels delivered



**11,170**  
self-isolating people supported



**263,000**  
PPE items distributed



**136**  
rough sleepers off the streets



**£98,210**  
in rent relief for community organisations



**£164,327,118**  
in grants and rate relief for businesses



**70,065**  
free meals for pupils and families



**4,912**  
books for children at home



**334,844**  
views of coronavirus website content



This is just part of the support provided to residents and businesses during the pandemic. Much more is being done by organisations and individuals across our borough.

Data correct as of 1 June 2020



# OUR EAST END

NEWS FROM TOWER HAMLETS COUNCIL AND YOUR COMMUNITY

The past few months have had a huge impact on every aspect of life here in Tower Hamlets due to coronavirus. It's been challenging but we've also seen the very best from our communities.

When the lockdown first started we had to close most face to face services but we continued to keep our essential services going, including social care and waste collection. At the same time, many staff were redeployed as we took the lead in coordinating support for our most vulnerable residents.

We have also provided a wide range of financial aid to those in need: rent relief to voluntary and community groups and commercial tenants; distributing grants and supporting businesses with rate relief; and council tax reductions for those with reduced income.

I've seen for myself the tremendous collective efforts made to protect and help others – from delivering meals to those who are shielding, distributing personal protective equipment to providing accommodation for rough sleepers. I want to pay tribute to the frontline staff and volunteers who are continuing to do this in difficult circumstances.

I also want to pay tribute to you, for following guidance and being resilient and for the many acts of kindness and support you have shown for those who are vulnerable and scared. It has been tough and it's not over yet.

There's no denying that the crisis has hit the council's income and we've had to step in to provide additional support. I will continue to make the case to government that the recovery will require councils to be properly funded so local services don't bear the financial burden.

Over the next few months things will continue to evolve, so do keep checking the council's website for up to date information, including what we can reopen safely as the lockdown rules change.

We will continue to do all we can to support you through this difficult time. Together we will get through this.

As ever you can get in touch with me by emailing [mayor@towerhamlets.gov.uk](mailto:mayor@towerhamlets.gov.uk) or calling 020 7364 4000.

**John Biggs,**  
Mayor of Tower Hamlets



## 4-7 // *Healthier lives*

Keep playing your part, new rules bring welcome relief, shielding advice, NHS Test and Trace service launched, the NHS is still here for you, where to go for help, what to do if your child is ill and it isn't coronavirus?, getting ready to return more registration services, NSPCC and Childline support, borough partnership column.

## 8-9 // *Council news*

Council delivers more than 250,000 PPE items, early action to support the borough, let's talk coronavirus and you, parking restrictions and enforcement, Ask the Mayor goes virtual.

## 10 // *Jobs & economy*

Getting back to business, shopping safely in the age of coronavirus.

## 11 // *Clean & green*

Waste services continue, reuse and recycling centre reopens, creating safe spaces on our streets.

## 12-13 // *Spotlight*

Alan Stokes – on the frontline of a person's welfare.

## 14 // *Housing*

Rogue landlords ignoring protections for tenants will be prosecuted, in for good – protecting rough sleepers.

## 15-18 // *Walks – ideas and inspiration*

Doing the 'Docklands Dodge', tips for enjoying a socially

distanced walk, design your own walk or bike ride, green corners and waterside walks, snap up Santander offer: half price membership.

## 19-21 // *What's on(line) – staying active*

Staying healthy and happy at home, learn to run a hotel @ home, what's on(line) listings, get a digital social life, looking after your mental wellbeing, standing up to racism.

## 22-23 // *Young people and families*

Pride and purpose in keeping our schools running, goody bags for shielded children.

## 24-29 //

## *Community news – #TowerHamletsTogether*

Hands together for local walking hero, thousands come forward to volunteer, keeping spirits high at Aspen Court Care Home, Tower Hamlets working together, critical care bed boost, our green space heroes, Canary Wharf skyline turns blue, faiths unite and stand together.

## 30-31 // *Harmony*

Council news in Bengali and Somali.

### Front cover:

Thanks to artist Peter Liversidge who painted and erected 571 signs across Wennington



Green at the intersection of Roman Road, Bow, to show solidarity and pay tribute to key workers.

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## Sign-up to Tower Hamlets news

Find out about local services, advice and support related to both coronavirus and other council news, straight into your inbox!

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# Keep playing your part

## HEALTHIER LIVES

By **CARMEN HURST**

Over the past three months, our communities have come together to tackle coronavirus – by staying apart and staying at home.

The efforts and sacrifices made by everyone to follow the lockdown restrictions has helped get our country through the worst of the pandemic.

Some of the government rules are being carefully relaxed and will continue to be reviewed and updated in the weeks ahead.

However, it is very clear the threat from the virus is not over and we must not be complacent. Do:

- Follow the latest government and NHS advice at all times.
- Self-isolate for 14 days if you or someone you live with has a high temperature, a new or continuous cough or a loss of taste or smell.
- Wash your hands regularly with soap and water for at least 20 seconds.
- Keep two metres apart from people you don't live with.
- Minimise your social contact and interactions.
- Wear a mask if social distancing is difficult, for example at work, in a shop or on public transport.
- Be aware that local lockdowns and restrictions could be imposed in response to an outbreak.

The council continues to work with local NHS services, Public Health England, other London councils and many partner and voluntary organisations to keep our residents safe as the response moves into its next phase and we look towards recovery.

The government has also updated its guidance for people who are considered at high risk of becoming seriously ill from coronavirus, known as shielding. This includes being able to go out once a day, either with members of your household or if you live alone you can meet one other person. This should ideally be the same person each time and you must observe social distancing. People who are shielding remain vulnerable and should continue to take precautions.

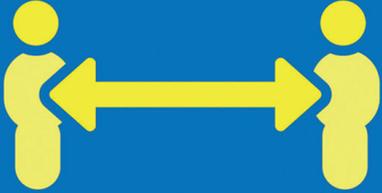
Our priority is supporting and protecting residents through this challenging time, especially those that are vulnerable.

For updated information and advice, visit [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus) or for specific and current shielding advice visit [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) or [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus)



## KEEP A SAFE DISTANCE FROM OTHERS

WE CAN HELP CONTROL THE VIRUS IF WE ALL STAY ALERT



2m where possible

**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**



## KEEP WASHING YOUR HANDS REGULARLY

WE CAN HELP CONTROL THE VIRUS IF WE ALL STAY ALERT



**STAY ALERT > CONTROL THE VIRUS > SAVE LIVES**

## New rules bring welcome relief

The government has relaxed some of its rules and has issued new guidance. This will continue to be reviewed and updated in the weeks ahead.

- You are now allowed to meet up to six people, as long as you're outside and you maintain social distancing.
- This means you may be able to start seeing some of your family and friends that are not part of your household.
- We hope our residents can see some of their loved ones again and enjoy the summer sunshine in the borough's wonderful parks. But please remember to keep two metres away from others at all times.
- Don't forget to stay hydrated; protect yourself from the sun.
- When you get home, wash your hands with soap and water for at least 20 seconds.

The threat remains – please keep following official advice at all times and doing your bit to keep yourself and others safe.

## Shielding advice

Almost 9,000 residents in Tower Hamlets have been following advice to shield.

We have worked with local health partners to help shielding residents follow the updated advice safely. They advise you should continue to shield and strictly limit all contact with other people – outside or inside your home. Remaining in your home is the safest way to protect yourself from coronavirus.

If you are shielding and want to meet up with another person:

- It's important to make sure they don't have any symptoms of coronavirus, including a continuous dry cough, a raised temperature and sometimes, a change in taste or smell.
- Check that anyone you're meeting has not had these symptoms in the last seven days.
- You may also want to ask them to wear a face cover or fluid resistant face mask when they meet you.
- Only meet people from outside your home outdoors.
- Continue to avoid busy places such as shopping areas and public transport.

# NHS Test and Trace service launched

A new national contact tracing programme called NHS Test and Trace has been launched by the government to help identify, contain and control cases of coronavirus.

As part of the programme, anyone who tests positive for coronavirus will be contacted by NHS Test and Trace and asked to share information about their recent interactions. This would include people they live with, people they have had direct contact with or anyone who has been two metres apart from them for more than 15 minutes.

Anyone identified as having been in close contact with someone who has tested positive will be advised to stay at home and isolate for 14 days, even if they are not symptomatic.

Those in isolation who begin to develop symptoms must then book a test through [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) or by calling 119. If people test positive, they must continue to stay at home for seven days or until their symptoms have passed. If they test negative, they must

complete the 14 day isolation period.

Members of their household will not have to stay at home unless the person identified becomes symptomatic, at which point they must also self-isolate for 14 days to avoid unknowingly spreading the virus.

The Test and Trace programme will combine digital and phone-based contact tracing to identify cases and their close contacts so they can rapidly self-isolate.

Councils are now working to support the programme using their expertise of the local health picture – including community links, communication with residents and partners and area demographics – to inform local plans. Council public health officers will also support any local outbreaks identified by the national programme.

More information on how the council will support Test and Trace locally will be shared online at [www.towerhamlets.gov.uk/testandtrace](http://www.towerhamlets.gov.uk/testandtrace)



HM Government

**NHS**  
Test and Trace

## CORONAVIRUS SELF-ISOLATE WHEN ALERTED

If you're told you have been exposed to an infected person you must self-isolate for 14 days.

**PLAY YOUR PART.  
PROTECT YOUR FRIENDS AND FAMILY.**

[nhs.uk/coronavirus](http://nhs.uk/coronavirus) or call 119

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**

## The NHS is still here for you

GPs are reassuring residents across Tower Hamlets that local NHS services are 'open for business' and ready to safely provide care to people who need it. It's important you do not wait if you need urgent medical help.

Cancer referrals have dropped significantly across the UK, which means some people may not be following up concerning symptoms or seeking medical help if they need it. From online consultations to COVID-free cancer hubs, NHS staff have worked hard to make sure people can get cancer checks and treatment safely, so there is no need to delay.

GP practices and hospitals have strict infection prevention and control measures in place, so it is safe to attend appointments. It's important that you continue to attend routine appointments, including for antenatal checks, sexual health advice and contraception and childhood vaccinations, as normal, unless you have

been told not to attend.

Community pharmacies across the borough are also available. Before visiting your local pharmacy, first check its opening hours on the NHS website [www.nhs.uk](http://www.nhs.uk). When you visit you must comply with the social distancing measures in place to protect yourself and

staff from the spread of coronavirus.

If you are worried you may have cancer speak to your GP or visit [www.macmillan.org.uk/coronavirus/worried-about-cancer](http://www.macmillan.org.uk/coronavirus/worried-about-cancer). For further information on accessing health services at this time visit [www.nhs.uk/health-at-home](http://www.nhs.uk/health-at-home)



HM Government

**NHS**

## You can still contact your GP practice, 111 online or call 111 for help.

## Where to go for help

### Go online

[www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus) for council information and support

[www.towerhamlets.gov.uk/stayhomerresources](http://www.towerhamlets.gov.uk/stayhomerresources) for fun activities and ideas to stay active

[www.towerhamlets.gov.uk/selfisolation](http://www.towerhamlets.gov.uk/selfisolation) if you're self-isolating and need help or support

[www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) for the latest NHS information and advice

[www.111.nhs.uk/covid-19](http://www.111.nhs.uk/covid-19) to check your symptoms with the NHS

[www.gov.uk/coronavirus](http://www.gov.uk/coronavirus) to keep up to date with government guidance and support

For medical help by phone call: Your GP or **111**.

If urgent **999** (or go to your nearest A&E department)

**For urgent help, advice and support from the council call: 020 7364 3030**

Wixii caawimaad ah, talo iyo taageero:

Lahadal **020 7364 3030**

ama booqo [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus)

সাহায্য, পরামর্শ এবং সহায়তার জন্য কল করুন: **020 7364 3030** অথবা

ভিজিট করুন [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus)

### Other phonelines:

Concerns about children and young people  
**020 7364 5006**

Adult safeguarding  
**020 7364 5005**

Trading standards  
**020 7364 5008**

Domestic abuse  
**0808 2000 247**

Department for Education  
helpline  
**0800 046 8687**

Council tax  
**020 7364 5002**



It's important to seek help if your child is ill

# What to do if your child is ill and it isn't coronavirus?

It's key to remember that NHS 111, GPs and hospitals are still providing the same safe care that they have always done for those who need it. However, it can be confusing to know what to do if your child is unwell or injured during this period. That's why The Royal College of Paediatrics and Child Health has developed a one page guide for parents during coronavirus – summarised below.

**If your child has any of the following – you need to contact a doctor or nurse today. Please ring your GP surgery or call NHS 111 – dial 111.**

- Is finding it hard to breathe including drawing in of the muscles below their lower ribs, at their neck or between their ribs (recession) or head bobbing.
- Seems dehydrated (dry mouth, sunken eyes, no tears, drowsy or passing less urine than usual).
- Is becoming drowsy (excessively sleepy) or irritable (unable to settle them with toys, TV, food or picking up) – especially if they remain drowsy or irritable despite their fever coming down.
- Has extreme shivering or complains of muscle pain.
- Babies under three months of age with a temperature above 38°C /100.4°F.
- Infants 3-6 months of age with a temperature above 39°C /102.2°F.
- For all infants and children with a fever above 38°C for more than five days.
- Is getting worse or if you are worried.
- Has persistent vomiting and/or persistent severe abdominal pain.
- Has blood in their poo or wee.
- Any limb injury causing reduced movement, persistent pain or head injury causing persistent crying or drowsiness.

If symptoms persist for four hours or more and you have not been able to speak to either a GP or 111, then take your child to the nearest A&E.

**If your child has any of the following – you need urgent help. Go to the nearest A&E department or phone 999.**

- Becomes pale, mottled and feels abnormally cold to the touch.
- Has pauses in their breathing (apnoea), has an irregular breathing pattern or starts grunting.
- Severe difficulty in breathing becoming agitated or unresponsive.
- Is going blue round the lips.
- Has a fit/seizure.
- Becomes extremely distressed (crying inconsolably despite distraction), confused, very lethargic (difficult to wake) or unresponsive.
- Develops a rash that does not disappear with pressure (the 'glass test').
- Has testicular pain, especially in teenage boys.

**If none of the above features are present – continue providing your child's care at home.**

**If you are still concerned about your child, check out the NHS 111 website for advice or call 111 if you are unsure.**

To access the full guide visit [www.towerhamlets.gov.uk/adviceforparents](http://www.towerhamlets.gov.uk/adviceforparents) or for advice on a range of common conditions for under-fives (available in English and Bengali) visit [www.towerhamletstogether.com/care-confident](http://www.towerhamletstogether.com/care-confident)



New parents are encouraged to tell their GP that they have a new baby in the family

## Getting ready to return more registration services

During the crisis, the majority of registration services across the country, including births, weddings, civil partnerships and citizenship ceremonies, have been put on hold in line with government guidance.

The exception has been death registrations. In Tower Hamlets, this has meant that our registration service team has been able to maintain a professional and compassionate level of support for grieving families. This has also included working seven days a week

and registering deaths online to allow funerals to take place as quick as possible.

Although birth registrations with registrars are temporarily suspended, parents are being encouraged to tell their GP there's a new baby in the family as soon as possible, so that they can access health services such as the infant six to eight week check and the immunisation programme. New parents can also apply for child benefit or universal credit without

registering a birth.

Once registration services are back up and running, for births, we will start by prioritising those who have been waiting the longest – all outstanding registrations will eventually take place.

We are working on plans to reopen our register office safely for visitors and staff when we can, allowing for the necessary social distancing. Keep up to date on progress by visiting [www.towerhamlets.gov.uk/THRO](http://www.towerhamlets.gov.uk/THRO)

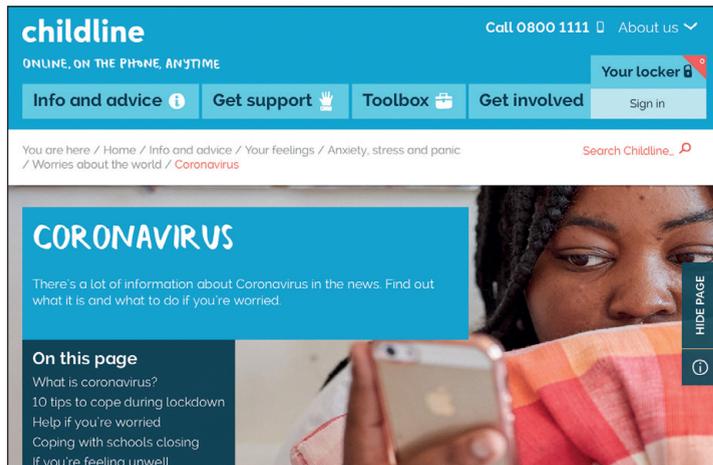
## NSPCC and Childline support

The NSPCC has created an online hub of coronavirus advice and support for parents and carers.

This includes: information on keeping children safe from abuse; tips and advice to help parents working from home; and ways to talk to a child who is anxious or worried about coronavirus.

The Childline website also has a new page to help primary school aged children (under 12) make sense of coronavirus. It contains information, advice and tips for managing emotions along with related games and activities.

Visit [www.nspcc.org.uk](http://www.nspcc.org.uk) and [www.childline.org.uk](http://www.childline.org.uk)



Information and advice on coronavirus on the Childline website

“ Please try to stay positive. It's easy to feel worried and worn down but we will come through this together. (Dr Sam Everington)

### Dr Sam Everington, Chair of NHS Tower Hamlets Clinical Commissioning Group



During lockdown, looking after our health and wellbeing has never been so important.

Despite our lives changing and the difficulty of managing the restrictions that have been placed on us all, there are small things we can do to stay active – physically and mentally.

Although we should still be staying at home as much as possible, getting out for daily exercise is vital for both fitness and to top up our vitamin D levels through the sun. Those who can should try and walk up to 10,000 steps each day. Maintaining a healthy and nutritionally balanced diet is also important. Choose wholegrains and include lots of fruit and vegetables to keep healthy and support your immune system.

Many people are struggling with social isolation. Speaking to your friends and family will help – by phone, video calls or through social media. If you don't have a support network, many community groups are helping people connect through arranging befriending calls from volunteers. You can call the council's support line on 020 7364 3030 to get this help.

Please try to stay positive. It's easy to feel worried and worn down but we will come through this together. If you need medical support or advice to help you manage, please seek help from a healthcare professional – the NHS is still here for you!

You can visit your GP practice website, use the NHS app or, if you're not able to access the internet, call your GP practice. Most appointments with a GP, nurse or other healthcare professional will be by phone. If you're told you need to see a clinician in person, the NHS has put measures in place to make sure patients are seen safely.

We are all now navigating a new normal. I have personally been moved by the amazing acts of kindness demonstrated during this pandemic. We really have seen humanity at its best. Thank you for the part you have played in this and to all the NHS staff, carers and wider key workers who continue to support so many people.



Personal protective equipment (PPE) is used to safeguard residents and frontline staff in the fight against coronavirus

# Council delivers more than 250,000 PPE items

## COUNCIL NEWS

By HANNAH FOWETT

PPE has been the word on everyone's lips over the last couple of months and is the life-protecting armour in the nation's battle against coronavirus.

Despite reported national shortages, the council has delivered more than a quarter of a million items of personal protective equipment (PPE) to safeguard residents, frontline staff, such as care workers, and maintain essential services.

The unprecedented level of demand and changes in PPE requirements as a result of coronavirus has led the council to redouble its efforts in sourcing PPE, working non-stop to safely see the borough through the pandemic.

Last month, Mayor Biggs, visited the council's PPE depot to give a helping hand with supplying PPE to frontline council staff, external service providers and individuals with caring responsibilities.

Mayor Biggs said: "We'd like to reassure our residents that we are working around the clock to make sure those who need PPE – to keep themselves and those they care for safe – have access to it. I've seen first-hand the incredible and complex operation this is. Thank you to our staff and volunteers who are working tirelessly to ensure we have adequate levels of PPE and quickly getting stock out the door to those who need it."

Councillor Rachel Blake, Deputy Mayor for Adults, Health and Wellbeing,

**“PPE is essential for our care workers to continue caring for our most vulnerable residents while keeping themselves, their colleagues and their families safe.”**

said: "PPE is essential for our care workers to continue caring for our most vulnerable residents while keeping themselves, their colleagues and their families safe. These are extremely challenging times but we are committed to protecting our staff and residents by providing adequate PPE. We are also supporting other organisations and individual carers through our mutual aid scheme if they are struggling to source their own PPE."

The council is continuing to follow national PPE guidance from Public Health England. If you receive care, please be aware that your nurse or care worker will be wearing PPE during visits where a distance of two metres cannot be maintained.



Council worker Shuheda Uddin with the government's PPE guidelines



Boxes of PPE at the borough's depot

# Early action to support the borough

In the first weeks of the council's response following the lockdown, Mayor Biggs established a £10.5 million service investment fund (SIF) using money received from an initial national government fund of £1.6 billion for councils. The SIF helped the council with some of the early costs of supporting residents, businesses and local organisations tackling the sudden negative impact of coronavirus.

The focus was on providing extra money to support vulnerable people, who may also have limited social and family networks – including rough sleepers and other homeless people – and those badly affected by a sudden loss in income.

The fund also allowed self-employed people living in the borough to defer their council tax payments for up to three months. This was in addition to the council's existing council tax reduction scheme, which continues to run and offers up to a 100 per cent reduction.

Following the government's budget, the council also received £4.38 million from a £500 million hardship fund to help support vulnerable people and households most affected by coronavirus.

Initial business support saw the council issuing grants directly into bank accounts and contacting hundreds more local businesses to make sure they didn't lose out on the support available. Added to this, the council announced an early package of support for its commercial tenants with a rent deferral scheme to allow businesses to delay their rent repayments, in some cases until next year.

The council also helped with financial support for 24 community organisations facing uncertainty as a result of the pandemic so they could concentrate on supporting local people. This included almost £100,000 in rent relief on top of any other support being provided through the Local Community Fund and the Small Grants Programme.

To find out what support is available visit [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus). If you are a commercial tenant who hasn't applied for rent deferral and meet the requirements, email [rentdeferral.scheme@towerhamlets.gov.uk](mailto:rentdeferral.scheme@towerhamlets.gov.uk)

# Coronavirus impact survey



Tell us your thoughts by Wednesday 17 June.



## Let's talk coronavirus and you

What are you most worried about as the lockdown restrictions start to ease? Is there support you need? Or maybe you've noticed some positives to the situation? We would like to hear how coronavirus is impacting your life. Some challenges we all have in common but others may affect you more than others. Your thoughts and experiences will help us plan our services so that we can support you on the road ahead in the ways that matter most.

Please complete our online survey by 17 June 2020.

Have your say and share your thoughts, visit [talk.towerhamlets.gov.uk/coronavirus](http://talk.towerhamlets.gov.uk/coronavirus)

**If you need support to complete our survey, can you ask someone you live with (or someone you come into safe contact with, such as a carer) to assist you?**

**If this is not possible, you can call 020 7364 3030 to give your answers over the phone to one of our support officers.**

**The phonenumber is open:**

- Monday to Friday (8am - 8pm)
- Saturday (10am - 5pm)
- Sunday (10am - 4pm).

## Parking restrictions and enforcement

From the beginning of June, parking restrictions returned to normal and motorists will need a permit to park during controlled parking times. Anyone found to be parked without a permit may receive a penalty charge notice.

We have issued more than 4,000 temporary parking permits to key workers and we will continue to support frontline NHS and school staff, emergency services and council social workers to park for free using new paperless virtual permits.

The bus gate on Wapping High Street is now also operating. Signs are in place to let motorists know.

For further information visit [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus)



## Ask the Mayor goes virtual

Mayor Biggs is hosting a special virtual edition of his regular Ask the Mayor question and answer session on Tuesday 23 June, 7pm - 8.30pm.

The virtual event will focus on the council's response to coronavirus, how the council is supporting residents and businesses, as well as any key issues that are concerning you at this time.

For details and to register to join in, visit [www.towerhamlets.gov.uk/AskTheMayor](http://www.towerhamlets.gov.uk/AskTheMayor)

# Ask the Mayor



# Getting back to business

## JOBS AND ECONOMY

By **CHRIS HUMPHREYS**

We know that many business owners and employers will now be considering how they might safely reopen their businesses.

The government has released specific guidance on workplace safety standards for various environments including shops, offices, factories and workshops, outdoor spaces, vehicles and other people's homes.

As we start the slow process of safely lifting some of the measures that have been in place, we ask that businesses continue to act responsibly and keep the following considerations in mind:

- Only re-open your premises when you are confident that your staff and customers can work and move about safely.
- If you are at all unsure how to implement such changes safely, seek guidance.
- Be mindful of caring, parenting and other responsibilities that may prevent some staff from returning to work immediately.
- Consider whether you can help to ensure social distancing can continue on public transport by staggering shift times for staff.

For business guidance and advice on the support available at this time visit [www.towerhamlets.gov.uk/coronavirusbusiness](http://www.towerhamlets.gov.uk/coronavirusbusiness) or email the council's commercial environmental health team on [healthandsafety@towerhamlets.gov.uk](mailto:healthandsafety@towerhamlets.gov.uk) to request additional support.



Getting on with the job safely

## Shopping safely in the age of coronavirus

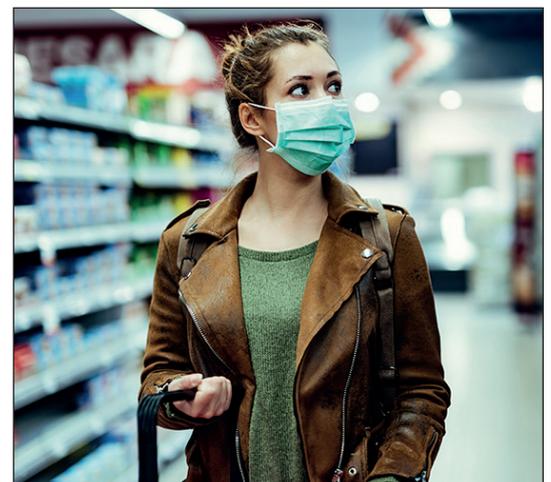
The government has indicated that markets and other shops that were closed as part of the coronavirus response will begin to reopen from early to mid June. Premises will be asked to make all possible efforts to protect shoppers and staff and the council is working on ways we can help them to safely achieve that.

Our officers have been planning for the reopening of retail environments of different sorts for some time, exploring options to do so in a safe way. There are significant challenges involved and it is clear that in the short-term at least, our

markets and shops will look and feel quite different from what we are used to.

Traders and retailers are being asked to develop plans that will allow them to operate in a safe and socially distanced way. Our markets, town centres and enterprise teams are reaching out to provide advice and support to those who need it.

When shops and markets do reopen in a more widespread way, we will rely on you, our residents, to use them responsibly. Please follow any rules put in place – they will be there for your safety and to help prevent any further spread of the virus.



Socially distanced shopping and taking precautions



New waste service vehicle ready for action

# Reuse and recycling centre reopens

The reuse and recycling centre (RRC) on Yabsley Street reopened on 20 May with reduced opening hours and new safety measures in place, having been closed since 24 March due to coronavirus.

Journeys to the RRC must only be undertaken if your waste or recycling cannot be stored at home safely or disposed of safely by other means. If you can temporarily store your waste or recycling in a way that does not pose a safety or health risk to you or others then you must do so.

If you do travel to the RRC, please be patient. It will be operating differently and it will be a while before social distancing restrictions are lifted. You may have to queue before you are allowed entry due to the limits on the numbers of people that can be in the RRC at any one time.

Safety measures include:

- Reduced opening hours: Wednesday to Sunday 9am - 5pm. Please do not arrive before the site opens.
- Access to the RRC will only be through Baffin Way and then Blackwall Way.
- Where possible you should make use of the council's bulky waste or garden waste services rather than travelling to the RRC.
- We will not accept vans on to the site in the first phase of opening. This is because of the greater level of checks required for vans.
- Please check which materials the RRC is accepting. Currently clothes and textiles are not being accepted.
- You should not visit the RRC if you or a member of your household is unwell. Please follow the government guidance and self-isolate for either seven days (if you are experiencing symptoms) or 14 days (if a member of your household is experiencing symptoms).
- Visitors to the RRC must always observe social distancing. If you do not comply with social distancing guidance, you will be asked to leave the RRC and the site may have to close temporarily.

Please ensure you have checked the site regulations on the website before setting off by visiting [www.towerhamlets.gov.uk/rrc](http://www.towerhamlets.gov.uk/rrc)

# Waste services continue

## CLEAN & GREEN

By JAMES SCOTT

Throughout this period, in which many of us have been in lockdown, our waste crews have been on the frontline providing vital services for residents and businesses that have been allowed to remain open.

In March, we brought our waste and recycling services 'in-house' under council management once our existing contract with Veolia had expired. The aim is to have greater flexibility and control over our waste services, which have been a key concern for residents.

This move was always going to bring a period of transition but the outbreak of coronavirus added an unexpected pressure.

Councillor Asma Islam, Cabinet Member for Environment and Public Realm, said: "The council continues to face an unprecedented challenge in continuing to deliver waste services while responding to coronavirus.

"Our bin collectors and street cleaners have answered the government's rallying cry in delivering critical waste services to residents. We are asking residents to bear with us as waste crews work tirelessly to keep our streets clean during

## Coronavirus waste advice

- **If you have symptoms of coronavirus, personal waste (such as used tissues) and disposable cleaning cloths can be stored securely within disposable rubbish bags.**
- **These bags should be placed into another bag, tied securely and kept separate from other waste. This should be put aside for at least 72 hours before being put in your usual external household waste bin. Other household waste can be disposed of as normal.**
- **To help reduce risk of infection to our waste collection team, all residual waste must be stored in refuse sacks that have been tied up.**
- **Any clinical waste, such as plastic dialysis tubes, must not be placed in recycling bins.**

this pandemic."

In May, we reintroduced our online street cleaning request form – available online at [www.towerhamlets.gov.uk/streetcleaning](http://www.towerhamlets.gov.uk/streetcleaning) – that enables residents to request a sprucing up of streets in their area. The form can be used to report flytipping, flyposting, graffiti,

overflowing litter bins, animal fouling or to request a street clean.

We have also brought back a new and improved bulky waste form. Residents who have been left with large items over the lockdown period are now able to order a collection by visiting [www.towerhamlets.gov.uk/bulkywaste](http://www.towerhamlets.gov.uk/bulkywaste)

## Creating safe spaces on our streets

As we move into the next phase of the coronavirus response with the easing of some movement restrictions, we could see many more people walking and cycling in Tower Hamlets. Crowded pavements and cycle lanes will make it difficult for people to maintain social distancing as they return to work or education.

Public transport must only be used

when absolutely necessary. This will ensure that people making essential journeys can get around as safely as possible.

We're working with Transport for London to identify places where temporary changes are needed to support social distancing or that would benefit from cycling and walking improvements. The changes could

include – but are not limited to – the widening of pavements, a change to the road layout or the introduction of a dedicated cycling space.

You know your community and your local area best, so we want to hear from you. Share your thoughts, visit [talk.towerhamlets.gov.uk/streetspace](http://talk.towerhamlets.gov.uk/streetspace) to have your say.



Alan Stokes getting ready for his day from the council's town hall

# On the frontline of a person's welfare

## SPOTLIGHT ALAN STOKES

By DAVID HARDING

Alan Stokes has worked for the council for 20 years in facilities management, where he currently works as a supervisor. When coronavirus forced us all to adapt to how we worked, he was redeployed to support with logistics at the borough's emergency food distribution centre – the place where food packages are prepared and sent to those in need across Tower Hamlets.

A month into redeployment, supporting the borough's most vulnerable, Alan is pretty established in his new routine. "My mother-in-law, who is 73 years old, and my niece, both live with me. One is shielded and the other is vulnerable. My decision to continue working had to be made with their welfare and that of my wife and

children in mind but we all agreed I should commit to supporting the elderly and vulnerable, if I could," Alan said.

Alan works with others to coordinate food as it comes in from various groups and charities, before making up packages and labelling them for delivery to every household that needs one.

The packages are delivered to those who have been identified as vulnerable, sometimes referred to as shielding, from government and healthcare data. Others will have nominated themselves as needing support using the council's online form or dedicated phone number.

Alan describes what kind of person works at the centre: "It's not a nine to five job – you have to be flexible so that you can reach the people who need help. Everyone pitches in to get the job done and the feeling of working in a team like this is just fantastic.

"Our delivery drivers don't want to wait

for their van to fill up because they would rather be out delivering food to those in need. One lady I met hadn't eaten for three days. We deliver our parcels ten at a time, then go back for more, until they are all delivered."

Working in a densely populated borough like Tower Hamlets presents some unique challenges, including many houses which are high-rise, which can make access difficult.

"It can be challenging to enter buildings, many of which use buzzers to let you in. Then, there are some where the lifts don't work. I, and others, have had to walk upstairs to the very top of some tower blocks to deliver food parcels. We'll do whatever it takes.

"We do everything we can to leave it with the right person before we go. Sometimes this means leaving it with a neighbour," Alan explained.

The job of delivering food is so much

“  
Our delivery drivers don't want to wait for their van to fill up because they would rather be out delivering food to those in need.”



Activity at the borough's emergency food distribution centre to deliver essential supplies to residents

more than just getting packages to the right people. Our staff and volunteers are now on the frontline of a person's welfare.

Alan added: "There's a lot of layers to the support we're providing. We check in on everyone, we ask how they are. We might be the first person they've spoken to in weeks, so we talk a bit – at a safe distance obviously – and they tell you what they need. For example, sometimes they are having trouble getting their medication, so we sort that out for them. Others don't say much but we make our own assessment too."

"One lady, who is 90, has children living far away, which has meant I've become a critical part of her family. Every time I visit her, at the request of her children, I send them a picture of their mother. This helps them to know if she is washed, dressed and in good spirits. We have a little chat and then I'm on my way."

When his deliveries are finished, Alan goes back to the distribution centre where he reports back any new

information from his deliveries. A key part of this is ensuring everyone has the support they need.

When the day is over, he returns to his own household, which isn't immune to the changes elsewhere. Alan concludes: "Now, I have a designated bag in my hallway where I put my clothes when I get home. Then, I shower and put my clothes in the wash before I give my family a hug."

Thank you, Alan!

Alan is just one of our 42 redeployed staff who are currently supporting those in need across the borough, working at the emergency food distribution centre, with the help of 45 volunteers. So far, we have delivered food packages to 13,698 people in 5,302 households.

If you need support with food, or know someone who does, fill in the self-isolation form online by visiting [www.towerhamlets.gov.uk/selfisolation](http://www.towerhamlets.gov.uk/selfisolation) or call 020 7364 3030.

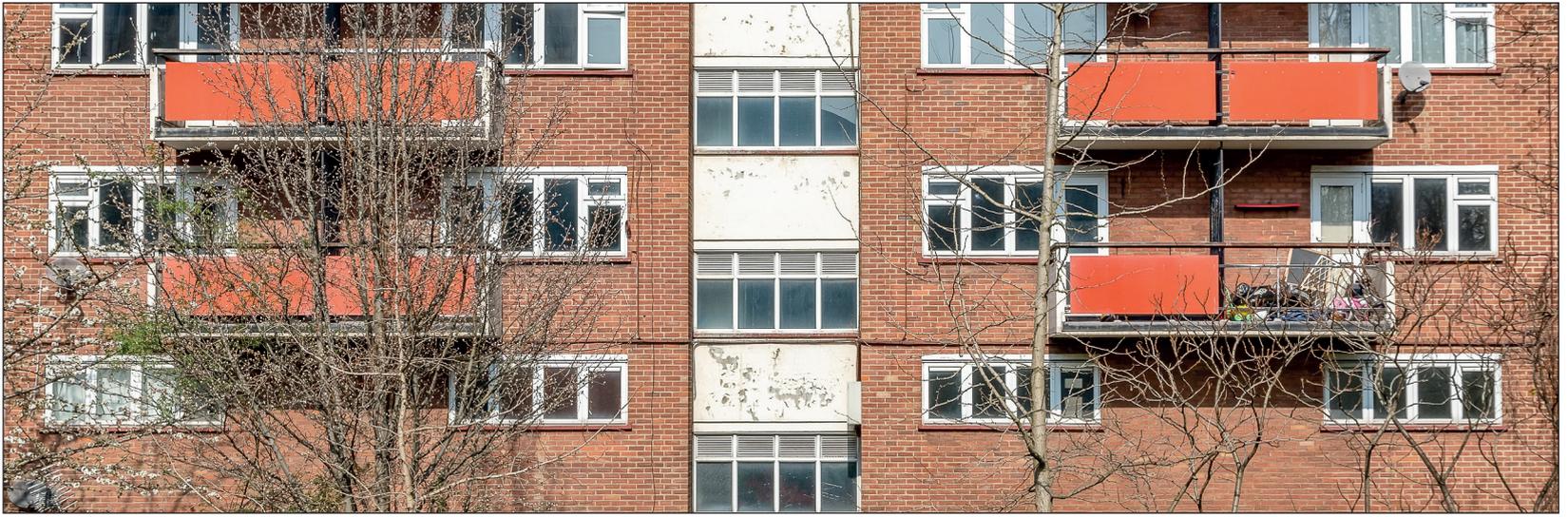
## Food at the heart of helping others

The council's emergency food distribution centre in Bethnal Green was set up at the beginning of April to support people classed as extremely vulnerable by the NHS and at the highest risk of severe illness from coronavirus, along with other at-risk residents. These include the very elderly who may be self-isolating or unwell with symptoms of coronavirus and without a support network of family or friends.

The centre is run by redeployed council staff and volunteers recruited by the Volunteer Centre Tower Hamlets. Together they have packed food including 12,000 tins of soup and pints of milk, 3,000 eggs and over 10,000 staples including bread, cereal, pasta and rice.

We have also been supporting local foodbanks who are helping people who have lost their income. Along with supporting fundraising for First Love Foundation and Bow Food Bank, we have been helping to increase their food supply by linking them with partners who have made generous donations.

The Greater London Authority and the Red Cross also donated two large consignments of food, which were shared among local food banks and community support groups.



Landlords are being advised to take a considerate approach to their tenants' financial challenges at this time

# Rogue landlords ignoring protections for tenants will be prosecuted

## HOUSING

By CHRIS HUMPHREYS

There are now new protections in place to avoid tenants being evicted or facing repossession proceedings during this crisis. Landlords have been advised by the government to take a considerate approach to financial challenges at this time, including offering payment plans as appropriate.

We have written to landlords operating in the borough to remind them of their responsibilities and to make clear that

prosecutions will be brought where they are found to be putting pressure on tenants struggling as a result of coronavirus.

While most landlords and property owners are being responsible, we have had reports of some who are ignoring the protections and putting the safety and housing security of tenants at risk.

The new measures include:

- A three month suspension of evictions from private rented accommodation in place for 90 days from 27 March 2020.
- No new possession proceedings are

to start and all ongoing possession cases are suspended by the courts for 90 days from 27 March 2020. This means that no evictions can legally take place.

- Landlords can still serve an eviction notice but they must give three months' notice if they intend to seek possession for any reason.
- Tenants are still liable for their rent and should pay as usual but financial support is available for those who need it. If you think you will have difficulty meeting a rental payment you should speak to your landlord.

• Once the emergency is over, landlords and tenants are encouraged to work together to resolve disputes and arrears, taking into account tenants' individual circumstances.

It is likely that all or some of these measures will be extended. Visit [www.towerhamlets.gov.uk/privaterenters](http://www.towerhamlets.gov.uk/privaterenters) for the latest position. Our private housing advice team is also available to assist with landlord/tenant mediation and can provide advice to tenants experiencing financial hardship. Email [housing.advice@towerhamlets.gov.uk](mailto:housing.advice@towerhamlets.gov.uk) or call 020 7364 3558.

## In for good – protecting rough sleepers

Since the start of the coronavirus crisis, our homelessness team has been working tirelessly to provide support to anyone who needs it. We have made use of our existing hostel network, as well as local hotels, to bring in 136 rough sleepers off the streets.

Our outreach teams have used a combination of local knowledge and experience, as well as information passed to us by the public through the Street Link system to work across the borough tracking down anyone in need of help. Many of our rough sleepers have complex needs and can be reluctant to accept the offers of accommodation available. The process of encouraging them to do so often requires our teams to go above and beyond to build rapport and trusted relationships.

Outreach workers continue to work on the ground every day responding to any new reports and working with any last remaining rough sleepers who are known to us.

A significant majority of those people we have placed in hotels have addictions or other physical and mental health concerns. We have staff delivering treatment services in these hotels to provide vital medical support.

## Street Link Help someone sleeping rough in 4 easy steps



Tell StreetLink about rough sleepers in your area  
Download the StreetLink app today



While our focus continues to be on the response phase of this crisis, we are working with other councils across London to identify an approach to helping those we have accommodated in the longer term. Our guiding principle is 'in (accommodation) for good' and while

there are significant challenges involved, including but not limited to funding and the availability of accommodation, we will do all we can to achieve that aim.

If you are concerned about someone sleeping rough and their welfare, you can 'tell Street Link' by making a

report at [www.streetlink.org.uk](http://www.streetlink.org.uk) or by downloading the Street Link app.

If you are homeless or at genuine risk of becoming homeless, call 020 7364 7474. If you have a non-urgent enquiry or you have an existing case, email [homeless@towerhamlets.gov.uk](mailto:homeless@towerhamlets.gov.uk)

# Doing the ‘Docklands Dodge’

**Graham Barker** offers ideas and inspiration for socially distanced walking in Tower Hamlets. Photos by **Kois Miah**.

## WALKS IDEAS AND INSPIRATION

Throughout the lockdown, we’ve all been encouraged to keep exercising for our physical and mental wellbeing. As the Chief Medical Officer for England, Professor Chris Whitty said: “Exercise is one of the best things you can possibly do. There is no situation, there is no age and no condition where exercise is not a good thing.”

At home, some of us have turned to online cardio workouts or yoga sessions and children have been jumping around during PE sessions with body coach Joe Wicks. We’ve all had to rethink how to keep active and motivated, safe and sane at home – perhaps joining a virtual choir or quiz on Zoom, painting rainbows or taking up window box gardening.

For those not self-isolating at home, the need to exercise – and the urge to enjoy some fresh air and sunshine – might well have encouraged you to head out on a few walks around the local neighbourhood. But maintaining social distancing while out and about can be tricky; perhaps you’ve found yourself doing the ‘Shadwell Shuffle’ or ‘Docklands Dodge’, trying to avoid other walkers in busy hotspots.

Now, as the lockdown gradually eases and life evolves into a ‘new normal’, we can all start to incorporate regular

walking into our routines. If you’re working from home or furloughed, a walk can be a simple way to take a break from on-screen time and get a burst of exercise.

The health benefits are compelling. People who undertake at least 150 minutes of walking or other regular exercise a week reduce their risk of high blood pressure, high cholesterol, heart disease, stroke and type-2 diabetes. Walking is also one of nature’s best anti-depressants, proven to significantly reduce stress levels and enhance mood and self-esteem.

To avoid using public transport wherever possible, the focus should be on exercising within easy reach of home. At first glance, circular walks from your doorstep might seem rather limiting, but – maybe using some of the ideas set out in these pages – it could be an opportunity to look afresh at where you live and feel more connected to the neighbourhood.

Tower Hamlets has a rich variety of green spaces, waterways, architecture, social history and community landmarks. Whether you’re walking alone, with members of your household, family or friends, venturing out on a few local walks might be just what the doctor ordered – a boost to your body, mind and all-round wellbeing.



Use a walk to discover the history of your neighbourhood



Choose quieter times of day and avoid the hotspots

## Tips for enjoying a socially distanced walk

- Smaller groups are safer: walking on your own or with members of your own household is the simplest option.
- If walking with someone from a different household – always respect social distancing rules and stay two metres apart.
- Avoid using public transport unless it’s essential – it’s best to walk locally to where you live.
- Head out at quieter times, such as early morning or evening.
- Avoid hotspots (such as high streets and transport hubs) and bottlenecks (such as canal towpaths) and instead devise routes around the back streets, quiet corners and cut-throughs.
- Victoria Park is especially popular – with one-way systems in operation – so you might enjoy smaller, quieter parks.
- In parks, consider walking on the grass and away from the main footpaths, to make best use of the space.
- If someone approaches from the opposite direction or behind, move to walk along one edge of the pavement and be prepared to cross over or briefly walk in the adjacent roadway provided.
- If you’re in a twosome and someone is approaching from the other direction, step into single file.
- When you arrive home, wash your hands thoroughly.
- Be kind to yourself and others – remember, you’re still allowed to smile and have a chat with someone, so long as you keep two metres apart.

#towerhamletstogether

TOWER HAMLETS

**Social distancing saves lives. Stay two metres apart.**

Two metres

# Design your own walk or bike ride

How can you add extra interest to your walks around the neighbourhood? Here are six ideas to inspire you.

## 1. Take a closer look on a photo-walk



Photography can help you notice more while out walking.

When dashing about day to day, it's easy to miss the many interesting sights close to home. But on a walk you can slow down and look afresh at your neighbourhood – camera in hand – without rushing to a destination.

To give extra focus, decide on a theme to photograph during each walk. Often it's smaller details that are most fascinating, such as close-ups of flowers or quirky architectural features. For further ideas visit @walkeastlondon on Twitter.

It's about opening your eyes, not aiming for technical perfection. Lonely Planet's Best Ever Photography Tips is a useful pocket book, and you could even create your own photobook at [www.blurb.co.uk](http://www.blurb.co.uk)



Choose a theme and see what you spot.

## 2. Discover history on your doorstep

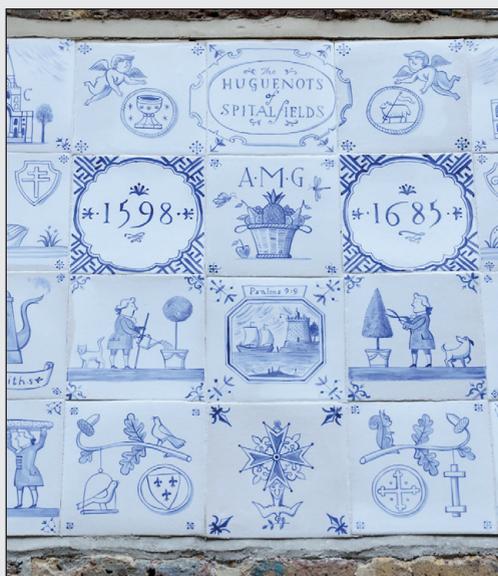


Look out for clues within the architecture of old buildings.

Everywhere you look in Tower Hamlets there are connections with the past. On a walk you might discover more about the history of a local landmark, street name or the area in which you live.

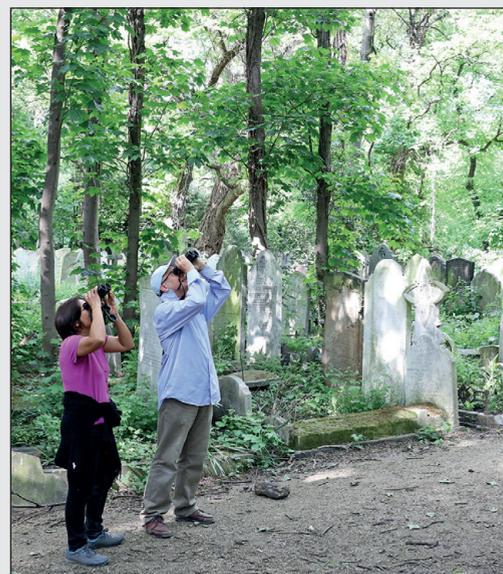
To get your bearings, dip into the map gallery at [www.mernick.org.uk/elhs](http://www.mernick.org.uk/elhs). For an interactive map of Whitechapel buildings visit [surveyoflondon.org](http://surveyoflondon.org) or to read stories about the Isle of Dogs take a look at [www.islandhistory.wordpress.com](http://www.islandhistory.wordpress.com). More generally, [www.exploringeastlondon.co.uk](http://www.exploringeastlondon.co.uk) reveals the stories behind many east London artworks and historical curiosities.

Ready-made heritage walks are also available on the council's website and include exploring Banglatown at [www.towerhamlets.gov.uk/ExploringBanglatown](http://www.towerhamlets.gov.uk/ExploringBanglatown), walks through wonderful Wapping and Limehouse at [www.towerhamlets.gov.uk/WappingandLimehouse](http://www.towerhamlets.gov.uk/WappingandLimehouse) and the Bow Heritage Trail at [www.towerhamlets.gov.uk/BowHeritageTrail](http://www.towerhamlets.gov.uk/BowHeritageTrail)



The history of the Huguenots inspired these tiles at Hanbury Hall.

## 3. Hone your sense of nature



At Tower Hamlets Cemetery Park, you're surrounded by birdsong.

With traffic noise reduced, it's a good time to tune into the sounds of nature. Listen to the knocking woodpeckers at Tower Hamlets Cemetery Park; seek out the chattering sparrows around Millwall; watch coots or swans with their young on the Bow Back Rivers; or hear squawking parakeets in the borough's churchyards.

Keep your senses alert to how nature is changing around you. Kerbside wild flowers – often dismissed as weeds – have been flourishing recently. Bees and other pollinators are buzzing around. And small community gardens – such as Approach Gardens, Cornwall Street and St Katharine's Precinct – are changing week by week.

In Ghost Trees, local author Bob Gilbert writes about the street trees of Poplar. It might help you distinguish your ash from your elder.



Bugs you might spot include bumblebees, hoverflies and stag beetles.

## 4. Create your own art trail



Murals on Ackroyd Drive include parrots and polar bears, corals and curlews.

There are literally hundreds of artworks dotted around the borough. Some are formally commissioned – such as the endangered species murals on Ackroyd Drive and the Spitalfields pavement roundels – and others appear overnight, created by street artists, especially around Shoreditch and Brick Lane.

Canary Wharf is home to a huge open-air sculpture collection; download the art map at [www.canarywharf.com](http://www.canarywharf.com). Near Roman Road in Bow, try to track down the metallic anemones, buttercups and other giant flowers designed by Helena Roden. Or in Bethnal Green, seek out the dazzling mosaics at Globe and William Davis Primary Schools. Galleries and museums may be closed for the time being but there's still scope to curate your own outdoor art trail in the neighbourhood.



Anemones in Lefevre Park are among several giant flower sculptures in Bow.

## 5. Make steps with children



Children can seek out all sorts of rainbows as they walk.

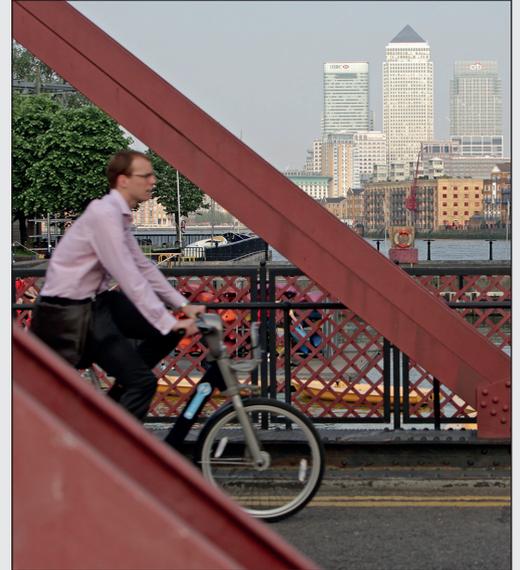
For children, the suggestion of a walk might trigger groans of protest. But with a little imagination you can turn it into a treat. "Children need paths to explore... paths down the garden, the way to school, corridors through the bracken or long grass," explained travel writer Bruce Chatwin.

For younger children, a simple i-spy activity might be enough. For example, how many homemade rainbows can they spot in windows or mini-beasts in the park? For slightly older children, you might devise a treasure hunt with clues, or go 'mudlarking' on the Thames. Or adapt the photo-walk idea above, encouraging children to create their own photo album of things they've spotted on different walks. Who knows, you might even discover some new backstreet routes to school along the way.



If the tide is out, you could take children 'mudlarking' for treasure.

## 6. Get on your bike



There are far-reaching views as you cycle the Thames Path.

If you have a bicycle – or hire a Santander Cycle – you can explore further afield, reaching neighbourhoods that might be too far to walk. Popular cycling routes include the Thames Path from Tower Bridge to Island Gardens, around and about the Queen Elizabeth Olympic Park and the Greenway from Bow to Beckton. For those keen to travel longer distances, Hackney Marshes, the Lea Valley and Walthamstow Wetlands could make a day out. Or if you'd rather head to see some central London attractions, TfL has mapped cycle routes such as Quirky London and Secret Gardens at [www.tfl.gov.uk](http://www.tfl.gov.uk)

Cycle the whole route or hop off and on at points of interest to explore on foot. Aim for quieter routes where possible and if you're cycling in unavoidably busy and narrow places – such as canal towpaths – remember to slow your speed down and keep your distance from others.

See page 18 for special Santander offer.



The Greenway is an off-road route near the Queen Elizabeth Olympic Park.

# Green corners and waterside walks

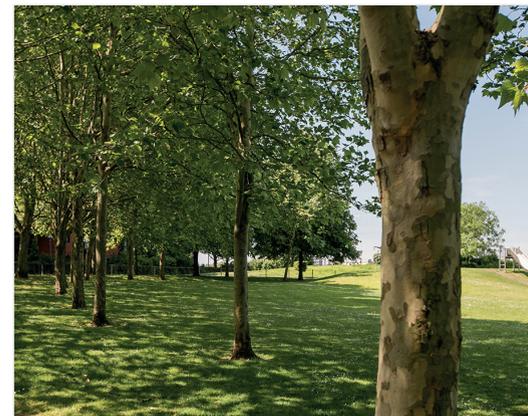
Wherever you live in the borough, you're never far away from nature with a choice of over 30 parks, flourishing community gardens and mile upon mile of waterside walkways. Maybe you can incorporate one or two of these places into your walks?



Mile End Park has two lakes and is flanked by the Regent's Canal.



Tower Hamlets Cemetery Park is an atmospheric place to walk.



Sir John McDougall Gardens opens out to the riverside.



There are fine views across the marina at Limehouse Basin.



The Bow Back Rivers snake around the Queen Elizabeth Olympic Park.



The city skyline rises beyond Shadwell Basin.



Millwall Park links Mudchute Farm and Island Gardens.



A dove sculpture stands at Hermitage Riverside Memorial Gardens.



Churchyards such as St Dunstan's in Stepney are green pockets.

## Snap up Santander offer: half price membership!

In light of our 'new normal', cycling safely is becoming even more important as a way to travel for work, study or leisure.

Residents and businesses in Tower Hamlets can now apply for half price annual Santander Cycle hire memberships from the Zero Emissions Network.

Membership is usually £90 and now, at £45, you can access Santander bikes at over 100 hiring stations across the borough at an enviable discount.

The scheme is great for short trips, especially for those who don't own a bike. If you use Santander Cycles regularly and aren't already a registered user, why not

sign up to make hiring even quicker? Membership gives you unlimited bike access for a year, with the first 30 minutes of each journey included.

Last year, 80 similar memberships were snapped up by business employees, who undertook an amazing 6,216 trips over 12 months.

Businesses can also book a free one-week cargo bike trial to see how they can make zero-emission deliveries, save on fuel costs and improve air quality.

To find out more visit [www.zeroemissionsnetwork.com](http://www.zeroemissionsnetwork.com) or for the Santander offer email [zen@hackney.gov.uk](mailto:zen@hackney.gov.uk)





Robert serving a healthy breakfast as part of a healthy wellbeing task

## Learn to run a hotel @ home

You have probably heard about or visited The Shard on the Southbank. Now, Tower Hamlets residents are running a local virtual alternative, The Shad in Shadwell.

The Shad is one of over 100 virtual hotels operated by people with a learning disability who are accessing the hotel @ home programme. It is designed and supported by The Tower Project – a community based voluntary sector organisation that provides services for children and adults with a learning, sensory or physical disability, autism or health issue – in partnership with the council.

The 10 week programme assists participants to maintain their employment and independent living skills by managing a virtual hotel while socially distancing at home.

Students undertake a range of work related activities with the remote support of job, enterprise and training (JET) service coaches. They learn how to make beds and change linen, run a spa, clean living areas and run a restaurant – by making healthy lunches and afternoon teas for their families.

The programme aims to enhance the transferable work skills of participants, improve their independence and support a smoother transition back into employment when current events improve.

From an initial 12 participants, the programme has expanded within a month to include over 120 trainees. These include young people with special educational needs from Langdon Park, George Green's and Ian Mikado Schools and residents who use local day centres and supported living services.

You can join in remotely and follow the progress of participants by following the hashtag #hotelathome on Twitter.

To learn how to run a hotel @ home visit [www.towerproject.org.uk](http://www.towerproject.org.uk)

# Staying healthy and happy at home

We have put together a whole host of resources to help you stay happy, healthy and entertained while you spend more time at home due to the pandemic.

Even though the restrictions are starting to ease, as we work towards a 'new normal' we must continue to spend more time at home than we used to.

From online books to educational activities, learning a new skill, language or hobby, taking a virtual museum or zoo tour, keeping fit or just having pure fun, we've got it all in one place. Fancy trying out a pirouette with the English National Ballet? Well that's also an online option.

You'll also find mental health and wellbeing tips, at home workouts, tools to help your children with home learning and advice on faith and worship.

So while you've already been keeping busy from your living room over the past few months, there's still more to explore no matter what you're into.

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



A range of activities to keep us healthy and happy at home

## Arts and crafts

### BY YOU tapestry

Running out of things to do at home? Want to be part of a creative community project? Join Limehouse based community arts organisation Stitches in Time to make the BY YOU tapestry. Stitch the story of your daily life during the pandemic. Your individual embroideries will be joined together by Stitches in Time into a giant, historic textile, made by all ages across the country. It will be exhibited and celebrated together, when 'normal' life has resumed! Visit [www.stitchesintime.org.uk](http://www.stitchesintime.org.uk)



Summer programme

### Digital playroom

(Ages 0 -11)

Community organisation Bromley by Bow Centre has created a digital playroom for families with children aged up to 11 years old. There are nine virtual rooms to explore, each filled with fun things to do, tips and resources to keep your children healthy and entertained. Do something creative in the arts and crafts studio or relax together in the chill out zone. There are a series of challenges you can do at home and earn badges for completed activities. You can also share your pictures and successes with the wider community. Visit [www.bbbc.org.uk](http://www.bbbc.org.uk)

## Courses

### Online storytelling

(Ages 14 -19)

Tower Hamlets youth arts programme 'A Team Arts' will be running a series of six online sessions in June and July 2020 to support young people interested in acting, writing, or poetry. Sessions will help young people build on new and existing ideas in a safe and friendly environment. This course is suitable for all levels and participants can attend as many sessions as they like. The course will be delivered live on Zoom.

Mon 22 June - Mon 27 July

Registration required. Email [mark.pollock@towerhamlets.gov.uk](mailto:mark.pollock@towerhamlets.gov.uk)

### The Great Courses

From economics and finance to food and wine, you are invited to become lifelong learners and stream hundreds of videos on subjects ranging from photography to physics, art to astronomy, health to history, and much more with Idea Store Learning's 'The Great Courses'. This exciting range of lessons are taught by university professors and experts and are accessible for free to Idea Store members. There are no exams or homework assignments and you can choose the order that you would like to watch the sessions. Watch the course videos on your laptop or tablet and download the companion guidebooks.

Visit [www.ideastore.co.uk](http://www.ideastore.co.uk) (search Idea Store Learning/online courses)

## Exhibitions

### PRISM virtual festival

PRISM, like so many other artists and exhibiting groups, has had to postpone its planned 2020 exhibition until 2021, including its (im)possibilities exhibition at The Art Pavilion, Mile End Park. However, exhibitions team co-curators Maria, Marian and Marilyn will be taking you on a virtual journey of the planned exhibition, showcasing a selection of artwork from each artist. Each day will bring with it a new dimension with images grouped into themes as well as a look at how the exhibition is put together.

Until 31 July

Visit [www.prismtextiles.co.uk](http://www.prismtextiles.co.uk)



Artwork from (im)possibilities exhibition

### Another Eye

Another chance to view popular exhibition, Another Eye: Women Refugee Photographers in Britain after 1933. This online exhibition, hosted by Four Corners centre for film and photography, celebrates the remarkable women who escaped Nazi persecution and helped to transform photography in Britain.

Visit [www.fourcornersfilm.co.uk](http://www.fourcornersfilm.co.uk)



Altab Ali and the Fight for Equality

## Films and videos

### Tower Hamlets Local History Library & Archives

Explore hours of rare archive films and videos of Tower Hamlets on our local history library and archives' new YouTube channel. It's been busy going through its moving image collection, much of which has been digitised by London's Screen Archives and selecting films to share with you. Highlights include: amateur footage of Tower Hamlets Carnival from 1979; a fly-on-the-wall documentary from 1985 showing a day in the life at Stepping Stones Farm; and three episodes of Dogs Life, a wide-ranging video magazine produced for Isle of Dogs residents in the mid-1980s. Visit [www.youtube.com](http://www.youtube.com) (search Tower Hamlets Local History Library and Archives)

### Altab Ali and the Fight for Equality

We have launched The Fight for Equality, a fantastic new online education resource (including teacher toolkit) developed with young people from George Green's School to help others learn about the radical history on their doorstep and the way local communities have come together to help stamp out racism. It tells the stories of equality, activists and collective power. To accompany this, we also produced a short film 'Altab Ali and the Battle of Brick Lane' in partnership with Loughborough University. Both pay tribute to the anti-racist cause for which Altab Ali has become an important symbol. Visit [www.towerhamlets.gov.uk/altabali](http://www.towerhamlets.gov.uk/altabali)

### New Voices

This summer, A Team Arts will be running a remotely delivered film project, aimed at young people aged 16 - 25 with additional needs or disabilities. The project will give them the chance to write, perform

and film new spoken word pieces, with help from specialist support workers and practitioners. The team is open to ideas for how the project can work for you. Email [mark.pollock@towerhamlets.gov.uk](mailto:mark.pollock@towerhamlets.gov.uk)

## Getting active

### Join the movement

Sport England's 'Join the movement' campaign offers fun and creative ideas for staying in and working out that can be used by the entire family. Anyone with a disability can register to take part in live Zoom sessions delivered by Disability Sports Coach each Tuesday and Thursday between 3.30pm - 4pm.

Visit [www.sportengland.org/jointhemovement](http://www.sportengland.org/jointhemovement)

### The Body Coach

Take your pick from over 250 free workouts on YouTube from Body Coach Joe Wicks at a time that suits. Or join him live Monday - Friday at 9am for PE with Joe - fun and fitness for all the family.

Visit [www.YouTube.com](http://www.YouTube.com) (search Body Coach or PE with Joe)

### This Girl Can

Sport England's This Girl Can (national campaign) has teamed up with Disney to provide a number of dance-along videos with routines that all the family can master.

Visit [www.thisgirlcan.co.uk/activities/disney-workouts](http://www.thisgirlcan.co.uk/activities/disney-workouts)

### Extra Time

For keen footballers wishing to get ready for resuming action while having fun, the Football Association has exciting football physical activities you can take part in at home.

Visit [www.thefa.com/get-involved/footballs-staying-home/extra-time](http://www.thefa.com/get-involved/footballs-staying-home/extra-time)

## Music

### ELAM in action

Students from the East London Arts & Music (ELAM) school have released a series of unique songs and

## WHAT'S ON(LINE) STAYING ACTIVE

compositions. They edited, filmed and produced their sessions during lockdown and have created high-quality productions, in part due to sponsorship from entertainment venue Madison Square Garden Sphere (MSG Sphere). Visit [www.elam.co.uk](http://www.elam.co.uk)



ELAM in action

## Singing challenge

Tower Hamlets Arts and Music Education Service (THAMES) is encouraging children, families and schools to get singing! A new song will be announced every couple of weeks which participants can learn. Lyric sheets and backing tracks will be provided. Singers are invited to share the songs with friends and families and share a photo on social media.

Until Fri 19 June

Visit [thames.towerhamlets.gov.uk](http://thames.towerhamlets.gov.uk) (search what we do/singing)

## Reading

### Books galore and storytime

While our Idea Stores remain closed, you can access a fantastic range of resources and library services online. Membership is free and can provide you and your family with hours of entertainment, including e-books, audio books and magazines. We're also running daily virtual story and rhyme time sessions for children to enjoy from home. Join up today at

[www.ideastore.co.uk](http://www.ideastore.co.uk)

Visit [www.ideastore.co.uk/storytime-online](http://www.ideastore.co.uk/storytime-online)

## Theatre

### Half Moon Theatre

Half Moon Theatre is offering families access to some of its content online. A selection of recent much-loved productions for young people is available for free. Every Wednesday a new production for young people will be published alongside access to backstage interviews, production photos and information about how the shows were created.

Visit [www.halfmoon.org.uk/live](http://www.halfmoon.org.uk/live)

## Virtual tours and chats

### The Line Online

A new interactive website offering a virtual experience of The Line – London's first dedicated public art walk. Following the waterways and the line of the Greenwich Meridian, it features a programme of art installations, projects and events by eleven internationally acclaimed artists. The website includes features such as an interactive map – where you can discover the extraordinary heritage and wildlife found along the route – an enriched programme to support learning created together with the House of Fairy Tales and interviews filmed by the artists.

Visit [www.the-line.org](http://www.the-line.org)



Tower of London

### Off with your head!

Although the Tower of London is closed, you can take a look at the extraordinary spaces and objects at London's top attraction by going on a virtual Beefeater tour led by Yeoman Warder Scott Kelly.

Visit [www.hrp.org.uk/discover-the-palaces](http://www.hrp.org.uk/discover-the-palaces)

### Prime Time online

We are running weekly chat sessions on Zoom through our Idea Store programme of activities for people over 60 who want to chat with other people of a similar age.

Thurs, 11am – 12 noon

Zoom invitation is required before 10am Thursdays. Email [clara.crocetti@towerhamlets.gov.uk](mailto:clara.crocetti@towerhamlets.gov.uk)

### #AloneTogether

East London Cares has reinvented #AloneTogether virtual programmes for over 65s. They include: friendship over the phone – matching older and younger neighbours together for regular 15 - 20 minute phone calls, around four times a week; virtual social clubs – get-togethers between older and younger people living in Tower Hamlets and Hackney; and free monthly postal activity packs.

Visit [www.eastlondoncares.org.uk](http://www.eastlondoncares.org.uk)

## Get a digital social life

Coffee morning catch-ups, arts and crafts sessions and quizzes are just some of the activities older residents over the age of 50 have been taking part in remotely, thanks to the launch of a virtual activity programme by LinkAge Plus.



LinkAge on Zoom

LinkAge Plus is a partnership programme run by the council and Tower Hamlets Clinical Commissioning Group to help tackle loneliness and social isolation by providing a range of services for older residents.

The virtual events held through video on Zoom have given many older residents a chance to embark on a new digital learning journey.

Members of the LinkAge Plus team have also made more than 500 calls to older residents, offering support and reassurance during the current pandemic. This has included organising shopping and prescription deliveries for older people who have not been able to leave their home.

For further information or for help with setting up and taking part in an activity on Zoom email [frances@sthildas.org.uk](mailto:frances@sthildas.org.uk) or call 020 7265 9292.

## Looking after your mental wellbeing

We know that many of you are thinking about how you can help others. Simple acts of kindness can make a real difference in these times of prolonged isolation. Something as easy as checking in on a neighbour or calling an elderly relative can not only brighten up someone else's day but can also keep you mentally active.

The NHS-approved digital mental wellbeing service, Good Thinking, promotes proactive self-care for the four most common mental health conditions: anxiety, low mood, sleeping difficulties and stress. It also has a clinically approved self-assessment tool that provides recommendations that are personalised for you.

There is local support available including Tower Hamlets Talking Therapies, which is offering free sessions over the phone or online as well as webinars on a range of topics, such as self-isolation.

Mind in Tower Hamlets has brought all of its services online and has put together support on bereavement, employment and working from home.

And for anyone experiencing a mental health emergency, the Tower Hamlets mental health crisis line is available 24 hours a day. Call 020 7771 5807 to speak to a mental health professional.

For more information and to access mental wellbeing resources, visit [www.towerhamlets.gov.uk/StayHomeHealth](http://www.towerhamlets.gov.uk/StayHomeHealth)

## Standing up to racism and injustice

On 3 June, we lit Bromley Public Hall in purple in solidarity with the Black Lives Matter movement, following a worldwide response to the tragic killing of George Floyd by a policeman in the United States.

We are proud of our long history of standing up to racism and that Tower Hamlets continues to be a borough where there is No Place For Hate.

Everyone has a part to play in achieving equality and social justice. We urge residents to speak out against all forms of prejudice and discrimination.

Make your personal pledge at [www.towerhamlets.gov.uk/npfh-pledge](http://www.towerhamlets.gov.uk/npfh-pledge)



Bromley Public Hall

# Pride and purpose in keeping our schools running

## YOUNG PEOPLE AND FAMILIES

By **DAVID HARDING**

On Monday 23 March, the government announced that schools across the country would shut to support the national effort to combat coronavirus.

Now, the focus is on the 'R' value of the virus. When this is lower than one, it means the threat is decreasing - but not gone - and that lockdown can be relaxed, in stages.

In early June, schools began to widen opening to early years and some primary-aged children, followed later in the month by increased access to secondary education for some year groups. In truth, many schools in Tower Hamlets, just like the rest of the country, never did close. They remained open for vulnerable children and the children of key workers.

Many schools in our borough, did this and a lot more, with staff pulling together to adapt almost instantly and do extraordinary things in an extraordinary time.

Chris Lewis, Headteacher of Children's House Nursery School in Bromley-by-Bow, was on both sides of the community response when her school, which stayed open, began receiving regular donations from the local Tesco that included ice cream, flowers for staff and clothes for those that needed them.

Some schools closed their doors to pupils but opened their hearts to their local community. Schools like Christ Church Primary ran a food bank for families, while others like Thomas Buxton Primary delivered food directly. Mulberry School for Girls fundraised and took donations to support over 300 families.

Others stayed open and extended their welcome to neighbouring schools, like Blue Gate Fields and Cubbitt Town Infant and Junior Schools, which acted as education hubs.

Phoenix Primary and Secondary School in Bow, a school focused on children with special educational needs, started lockdown with 16 pupils, which grew to between 40 to 50 a day by the end of May. Strict cleaning, sanitation and social distancing measures were introduced to minimise the risk of infection.

On top of this, it supported families on free school meals who didn't attend school by providing meal vouchers to spend or weekly lunch bags. Staff updated their website and YouTube channel with learning materials and phoned each family twice a week to maintain regular contact.

Stewart Harris, Headteacher, said: "Staff have been really supportive of our children whether they have come to



Children at Children's House Nursery paint rainbows to thank key workers

school or stayed at home. Parents have been managing their children with our support, sometimes in very difficult circumstances. We're really proud of how everyone has responded."

Over in Poplar, Nick Langham, Headteacher of Langdon Park Secondary School, said: "We really love our school and we want our pupils to come back as soon as possible. My staff have all been fantastic, taking care of our pupils as well as each other. They're hosting online activities for the whole staffroom, including an introduction to French, regular quizzes and guitar lessons, using group video calls."

Like most of us, the speed of the crisis forced many at Langdon Park to find new ways of working. Nick confirmed: "We've become much more confident using online tools and this will be key to supporting our children to learn now and to catch up later, using virtual learning over weekends and the holidays."

In addition to regular safeguarding work, Nick revealed: "We've been asking children to log in every day, using a smartphone app. This tells us who is engaging with their work. Where some aren't doing this, we take a targeted approach to those pupils."

Outside of the classroom, the community spirit extended between our

**“ We’ve become much more confident using online tools and this will be key to supporting our children to learn now and to catch up later, using virtual learning over weekends and the holidays. ”**

schools too. From 21 - 22 May, Langdon Park held a fundraising non-stop 24 hour marathon around its own running track. Paul Jackson, Headteacher of nearby Manorfield Primary School, pitched in and ran a few laps to support.

Paul said: "Even before the government announced schools would close, we had lost 30 per cent of our staff, who were self-isolating. Immediately, we began focusing on the needs of families, as well as pupils, and started fundraising."

By the end of May, Manorfield was providing 900 weekly food parcels to those in need and catering to children at their school, and 25 others, at a cost of £5,000 a week.

Paul ran a marathon of his own to fundraise for this. On the day the London

Marathon should have happened, he was found doing 65 laps of his school, a total of 26.2-miles. The Manorfield Charitable Foundation has so far raised over £24,000.

This is complemented by regular donations of bread from Hovis and help from chefs from the world-famous Dorchester Hotel and Ottolenghi restaurants. These chefs have taken up residence in the school kitchen, donating their time and surplus food, to dish up some of the best school meals imaginable.

Enthusiasm for their school, pupils and community shine through our headteachers along with a desire to get back to teaching normally, as soon as it is safe. There's a sense that some positives

have emerged from this crisis and that there may be an appetite to adopt some changes – for example, embracing digital opportunities for learning or connecting – in the longer-term.

Thanks to every school in Tower Hamlets and staff who have been working so hard to support our pupils, families and communities during coronavirus.

Parents should contact their child's school directly to understand their offer.

For information, advice and support from the Family Information Service visit [www.towerhamlets.gov.uk/fis](http://www.towerhamlets.gov.uk/fis) or [www.towerhamlets.gov.uk/localoffer](http://www.towerhamlets.gov.uk/localoffer)



**We really love our school and we want our pupils to come back as soon as possible. My staff have all been fantastic, taking care of our pupils.**



Nick Langham, Headteacher, Langdon Park Secondary, running a marathon



Children play under a parachute at Phoenix School



Teacher, Manorfield Primary School, reading a story on YouTube

## Goody bags for shielded children



Mayor Biggs and Cllr Danny Hassell lending a helping hand

Hundreds of children who are being shielded at home, due to health conditions or complex needs during the pandemic, are being kept occupied thanks to the delivery of play and activity bags.

Our parental engagement team worked with voluntary organisations and the East London Business Alliance (ELBA) to obtain donations from local businesses to fill the bags with goodies.

The team also worked with Toyhouse and Play Association Tower Hamlets to create a range of activities for separate age groups ranging from two to 12 and over, plus a list of resources to put in the bags.

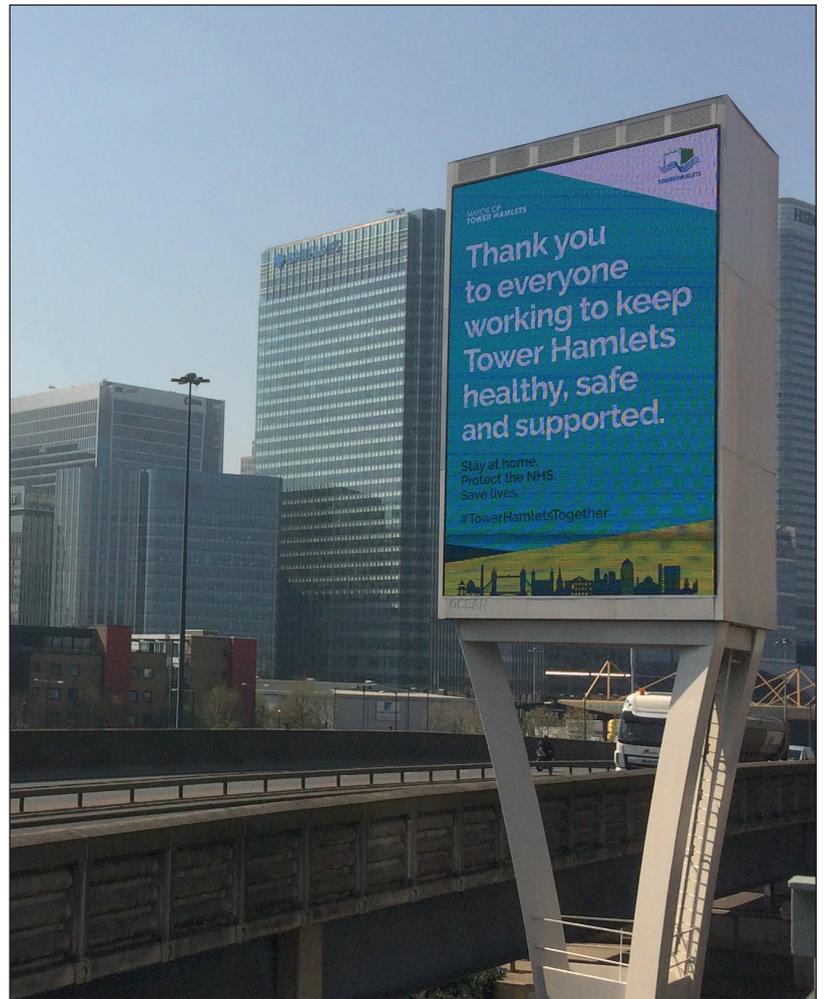
Content includes: drawing and art materials, party bubbles, stickers and books and playdough for younger children; and a cotton bag filled with learning materials, fabric pens, stationery, games and water colour paints for older children.

Scores of volunteers who were put in touch with the council by Volunteer Centre Tower Hamlets, worked with our staff at the town hall to fill the bags, ready for distribution to over 450 families who have been identified for support.

Mayor Biggs and Councillor Danny Hassell, Cabinet Member for Children and Schools, visited and thanked staff and volunteers for their work.



Cyril Jackson Primary School showing its support



The council thanking all those working to keep us safe in the borough

# Bringing #TowerHamletsTogether

**COMMUNITY NEWS**  
#TOWERHAMLETSTOGETHER

By **CARMEN HURST**

Over the past few months, the communities of Tower Hamlets have come together to respond to an invisible challenge. One that brought with it unprecedented impacts and sadly, devastating consequences.

But it is at times of challenge that we also see the very best of the human spirit and in every corner of our wonderful borough, we have seen people selflessly putting their hands up to help others.

The local response to the pandemic has been second to none. It has been incredibly heartening to see so many volunteers, community groups, partner

organisations and council staff working together from across our diverse communities to tackle coronavirus.

We want to say a very big thank you to everyone who has been working tirelessly to help keep Tower Hamlets healthy, safe and supported.

To the 2,000 volunteers who helped deliver food parcels to vulnerable residents, free meals for children and families, PPE for carers and books for children. To the council staff who kept essential services running while supporting 14,730 self-isolating or shielding residents, talking to 13,346 residents over the phone and providing millions in rent and rate relief for community organisations and local businesses. To our partner organisations and community groups. To our local

businesses. To our colleagues in transport and emergency services. To our health and care workers and everyone at the NHS. The list goes on.

But there's another very important thank you, and that's to you and everyone who played their part by simply staying home. We cannot underestimate the impact this had on protecting each other. By staying indoors and staying away from family and friends, you helped stop the spread.

You cheered on key workers and you clapped for our incredible carers every Thursday evening. You displayed rainbows in your windows, drew hearts on your footpaths, supported your children to learn from home, dropped supplies to your neighbours and reached out to someone who was lonely or

anxious. Again, the list goes on.

Every single gesture, big or small, has helped us get through this challenging time together.

Together, you have shown that in Tower Hamlets, we protect our neighbours. That we are resilient with a collaborative spirit. That we can come together by staying apart. We will come out of this stronger than before.

Here and throughout this edition, we've brought together a handful of the many gestures that brought smiles to the faces of our residents.

To see or share more incredible stories, search #TowerHamletsTogether on Twitter, Instagram and Facebook. To watch our video and for more details visit [www.towerhamlets.gov.uk/TowerHamletsTogether](http://www.towerhamlets.gov.uk/TowerHamletsTogether)



Dabirul Islam Choudhury from Bow walking in his community garden

## Hands together for local walking hero

One of the things we most admire about the wartime generation is their grit, their determination and their sense of service.

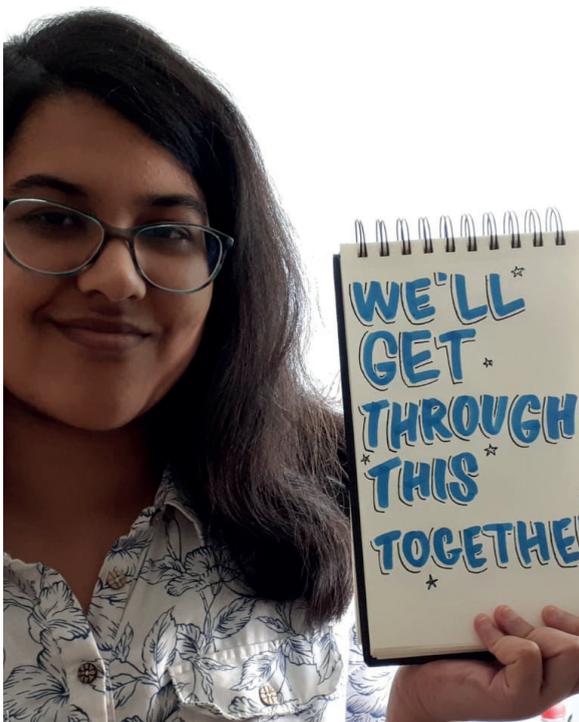
During lockdown, the nation was moved by the efforts of Captain (now Colonel) Tom Moore who raised millions for NHS charities from his garden during lockdown.

Another heroic fundraiser – Dabirul Islam Choudhury from Bow – also made headlines from right here in Tower Hamlets, demonstrating that age is no obstacle when it comes to being an inspiration.

Dabirul is 100 years old and while fasting for Ramadan, walked 100 laps of his local community garden to raise more than £225,000 for coronavirus relief and support.

His selfless efforts had even greater significance during the holy month of Ramadan, which ran from 23 April to 23 May.

A very big well done to Dabirul, who has shown just how much of a difference one person can make by putting one foot in front of the other.



## Making history in the East End

Tower Hamlets Local History Library & Archives is beginning to capture a lasting collective memory of our community response to the pandemic, created by those living and working in the borough today. It is our responsibility to not only preserve historic records from the past, but also to collect and preserve today's history.

Have you been getting creative with your children in lockdown? Or maybe you've been keeping a record of how you're feeling? What's it been like staying at home?

Please share your lockdown diaries, journals, photographs, video and sound recordings, poetry, prose, signs – or anything you like with our archive – so we can document this unusual time in our lives.

For details, visit [talk.towerhamlets.gov.uk/coronavirus-collection](http://talk.towerhamlets.gov.uk/coronavirus-collection)

Images from residents and volunteers shared on social media using #TowerHamletsTogether

# Thousands come forward to volunteer

By LUCY FORDHAM

We've all heard of the amazing role that volunteers have played during the pandemic across the country, and it's no different in Tower Hamlets.

Through the Volunteer Centre Tower Hamlets, a local organisation that match people up with volunteering opportunities, 2,104 people in the borough have been able to register to help. Support roles that have been advertised and filled include telephone befrienders, drivers to deliver food and medication and helping people in isolation with small tasks such as gardening and safe handywork.

In total the centre has referred 1,316 people for roles in local community support organisations and 810 people for roles at the council.

Volunteers have been critical in helping the council's response. One crucial role has been to pack food boxes at our emergency food distribution centre, which supports the extremely vulnerable and those who are shielding. Another has been to help as rangers in our parks and outdoor spaces to encourage social distancing. These ranger roles will continue to be particularly important as lockdown measures are lifted and social distancing remains one of the most effective defences against coronavirus.

One of these fabulous volunteers is Carlos Dunn, a resident who has been delivering food and shopping to people in need through three local support organisations - the Women's Inclusive



Carlos Dunn, volunteer, delivering to a local resident

Team, St Hilda's East Community Centre and Hestia. Carlos has also been using his professional skills as a digital marketer to produce social media content for voluntary organisations.

On his experience, Carlos said: "Volunteering has made me appreciate the importance of charities and community work. The people being helped are very appreciative and many like to have a good chat on the doorstep, which is an absolute pleasure. I've met some really interesting people who, despite the difficulties they are experiencing, are approaching the situation with good humour and an upbeat attitude."

For more information visit [www.vcth.org.uk](http://www.vcth.org.uk)



Mazeda Begum, volunteer

## Adapting to help

Tower Hamlets is lucky to have an active voluntary and community sector. Over 90 organisations have adapted their support services to meet the needs of residents, such as offering online education and entertainment resources.

Some have teamed up with others, like St Hilda's and Tower Hamlets Homes who together launched a weekly food 'hop and drop' service helping over 800 residents.

Many have reported an increase in the uptake of support, particularly among older people.

Zeki Du'ale, LinkAge Plus Coordinator at Toynbee Hall, said: "We've found that simple things like catch up conversations have been a lifeline for people, along with help with meals, shopping and prescription deliveries. By partnering with other organisations, we have been able to help older people across Tower Hamlets stay connected and access support and entertainment during this remarkably difficult time."

Toynbee Hall and partners have made nearly 2,000 keep in touch phone calls since the crisis began.

## Keeping spirits high at Aspen Court Care Home

"There's nothing like a pandemic to make you realise what's important in life," said Debra McDonald, one of the dedicated wellbeing coordinators at Aspen Court Care Home in Poplar.

Back in January, Debra had a full schedule of events and activities planned for the new year including the residents' favourite movie screenings and group sing-a-longs. Like many organisations across the borough, her 2020 planning went completely out of the window when the pandemic arrived.

Debra, who has worked at the home for five years, and her team have adapted activities to fit the 'new normal'. They have introduced innovative ways for residents to stay connected to their loved ones using virtual Zoom calls. With group activities needing to be limited, there has been a shift towards one to one interaction between staff and residents over cups of teas and quizzes. Staff take every opportunity to interact with residents to provide reassurance and to keep them company. Simple gestures like waving at shielding residents as they pass along corridors or standing in doorways to have a friendly chat have been making a difference.

Debra recalls many positive moments during the past couple of months. The team made a special effort to celebrate VE day, decorating the home with Union Jacks and bunting to create a party like atmosphere. Debra recalls a special moment when a young couple were walking past the home and they started dancing along to the music and enjoying the moment. She said: "It's important to keep some normality during the crisis. Staff do what they can to make each day count and their priority is to keep residents safe and to keep spirits high."

Debra added: "The saddest thing is for those who have lost someone." The home plans to design a memorial space in the garden, full of colour, sound and happiness to remember those who have sadly passed.

This pandemic has brought a real sense of community to the care home. Staff and residents received cards, pictures and sweet treats from neighbours in the community, lifting morale. Debra now senses a new more hopeful phase beginning as she starts to see more smiles, jokes and happiness around the home. The only way is forward - even if slowly.



Debra McDonald during VE day celebrations at Aspen Court Care Home



**There's nothing like a pandemic to make you realise what's important in life.**

# Tower Hamlets working together

What do you get if you bring together a group of GPs, a clinical psychologist, some social prescribers, a mental health specialist nurse and a health network coordinator? The south-east health link team of course!

The team spans a number of organisations including Barts Health NHS Trust, East London NHS Foundation Trust, the Tower Hamlets GP Care Group, community groups, health networks and the council.

During the pandemic, this multi-skilled group of professionals has contacted over 590 of our most vulnerable community members in Poplar, Limehouse and the Isle of Dogs to offer support, guidance and reassurance.

The team, led by Tyrone Josephine from the council funded Communities Driving Change Programme, has used its established links with local GP practices, pharmacies and community groups to help solve many issues for residents confined to their homes.

It has linked local people into the excellent work provided by organisations such as Neighbours in Poplar, One Love Foundation, Island House Community Centre and St Nicholas Church. The team has also taken referrals and requests from several newly established groups such as Island Gardens and Canary Wharf COVID-19 groups that came together specifically to help with this crisis.

Specialist support has come from local social prescribers who, at this time of worry and stress, have connected residents to welfare and financial advice. The team has set up a scheme to ease the pressure on community pharmacists



**Bringing together such an experienced team of professionals from different organisations has been very positive for the hundreds of residents we have contacted.**

to get essential medicines delivered. Through a partnership with the amazing social enterprise BikeWorks, it has facilitated over 130 prescription deliveries direct to residents' doors.

The team has also worked with local schools to help finance and deliver over 350 education packs to local families for home schooling. And it has provided a lifeline to some self-isolating residents by checking in on their wellbeing by phone.

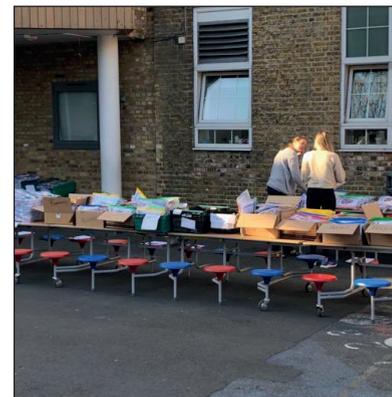
Tyrone said: "Bringing together such an experienced team of professionals from different organisations has been very positive for the hundreds of residents we have contacted. Truly an example of Tower Hamlets together!"



Council road paintings showing support for NHS colleagues



BikeWorks delivering prescriptions



Prepping home schooling packs

## Critical care bed boost at Royal London Hospital

In the midst of the biggest health challenge of our lifetime, our local health partner, Barts Health NHS Trust, has undergone an incredible transformation project at The Royal London Hospital.

Up to 176 extra critical care bed spaces for seriously ill coronavirus patients have been installed in a new state-of-the-art unit at the east end hospital, doubling its critical care capacity.



**I want to thank all the team who have worked so quickly to make this unit a reality.**

The new, permanent wards are a renovation of dormant floors on level 14 and 15 of the hospital, part of the trust's long-term response to the pandemic. In a race against time, the work was carried out at lightning speed and completed in under five weeks.

These extra beds will not only provide more space for seriously ill patients but will also allow The Royal London to bring back space elsewhere in the hospital that was temporarily repurposed for coronavirus. This means that some routine services, such as elective surgery, will be back open for business.

Jackie Sullivan, Chief Executive of The Royal London, said: "This facility allows our teams to separate COVID and non-COVID patients and will help us encourage other patients who require treatment but have not been able to attend hospital in recent weeks to come back for essential surgery or care. I want to thank all the team who have worked so quickly to make this unit a reality."



New ward at Royal London Hospital



Our rangers and volunteers preparing to support visitors so they can enjoy our parks safely



Visitors in our award-winning Victoria Park playing their part while following guidelines

# Our green space heroes

By **JESSICA ODUBAYO**

Across Tower Hamlets, unexpected heroes are making an extraordinary difference during the coronavirus crisis by volunteering in the community.

As part of the effort, scores of individuals have turned their hands to working in the borough's parks.

Victoria Park alone has seen more than 65 local volunteers come forward to support park services, some helping out for a couple of three hour sessions, while others have volunteered on a regular basis.

Bethnal Green resident Julia Hazewinkel started volunteering at Victoria Park at the beginning of the lockdown period and helps out on four to five evenings a week.

"The role has changed. At the start it was about encouraging social distancing. Now that the restrictions have eased a bit, I help to make sure that groups are kept apart during their visit and that the park is closed safely at the end of the day," Julia said.

She added: "Volunteering has given

me a sense of purpose and a sense of community. People have been overwhelmingly cooperative. Many of the visitors are excited to see that the park is open again following its temporary closure. I have had interesting conversations with the public. Most visitors have an attachment to the park. Volunteering has given me a sense of fulfilment and pride in what I am doing."

Bow resident Conrad Kessler volunteers in Stepney parks including Stepney Green, Beaumont Square, Rectory Square, Trafalgar Gardens and Shandy Park. He also occasionally helps out at Victoria Park and along the borough's canals, collecting litter and working to ensure that people are adhering to social distancing measures.

Conrad, who has lived in Tower Hamlets for about 10 years, said: "I enjoy being outdoors, walking along and engaging with the public. Tower Hamlets, with its parks, canals, open spaces and diverse communities is one of the most beautiful parts of London. Council workers and others in the

borough have been struck by the virus and I feel that what I am doing is useful to the community."

He added: "I have met a lot of people who are really grateful, especially when they see the gravity of the pandemic. They see us volunteers as people serving the community and helping to keep others healthy. They appreciate seeing the litter collected and often stop to say thank you."

For more information visit [www.vcth.org.uk](http://www.vcth.org.uk)



**“ I enjoy being outdoors, walking along and engaging with the public. Tower Hamlets, with its parks, canals, open spaces and diverse communities is one of the most beautiful parts of London. ”**

# Canary Wharf skyline turns blue

The Canary Wharf skyline has been shining blue as a sign of support for the NHS and key workers who have been working tirelessly to respond to coronavirus in recent months.

The top of One Canada Square tower has been lit up in blue by Canary Wharf Group throughout March, April and May, among many initiatives the group has introduced to support our local communities at this time.

This includes a £50,000 donation to the East End Community Foundation emergency fund, where funds are being used to match grants given to support organisations in Tower Hamlets, including foodbanks and charities. So far, this has raised more than £325,000.

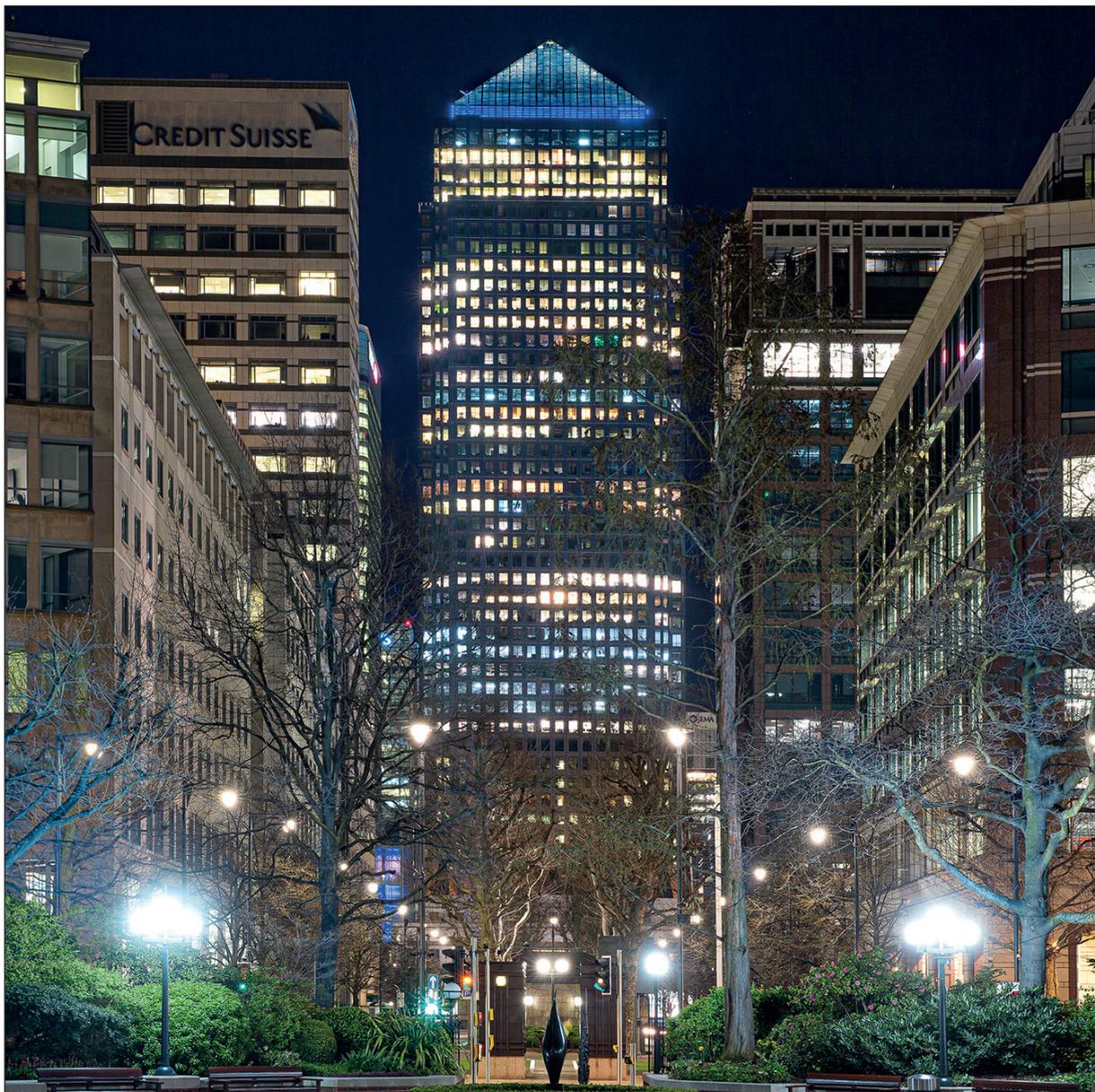
Ten local primary schools and smaller charities providing vital services in east London have also benefited from grants, which now total more than £138,000.

To help on the frontline, the group has supported three of its security staff to return to their previous roles at the London Ambulance Service. Now back at their original places of work in Bow and Waterloo, one of the team, Louise Jordan, assisted a couple in an emergency phone call to deliver their baby at home before paramedics were able to arrive. An incredible and undoubtedly proud moment.

Shobi Khan, CEO, Canary Wharf Group said he recognised the impact that coronavirus was having on residents and was committed to supporting them through this challenging time.

“We have worked for many years to support our local communities and this support is needed more than ever,” Shobi said.

For further information visit [www.canarywharf.com](http://www.canarywharf.com)



One Canada Square tower lit blue by Canary Wharf Group as a sign of support for the NHS and key workers



Lighting candles to remember those who have sadly passed away

## Faiths unite and stand together

‘We stand together in our grief’ has been the united message of support sent from the Tower Hamlets Inter Faith Forum, and supported by the council, to families who have been grieving the loss of a loved one in recent weeks and months.

There have been strict government rules in place around how families are able to carry out the funerals of loved ones because of the need to limit social interaction and control coronavirus. This has included restricting the number of people who can attend funerals, as well as the ongoing closure of all religious buildings.

Faith groups have working with the government and health authorities to ensure that the religious and other funeral wishes of people who have passed can still be followed where they can take place safely.

In Tower Hamlets this has provided some comfort to grieving families:

- Members of faith communities, as everyone else, can still choose between burial and cremation.
- Where there is a religious expectation

of a short period between death and burial this will be honoured, as far as practically possible.

- Particular religious rites, such as body washing, can be carried out by trained staff with appropriate personal protection equipment.

Local synagogues, churches, mosques and other faith buildings remain closed and once they’re able to open will need to ensure that social distancing and other measures are in place to keep worshippers and visitors safe.

However, faith groups have committed to supporting local families to mark the death and celebrate the lives of their loved ones more fully once the current restrictions have been relaxed or removed.

Visit the online ‘support for residents’ section at [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus) for further information, including the bereavement and financial support available.

# সামাজিক দূরত্ব জীবন বাঁচায়, দুই মিটার দূরত্ব বজায় রাখুন

## Kala fogaanshaha bulsho waxay badbaadisaa nolosha. Isku jirsada 2 miitir.



**HARMONY**  
BENGALI & SOMALI NEWS

## Sii ciyaar qeybtaada

### Keep playing your part – page 4

In ka badan sadexdii bilood ee la soo dhaafay, bulshooyinkeena waxay si wada ah ula tacaalaayeen korona fayras - iyaga oo kala kala joogay oo guriga joogay.

Dadaaladda iyo u hurida ayaa qof walba ka dhigtay inuu raaco xanibaadaha xayiraad ayaa ka caawiyay inuu wadankeena ka gudbo cudur faafa ee darran.

Qaar kamid ah sharciyadda hadda waa ayaa si taxadar leh oo dabciiyay waxaana la sii wadi doonaa in la qiimeyo oo la cusbooneysiyo toddobaadyada soo socda.

Si kasta ahaate, waa aad ayay u cadahay halista fayras inaysan dhammanin waa inaan is dhiganin.

Samee:

- M arwalba raac talooyinka ugu dambeya ee dowladda iyo NHS.
- Is-go'doomi ilaa 14 maalmooda haddii adiga ama qof kula nool uu leeyahay heer kulsare, cusub ama qofuca joogto ah ama dhadhan yar ama urin.
- Gacmahaaga si joogto ah ugu saabuun iyo biyo ugu yaraan 20 ilbiriqsi.
- ka dheerow dadka aadan la noolayn labo mitir.
- Yarey taabashada bulshada iyo dhexgalka.
- Xiro maaskaro haddii kala fogeeynta bulshada ay adag tahay, tusaale ahaan shaqada, dukaan ama gaadiidka dadweynaha.
- La soco xayiraad iyo bandowga maxaliga ah taas oo lagu soo rogi karo iyada oo looga jawaabayoo dilaacida.

Gollaaha waxay sii wadi doonaa inay kala shaqeyaan adeegyada NHS ee maxaliga ah caafimaadka Dadweynaha ee Ingiriiska, gollaha kale ee London iyo la-hawlgalayaal badan iyo ururro mutadawac ah si loo ilaaliyo badqabka deganayeesheena maadama looga jawaabayoo wajiga xiga iyo waxaana rajaynaynaa soo kabasho.

Dowladda waxay kale oo ay cusbooneysiisay hagaitaankeeda loogu talagalay dadka kuwaas oo loo arko inay halis sare ugu jiraan inay aad ugu xanuunsadan koronafayraska, ee loo yaqaano gaashan. Dadka ilaalina kuwa nugul waa inay sii wadan inay qaataan taxadaradda

Mudnaanteena waa inaan taageerno oo aan ilaalino dadka deegaanka waqtigaan adag, gaar ahaan kuwa nugul. Wixii gaar ah iyo tallada hadda ee difaaca ah ee hadda [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus).

## Sharciyadda waxay keenaan soo dhaweynta Caawinta

Hadda waxaa lagu ogolhay inaad la kulanto ilaa lix qof, inta aad dibadda joogto waxaad joogteyneysa kala fogaanshaha bulshada.

Tani micnaheedu waa waxaa awoodi kartaa inaad aragto qaar ka mid ah qoyskaaga iyo astaabtaada kuwaas oo aan qeyb ka aheyn reerkaaga.

Waxaan rajeyneynaa degaanadeena inay dib u arki karaan qaar ka mid ah qoysaskooda markel oo ay kula raaxeystaan ilayska qorraxda xagaaga ee ku yaal jardiinada cajiibka ah ee degmada. Laakiin fadlan xusuusnow marwalba inaad labo miitir ka fogaato dadka kale.

Ha hilmaamin inaad marwalba biyo badan cabto oo aad iska ilaaliso qoraxda. Marka aad guriga ku soo laabto ku dhaq gacmahaaga saabuun iyo biyo ugu yaraan 20 ilbiriqsi.

Halista weli way jirtaa - fadlan ilaali inaad marwalbo taladda dowladda iyo sameey inaad xooga ilaaliso badqabka naftaada iyo dadka kale.

## আপনার দায়িত্ব পালন করে যান

### Keep playing your part – page 4

অন্যদের কাছ থেকে দূরত্ব বজায় রাখা এবং বাড়িতে অবস্থান করার মাধ্যমে আমাদের বাসিন্দারা গত তিন মাস ধরে একযোগে করোনভাইরাস মহামারি মোকাবেলা করে আসছেন।

লকডাউনের বিধিনিষেধ যথাযথভাবে অনুসরণে প্রত্যেকের প্রচেষ্টা ও ত্যাগ আমাদের দেশকে মহামারীর সবচেয়ে খারাপ সময় থেকে বেরিয়ে আসতে সাহায্য করেছে। চলতি মাসে, সরকার কিছু বিধিনিষেধ সতর্কতার সাথে শিথিল করছে এবং আসন্ন সপ্তাহগুলোতে পরিস্থিতি পর্যালোচনা সাপেক্ষে প্রয়োজনীয় পদক্ষেপগুলো আপডেট বা হালনাগাদ করা হবে। তবে এটা খুবই স্পষ্ট যে, ভাইরাসের সংক্রমণ বৃদ্ধি এখনো শেষ হয়নি এবং আমাদের আত্মতৃপ্তি হওয়া অবশ্যই উচিত নয়।

- যা করতে হবে:
- সর্বদা সরকার এবং এনএইচএস এর সর্বসম্প্রতিক পরামর্শগুলো মেনে চলুন।
  - যদি আপনি অথবা আপনার সাথে বাস করেন এমন কারো দেহে উচ্চ তাপমাত্রা অর্থাৎ জ্বর হয় অথবা নতুন করে ক্রমাগত কাশি কিংবা স্নান বা শ্বাসশক্তি হ্রাস পায়, তাহলে ১৪ দিনের জন্য অন্যদের থেকে পুরোপুরি বিচ্ছিন্ন অবস্থায় অর্থাৎ সেক্স-আইসোলেন্ট থাকতে হবে।
  - নিয়মিত সাবান পানি দিয়ে কমপক্ষে ২০ সেকেন্ড হাত ধুয়ে নিন।

- যাদের সাথে আপনি বসবাস করেন না - এমন লোকজন থেকে সর্বাবস্থায় দুই মিটার দূরত্ব বজায় রাখুন।
- সামাজিক যোগাযোগ ও সরাসরি পারস্পরিক মেলামেশা যতটুকু সম্ভব কম করুন।
- যদি শারীরিকভাবে দূরত্ব বজায় রাখা সম্ভব না হয়, যেমন কর্মস্থলে, দোকানের ভেতরে অথবা গণপরিবহনে চলাচলের সময় (বাস, টিউবে), তাহলে মাস্ক ব্যবহার করুন।

মনে রাখবেন, ভাইরাসের প্রাদুর্ভাব দেখা দিলে স্থানীয়ভাবে আবার লকডাউন এবং বিধিনিষেধ আরোপ করা হতে পারে।

করোনভাইরাসে আক্রান্ত হয়ে গুরুতর অসুস্থ হওয়ার উচ্চ ঝুঁকিতে থাকা লোকজন, অর্থাৎ যারা শিডিং এ থাকার জন্য বিবেচিতদের জন্য সরকারি নির্দেশনা ও পরামর্শগুলো হালনাগাদ করা হয়েছে। টাওয়ার হ্যামলেটে প্রায় ৯ হাজার বাসিন্দা শিডিং এডভাইস অর্থাৎ সুরক্ষিত থাকার পরামর্শ অনুসরণ করছেন। এই ধরনের উচ্চ ঝুঁকিতে থাকা লোকজকে শিডিং এডভাইস মেনে চলতে সাহায্য করতে কাউন্সিল তার অংশিদারদের সাথে কাজ করে যাচ্ছে। তাদেরকে সুরক্ষিত অবস্থায় থাকা অব্যাহত রাখতে এবং পরিবারের বাইরের লোকজনের সাথে সব ধরনের যোগাযোগ কঠোরভাবে সীমিত রাখার পরামর্শ দেয়া হচ্ছে। শিডিং এডভাইস সম্পর্কে জানতে ভিজিট করুন [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## লকডাউন শিথিল করায় স্বস্তি জনমনে

ঘরের বাইরে এবং সামাজিক দূরত্ব বজায় রাখা সাপেক্ষে সর্বাধিক ৬ জন লোকের সাথে দেখা করতে পারবেন। এর মানে হলো, আপনার পরিবারের অন্তর্ভুক্ত নন, এমন আত্মীয় স্বজন, বন্ধু বান্ধবদের সাথে আপনি এখন সাক্ষাত করতে পারবেন।

আমরা আশা করছি, আমাদের বাসিন্দারা তাদের প্রিয়জনদের সাথে আবার দেখা করার এবং বারার পার্কগুলোতে গরমের এই দারুণ সময়টা উপভোগ করবেন। তবে সর্বাবস্থায় দুই মিটার দূরত্ব বজায় রাখার বিষয়টা মনে রাখবেন।

সূর্যের খরতাপ থেকে নিজেকে রক্ষা করতে ও নিয়মিত পানি পান করতে ভুলবেন না। যখন বাইরে থেকে ঘরে ফিরবেন, সাবান - পানি দিয়ে খুব ভালো করে কমপক্ষে ২০ সেকেন্ড হাত ধুয়ে নিন।

হুমকি এখনো রয়েছে - তাই, সব সময় অফিসিয়াল পরামর্শ মেনে চলুন এবং নিজেকে ও অন্যদেরকে নিরাপদ রাখতে আপনার দায়িত্ব সর্বদা পালন করে যান।

## নিরাপদে কেনাকাটা করুন

### Shopping safely - page 10

করোনভাইরাসের প্রাদুর্ভাব মোকাবেলার অংশ হিসেবে বন্ধ রাখা মার্কেটগুলো ও অন্যান্য দোকানপাট জুন মাসের শুরু থেকে মাঝামাঝি সময়ের মধ্যে খুলে দেয়া হতে পারে বলে সরকার ইঙ্গিত দিয়েছে। ক্রেতা ও কর্মচারী - উভয়ের সার্বিক সুরক্ষা নিশ্চিত করার সম্ভাব্য সকল ধরনের নিরাপত্তামূলক পদক্ষেপ নেয়ার জন্য ব্যবসায়ীদের বলা হচ্ছে এবং পদক্ষেপগুলো বাস্তবায়ন করার ক্ষেত্রে কাউন্সিলের পক্ষ থেকে যত

ধরনের সহযোগিতা করা সম্ভব, তা করতে কাউন্সিল কাজ করে যাচ্ছে। বিভিন্ন ধরনের ব্যবসায়িক প্রতিষ্ঠান কিছু সময়ের জন্য পুনরায় খোলার পরিকল্পনা নিয়ে আমাদের অফিসাররা কাজ করে যাচ্ছেন।

সামাজিক দূরত্ব বজায় রেখে ও নিরাপত্তার সাথে ব্যবসা পরিচালনার লক্ষ্যে পরিকল্পনা তৈরী করার জন্য মার্কেট ট্রেডার্স ও খুচরা বিক্রেতাদের বলা হচ্ছে। এ ব্যাপারে যাদের পরামর্শ ও সহযোগিতা দরকার, তাদের জন্য

রয়েছেন আমাদের মার্কেট, টাউন সেন্টারস এন্ড এন্টারপ্রাইজ টিম।

যখন দোকানপাট ও মার্কেটগুলো আরো বিস্তৃতভাবে খোলা থাকবে, তখন এগুলোতে কেনাকাটার ক্ষেত্রে বাসিন্দা হিসেবে আপনারও অধিকতর দায়িত্বশীল ভূমিকা আমরা প্রত্যাশা করি। যেসকল নিয়ম বা বিধি বলবত করা হবে, দয়া করে সেগুলো যথাযথভাবে মেনে চলুন। আপনার সার্বিক নিরাপত্তা নিশ্চিত করতে এবং ভাইরাসের সংক্রমণ রোধ করার লক্ষ্যেই এসব নিয়ম চালু করা হয়েছে।

**For help, advice and support from the council call: 020 7364 3030**

Wixii caawirnaad ah, talo iyo taageero: Lahadal 020 7364 3030  
ama booqo [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus)

সাহায্য, পরামর্শ এবং সহায়তার জন্য কল করুন: 020 7364 3030  
অথবা ভিজিট করুন [www.towerhamlets.gov.uk/coronavirus](http://www.towerhamlets.gov.uk/coronavirus)

# এনএইচএস টেস্ট এন্ড ট্রেসিং সার্ভিস চালু

## NHS Test and Trace service launched – page 5

করোনাভাইরাসের আক্রান্তদের সনাক্তকরণ, ছড়িয়ে পড়া সীমিত করণ এবং নিয়ন্ত্রণের লক্ষ্যে সরকার সারা দেশব্যাপি এনএইচএস টেস্ট এন্ড ট্রেসিং সার্ভিস নামের নতুন একটি কন্সটাক্ট ট্রেসিং প্রোগ্রাম অর্থাৎ ভাইরাসে আক্রান্ত ও তার সাথে যোগাযোগ হয়েছে এমন লোকদের খুঁজে বের করার কর্মসূচি চালু করেছে।

এই কর্মসূচির অংশ হিসেবে, পরীক্ষায় যাদের করোনাভাইরাস পজিটিভ পাওয়া যাবে, এনএইচএস টেস্ট এন্ড ট্রেস সার্ভিসের পক্ষ থেকে তাদের সাথে যোগাযোগ করা হবে এবং সাম্প্রতিক দিনগুলোতে কাদের কাদের সাথে যোগাযোগ হয়েছে, সম্পৃক্ততার সেই তথ্য তাদের কাছে জানতে চাওয়া হবে। এর মধ্যে যারা তার সাথে বসবাস করছেন, যাদের সাথে সরাসরি যোগাযোগ



**CORONAVIRUS SELF-ISOLATE WHEN ALERTED**

হয়েছে অথবা দুই মিটার দূরত্ব বজায় রাখলেও ১৫ মিনিটের বেশি সময় যাদের সাথে ছিলেন এমন যে কেউ থাকতে পারেন। করোনা টেস্টে পজিটিভ হওয়া কারো কাছাকাছি হওয়া ব্যক্তিদের চিহ্নিত করার পর তাদের মধ্যে কোন উপসর্গ না থাকলেও ১৪ দিনের জন্য নিজেদের ঘরে স্ব-বিচ্ছিন্ন অবস্থায় থাকার পরামর্শ দেয়া হবে। আইসোলেশনে থাকার সময় কারো মধ্যে

কোন উপসর্গ দেখা দিতে শুরু করলে তাকে অবশ্যই [www.nhs.uk/coronavirus](http://www.nhs.uk/coronavirus) ওয়েবসাইটে গিয়ে অথবা ১১৯ নাম্বারে ফোন করে টেস্টের জন্য বুক করতে হবে। যদি পরীক্ষার ফল পজিটিভ হয়, অর্থাৎ করোনাক্রান্ত বলে সনাক্ত হয়, তাহলে স্ব-বিচ্ছিন্ন অবস্থায় ৭ দিন পর্যন্ত অথবা যতদিন না উপসর্গগুলো দূর হয়, ততদিন পর্যন্ত ঘরে থাকা অব্যাহত রাখতে হবে। যদি টেস্ট রেজাল্ট নেগেটিভ হয়, তাহলেও তাদেরকে ১৪ দিনের আইসোলেশন পিরিয়ড সম্পন্ন করতে হবে। স্থানীয় স্বাস্থ্য চিকিৎসকের আলোকে নিজেদের দক্ষতা ব্যবহার করে কাউন্সিল এনএইচএস টেস্ট এন্ড ট্রেসিং প্রোগ্রামকে সহযোগিতা করতে এখন কাজ করে যাচ্ছে। জাতীয় টেস্ট এন্ড ট্রেসিং প্রোগ্রামের মাধ্যমে স্থানীয়ভাবে কোন প্রাদুর্ভাব চিহ্নিত হলে তা মোকাবেলায় কাউন্সিলের পাবলিক হেলথ অফিসাররা কাজ করবেন। কাউন্সিল স্থানীয়ভাবে টেস্ট এন্ড ট্রেস কার্যক্রমে কিভাবে সহযোগিতা করবে, সেসম্পর্কে বিস্তারিত তথ্য জানতে ভিজিট করুন: [www.towerhamlets.gov.uk/testandtrace](http://www.towerhamlets.gov.uk/testandtrace)

# শিশু করোনাভাইরাস ছাড়া অন্য কারনে অসুস্থ হলে কী করবেন?

## What to do if your child is ill and it isn't coronavirus? – page 6

এটা মনে রাখা গুরুত্বপূর্ণ যে, এনএইচএস ১১১, জিপি সার্জারি এবং হাসপাতালগুলো আগের মতো একই ধরনের স্বাস্থ্য সেবা নিরাপত্তার সাথেই প্রদান করছে। তবে, বর্তমান পরিস্থিতিতে আপনার শিশু অসুস্থ বা আঘাতপ্রাপ্ত হলে কী করবেন সেটা নিয়ে আপনি খানিকটা বিভ্রান্ত হতে পারেন। যদি আপনার শিশু অসুস্থ বা আহত হয়, তাহলে কী করতে হবে, সেসম্পর্কে একটি নির্দেশিকা প্রকাশ করেছে দ্যা রয়্যাল কলেজ অব পেডিয়াট্রিক্স এন্ড চাইল্ড হেলথ। এর সংক্ষিপ্তসার নিচে তুলে ধরা হলো:



নিচে উল্লিখিত কোন লক্ষণ যদি আপনার শিশুর মধ্যে দেখা যায়, তাহলে আজই ডাক্তার বা নার্সের সাথে যোগাযোগ করুন। কথা বলুন জিপি সার্জারির সাথে। অথবা কল করুন ১১১ নাম্বারে।

- যদি আপনার শিশুর শ্বাস নিতে কষ্ট হয়, তার পাজরের নীচের দিকে, ঘাড়ের অথবা পাজরের মাঝখানের মাংশপেশিতে পরিবর্তন চোখে পড়ে অথবা মাথা দুলাতে থাকে।
- পানিশূন্যতা দেখা দেয় (মুখ শুকনো, চোখ দেবে যাওয়া, চোখে পানি বা অশ্রু না থাকা, নিঃশ্বাসের অথবা স্বাভাবিকের চেয়ে কম প্রশ্বাস হওয়া)।
- যদি পুরোপুরি নিঃশ্বাস হয়ে পড়ে (অতিরিক্ত ঘুমাচ্ছন ভাব) বা খিটখিটে বা অসহিষ্ণু (খেলনা, টিভি, খাবার বা বাছাই করতে না পারা) অথবা জ্বর কমে যাওয়া সত্ত্বেও তারা যদি ঘুমে আচ্ছন্ন বা নিঃশ্বাস থাকে বা অস্থিরতা থেকে থাকে। যদি চরম কীপুনি বা পেশিতে ব্যথার অভিযোগ করে থাকে।
- অনধিক তিন মাস বয়সী শিশুদের গায়ের তাপমাত্রা যদি ৩৮ ডিগ্রী সেলসিয়াস বা ১০০ ডিগ্রী ফারেনহাইটের উপরে হয়।
- ৩ থেকে ৬ মাস বয়সীদের টেম্পেরচার যদি ৩৯ ডিগ্রী সেলসিয়াস বা ১০২.২ ডিগ্রী ফারেনহাইটের বেশি হয়।
- যদি শিশুর গায়ের জ্বর বা তাপমাত্রা টানা ৫ দিনের বেশি সময় ধরে ৩৮ ডিগ্রী সেলসিয়াস থাকে।
- অবস্থা খারাপে দিকে যায় এবং আপনি চিন্তিত হন।
- বাচ্চা যদি অবিরাম বমি করে এবং/অথবা ক্রমাগত তীব্র পেট ব্যথা হয়। অথবা যদি তার মল বা মুখে রক্ত দেখা যায়।
- আঘাতের কারণে তাদের কোন অঙ্গ-প্রত্যঙ্গ নড়াচড়া করতে না পারে, ক্রমাগত ব্যথা, মাথায় আঘাতের কারণে কান্নাকাটি করে অথবা তন্দ্রাচ্ছন্ন ভাব দেখা যায়।

যদি কোন লক্ষণ ৪ ঘণ্টার বেশি সময় থাকে এবং আপনি জিপি অথবা ১১১ নাম্বারে কথা বলতে সক্ষম না হন, তাহলে নিকটস্থ হাসপাতালের এএন্ডই অর্থাৎ জরুরী বিভাগে আপনার বাচ্চাকে নিয়ে যান। যদি আপনার বাচ্চার মধ্যে নীচের কোন একটি লক্ষণ থাকে, তাহলে জরুরী সাহায্য আপনার দরকার। নিকটস্থ এএন্ডই বা ইমার্জেন্সিতে যান অথবা ৯৯৯ নাম্বারে ফোন করুন।

- যদি আপনার বাচ্চা ফ্যাকাশে হয়ে পড়ে, দেহে নানা বর্ণের ছাপ দেখা যায় এবং স্পর্শ করলে অস্বাভাবিক ঠান্ডা মনে হয়।
- যদি বাচ্চার শ্বাস প্রশ্বাসে বিরতি থাকে, নিঃশ্বাসের ধরন অনিয়মিত হয় এবং ঘোঁত ঘোঁত শব্দ করে। কিংবা নিঃশ্বাস নেয়ার ক্ষেত্রে গুরুতর অসুবিধা হওয়ায় বিচলিত বোধ করে বা কোন সাড়া না দেয়।
- টোঁটের চারপাশ নীল হয়ে যায়। কিংবা ফিট হয়ে পড়ে বা খিটখিট হয়।
- চরমভাবে পীড়িত হয় (মনোযোগ অন্যদিকে নেয়া সত্ত্বেও ক্রমাগত কাঁদতে থাকে), বিভ্রান্ত, খুবই অলস (জগিগিয়ে রাখা দুর্ভাগ্য হয়ে পড়া) অথবা সাড়াশব্দ না করা বা প্রতিক্রিয়াহীন হয়। অথবা শরীরে র্যাশ বের হয়।
- কিশোর বয়সী ছেলেদের টেস্টিকুলার বা অভ্যকোষে ব্যথা হয়।

যদি উপরের কোন লক্ষণ বা উপসর্গ আপনার শিশু সন্তানের মধ্যে দেখা না যায়, তাহলে ঘরেই তার যত্ন নিন অর্থাৎ পরিচর্যা করুন।

যদি আপনি এখনো আপনার সন্তানের শারীরিক অবস্থা নিয়ে উদ্ভিগ্ন থাকেন, তাহলে পরামর্শের জন্য এনএইচএস ১১১ ওয়েবসাইটে ভিজিট করুন অথবা ১১১ নাম্বারে কল করুন। পূর্ণাঙ্গ নির্দেশিকাটি দেখতে হলে ভিজিট করুন- [www.towerhamlets.gov.uk/adviceforeparents](http://www.towerhamlets.gov.uk/adviceforeparents) অনূর্ধ্ব ৫ বছর বয়সীদের সাধারণ অবস্থা সম্পর্কে বিভিন্ন ধরনের পরামর্শ বাংলা এবং ইংরেজি জানতে হলে ভিজিট করুন - [www.towerhamletstogether.com/care-confident](http://www.towerhamletstogether.com/care-confident)

# করোনাভাইরাস মহামারি নিয়ে আপনার অভিজ্ঞতা শুনতে চাই আমরা

## Coronavirus impact survey – page 9

করোনাভাইরাস মহামারী আমাদের নিত্যদিনকার জীবনযাত্রায় প্রভাব ফেলছে। তবে আমাদের সবার মধ্যে অনেক কিছুই কমন বা মিল থাকলেও অনেক বাসিন্দার জীবনেই এমন কিছু কিছু চ্যালেঞ্জ রয়েছে, যা অন্যদের থেকে অনেক বেশি বা প্রকট।

বাজার বাসিন্দাদের ওপর মহামারির প্রভাব কীভাবে পড়েছে তা আরো ভালোভাবে বুঝতে আমাদের সহায়তা করার জন্য আমরা একটি সমীক্ষা শুরু করেছি। আগামী দিনগুলোতে আমাদের কনিউনিটিগুলো যে ধরনের সুনির্দিষ্ট ইস্যুর মুখোমুখি হবেন, সে অনুযায়ী সার্ভিসগুলোর যথাযথ পরিবর্তন তৈরি করতে এই সমীক্ষা আমাদের সাহায্য করবে।

মাত্র ১০ থেকে ১৫ মিনিট সময় ব্যয় করুন এবং অনুগ্রহ করে আগামী ১৭ জুনের মধ্যে এই অনলাইন সার্ভেতে অংশ নিয়ে আপনার মতামত আমাদের জানান। অনলাইন জরিপে অংশ নেয়ার ক্ষেত্রে আপনি যদি নবিশ হোন,

তাহলে আপনার সাথে বাস করেন (অথবা এমন কেউ যিনি নিরাপত্তার সাথে আপনার কাছাকাছি আসতে পারেন, যেমন কেয়ারার) এমন কারো সাহায্য নিতে পারেন, যিনি আপনার প্রয়োজনীয় সহযোগিতা দিতে পারবেন।

যদি আপনি অনলাইনে এই সমীক্ষায় অংশ নিতে সক্ষম না হন, তাহলে ০২০ ৭৩৬৪ ৩০৩০ নাম্বারে ফোন করে আমাদের যে কোন সাহায্যকারী কর্মকর্তাকে আপনার উত্তর জানাতে পারেন। অফিসাররা প্রতিটি প্রশ্ন আপনাকে ভালোভাবে ব্যাখ্যা করবেন এবং আপনার উত্তর নথিভুক্ত করবেন।

ফোন লাইনটি খোলা থাকে: সোমবার থেকে শুক্রবার - সকাল ৮টা থেকে বিকাল ৮টা; শনিবার সকাল ১০টা থেকে বিকাল ৫টা এবং রোববার সকাল ১০টা থেকে বিকাল ৪টা পর্যন্ত।

এ ব্যাপারে আরো তথ্য জানতে হলে ভিজিট করুন: [www.talk.towerhamlets.gov.uk/coronavirus](http://www.talk.towerhamlets.gov.uk/coronavirus)

# ব্যবসা চালুর আগে নিরাপদ করুন কর্মক্ষেত্র

## Making your workplace safe – page 10

আমরা জানি যে অনেক ব্যবসা প্রতিষ্ঠানের মালিক ও নিয়োগকারীরা নিরাপদে তাদের ব্যবসা পুনরায় চালু করার বিষয়টি বিবেচনা করছেন। দোকানপাট, অফিস, ফ্যাক্টরি ও গ্যারাজ, বহিরাঙ্গনের স্থান, যানবাহন এবং অন্য লোকের বাড়ি ইত্যাদি স্বতন্ত্র পরিবেশ বা বৈশিষ্ট্যের কর্মক্ষেত্রের জন্য নির্দিষ্ট নির্দেশিকা প্রকাশ করেছে সরকার।

বলবত থাকে কিছু কিছু নিয়ন্ত্রণমূলক পদক্ষেপ ধীরে ধীরে তুলে নেয়ার প্রক্রিয়া শুরু হওয়ার সাথে সাথে দায়িত্বশীলতার সাথে কাজ করার জন্য এবং নিশ্চিতভাবে বিবেচনাগুলো মাথায় রাখার জন্য আমরা ব্যবসায়ীদের প্রতি অনুরোধ জানাচ্ছি -

আপনি যখন পুরোপুরি নিশ্চিত হবেন যে আপনার স্টাফ ও কাষ্টমাররা

পূর্ণ নিরাপত্তার সাথে কাজ ও চলাফেরা করতে সক্ষম, শুধুমাত্র তখনই আপনার প্রতিষ্ঠানটি খুলুন।

পরিবর্তনগুলো নিরাপদে বাস্তবায়ন কিভাবে করতে হবে, সেসম্পর্কে যদি আপনি অনিশ্চিত থাকেন, তাহলে নির্দেশিকা দেখুন।

অভিভাবকত্বের দায়িত্ব, কেয়ারিং বা অন্যকে দেখভাল করা এবং অন্য যে কোন দায়দায়িত্বের কারণে কোন কোন স্টাফ অবিলম্বে কাজে যোগ দিতে অপরাগ হতে পারেন - এই বিষয়ে সচেতন থাকুন

ব্যবসা সংক্রান্ত নির্দেশনা এবং বর্তমান এই সময়ে কী ধরনের সহায়তা পাওয়া যাচ্ছে, সেসব জানতে ভিজিট করুন: [www.towerhamlets.gov.uk/coronavirusbusiness](http://www.towerhamlets.gov.uk/coronavirusbusiness)



# ভাড়াটেনের অধিকারের বিষয়ে ল্যান্ডলর্ডদের সতর্ক করা হয়েছে

## Rogue landlords ignoring protections for tenants will be prosecuted – Page 14

বর্তমান করোনাভাইরাস মহামারী চলাকালে উচ্ছেদ কিংবা রিপ্রেসন প্রসিডিংস অর্থাৎ ঘরের পুণঃদখল নেয়ার প্রক্রিয়া থেকে ভাড়াটেনের রক্ষায় সরকার নতুন আইনগত সুরক্ষা নিশ্চিত করেছে। একই সাথে আর্থিক দিক দিয়ে অত্যন্ত কঠিন এই সময়ের প্রেক্ষিতে সম্ভাব্য জুটসাই পেমেন্ট গ্র্যান্ট অফার করা সহ সামগ্রিক দিক সহানুভূতির সাথে বিবেচনা করার জন্য ল্যান্ডলর্ড অর্থাৎ বাড়ির মালিকদের অনুরোধ জানানো হয়েছে।

আমরা বায়ার ল্যান্ডলর্ডদের লিখিতভাবে তাদের দায়দায়িত্ব স্মরণ করিয়ে দিয়েছি এবং তাদের এটা সুস্পষ্টভাবে জানিয়ে দেয়া হয়েছে যে, করোনাভাইরাসের কারণে সংকটের মুখে পড়া কোন ভাড়াটেনের ওপর কেউ চাপ প্রয়োগ করলে তার বিরুদ্ধে আমরা আইনী পদক্ষেপ নেবো।

বেশির ভাগ ল্যান্ডলর্ড এবং পোপার্টির মালিক দায়িত্বপূর্ণ ভূমিকা পালন করলেও, কিছু কিছু মালিক ভাড়াটেনের সুরক্ষামূলক বিধিগুলো উপেক্ষা করছেন এবং ভাড়াটেনের আবাসনসহ সার্বিক নিরাপত্তা ঝুঁকির মুখে ঠেলে দিচ্ছেন বলে আমরা

অভিযোগ পাচ্ছি।

নতুন সুরক্ষামূলক ব্যবস্থাদির মধ্যে রয়েছেঃ

- ২৭ মার্চ থেকে পরবর্তী ৯০ দিন অর্থাৎ তিন মাসের জন্য ব্যক্তিমালিকানাধীন ভাড়া বাড়ি থেকে উচ্ছেদ স্থগিতকরণ
- নতুন করে কোন অধিগ্রহণ (পেজেশন প্রসিডিংস) প্রক্রিয়া শুরু করা যাবে না এবং চলমান অধিগ্রহণ প্রকল্পসমূহের কার্যক্রম আদালত ২৭ মার্চ থেকে পরবর্তী ৯০ দিনের জন্য স্থগিত করেছে। এর অর্থ হলো এই সময়ের মধ্যে উচ্ছেদ আইন প্রয়োগ করা যাবে না।
- যে কোন কারণে বাড়ির দখল ফিরে পেতে বাড়িওয়ালারা উচ্ছেদের নোটিশ দিতে পারবেন, তবে তিন মাসের সময় দিয়ে এই নোটিশ জারি করতে হবে। ভাড়াটেনের তাদের ভাড়া পরিশোধের জন্য দায়বদ্ধ থাকবেন এবং যথার্থিতা তা তাদের পরিশোধ করতে হবে। তবে যদি এ ক্ষেত্রে কোন আর্থিক সহায়তার প্রয়োজন হয়, তাহলে তারা তা চাইতে পারেন। আপনি যদি ভাড়া পরিশোধের ক্ষেত্রে কোন ধরনের সমস্যা



পড়েন, তাহলে আপনার ল্যান্ডলর্ডের সাথে কথা বলা উচিত। বর্তমান জরুরী অবস্থা যখন কেটে যাবে, তখন বকেয়া ভাড়া পরিশোধসহ যে কোন বিরোধ নিশ্চিতভাবে বাড়িওয়ালার ও ভাড়াটিয়াদের একত্রিত হয়ে কাজ করতে উৎসাহিত করা হচ্ছে। এই সকল পদক্ষেপ আরো সম্প্রসারিত করার সম্ভাবনা রয়েছে। এব্যাপারে সর্বশেষ তথ্য জানতে ভিজিট করুন - [www.towerhamlets.gov.uk/privaterenters](http://www.towerhamlets.gov.uk/privaterenters)। ল্যান্ডলর্ড ও টেনেন্টের মধ্যে মধ্যস্থতা করতে আমাদের প্রাইভেট হাউজিং এডভাইস টিম রয়েছে এবং আর্থিক সংকটের মুখোমুখি হওয়া ভাড়াটিয়াদেরকেও তারা পরামর্শ দিয়ে থাকেন। [housing.advice@towerhamlets.gov.uk](mailto:housing.advice@towerhamlets.gov.uk) - এই ইমেইলে অথবা ০২০৭ ৩৬৪ ৩৫৫৮ নাম্বারে ফোন করেও তাদের সাথে যোগাযোগ করা যাবে।

# পার্কিং বিধিনিষেধ আবার কার্যকর হলো

## Parking restrictions

এ পর্যন্ত ৪ হাজারেরও বেশি অস্থায়ী পার্কিং পারমিট প্রদান করেছে। নতুন পেপারলেস জার্মান পারমিট ব্যবহার করে ফ্রন্টলাইন এনএইচএস এবং স্কুল স্টাফ, ইমার্জেন্সি সার্ভিসেস এবং কাউন্সিল পার্কিং সময়ে গাড়ি পার্ক করার ক্ষেত্রে আগের মতই বাসিন্দাদের পারমিট লাগবে। এখন থেকে পারমিট ছাড়া গাড়ি পার্ক করা হলে আগের মতই পেনাল্টি চার্জ নোটিশ পেতে পারেন।

আমরা কী ওয়াকারদেরকে



*R = Rate of infection*

# CORONAVIRUS STAY ALERT TO KEEP **R** DOWN

- ✔ Keep your distance if you go out (2 metres apart where possible)
  - ✔ Limit contact with other people
  - ✔ Avoid public transport if possible
    - ✔ Wash your hands regularly
- ✔ Do not leave home if you or anyone in your household has symptoms

**STAY ALERT ▶ CONTROL THE VIRUS ▶ SAVE LIVES**