

# Community Help and Support

- Advice and assistance
- Help during difficult times
- Ways to connect you with others
- Support to build a better future

Services and courses shown are provided free of charge. Most are available within Tower Hamlets and some for other London boroughs. Please visit our website [bbbc.org.uk](http://bbbc.org.uk) email [connect@bbbc.org.uk](mailto:connect@bbbc.org.uk) or call numbers shown for more information. (network charges may apply)

## EMERGENCY NUMBERS

### GENERAL NUMBERS

Fire/Police/Ambulance - **999** (24 hours)  
Anti-social behaviour/Hate Crime **020 7364 5015**  
National Domestic Abuse Hotline **0808 200 0247** (24-hours)  
*If you are in immediate danger please dial 999*  
Police (non-emergencies) - **101** (24-hours)  
Samaritans helpline - **116123** (24 hours)

### TOWER HAMLETS COUNCIL

Phone number for vulnerable residents\* - **020 7364 3030**

Monday to Friday 8am – 8pm  
Saturday 10am – 5pm  
Sunday 10am – 4pm

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

Council hotline and switchboard - **020 7364 5000**

\* Includes people identified by the NHS as being at the highest risk of severe illness from coronavirus.

## Coronavirus

If you have symptoms of coronavirus, including a high temperature and a new, persistent cough:

1. Stay at home
2. Consult NHS **111** on-line [www.111.nhs.uk/covid-19/](http://www.111.nhs.uk/covid-19/)
3. Call **111** only if you can't get help on line

## GET MEDICAL HELP

A full service is being provided for medical needs  
Contact your GP surgery by phone or on-line. If you are registered with the Bromley by Bow Health Partnership, details are below

### ON-LINE BOOKING AND CONSULTATION

[www.bbbc.org.uk/health-centres/](http://www.bbbc.org.uk/health-centres/)

### CONTACT BY PHONE

Bromley by Bow Health Centre - **020 3728 0980**  
St Andrew's Health Centre - **020 8980 1888**  
XX Place Health Centre at Mile End Hospital - **020 7167 2828**

### PHARMACIES

Your local pharmacy is also a good source of help and advice for non-urgent medical needs.

## COMMUNITY SERVICES

The Bromley by Bow Centre has many services to support you and keep you well.

## Food and essentials

Bow Food Bank and our community food coordinator support residents with essential food and hygiene products during difficult times.

Open Mondays 9.30am – 12.30pm

**07983 290940**

[food@bbbc.org.uk](mailto:food@bbbc.org.uk)

**You are not alone**

Our skilled and friendly staff are here to help

**Monday – Friday 9am – 5pm****COMMUNITY SERVICES****Get help and advice****BENEFITS, HOUSING AND DEBT**

We offer free of charge advice on a wide range of issues including benefits, housing and debt.

**07391 683612 or 07928 808 353 or 07849 253 477****Advice@bbbc.org.uk****HELP WITH ENERGY BILLS**

Free, confidential advice for people who are struggling to pay their gas, electricity or water bills

**07908 163033 or 07903 088971****eastendenergyfit@bbbc.org.uk****MONEY MANAGEMENT AND DEBT**

We can help you find ways to save money and feel in control of your spending

**07388 378005 or 07432 600614****Gettingonwithmoney@bbbc.org.uk****Your health and wellbeing****SOCIAL PRESCRIBING**

Social prescribing gives you private 1-2-1 time to explore life issues and challenges and connects you with services and activities to support you. Direct referrals are welcome.

**07928 809935 or 07496 283141****socialprescribing.bbbc@nhs.net****COMMUNITIES DRIVING CHANGE**

We bring residents and organisations together to tackle issues that matter to their communities and then bring about positive change.

**07495 015316****communitiesdrivingchange@bbbc.org.uk****Looking for work or training**

Our friendly team helps you build work confidence, find the right training and qualifications and develop your skills to get back into work or change your career.

**TRAINING - 07393 019810****WORK - 07737 808935 or 07984 989951****employment@bbbc.org.uk****Learn new skills****ENGLISH LESSONS AND COMPUTER SKILLS**

Our English classes and digital inclusion sessions help develop your communication abilities and on-line skills

**07393 019810 or esol@bbbc.org.uk****COMMUNITY SERVICES****Stay active and healthy****PHYSICAL ACTIVITY AND HEALTHY LIFESTYLE**

On-line exercise and healthy lifestyle classes, accredited training and remote support for a variety of ages and abilities

**07460 862886****inclusivesports@bbbc.org.uk****Connect with others****SHARE SKILLS AND EXPERIENCE**

Join our virtual coffee afternoon, share skills and make friends. Every Tuesday, 1.30-2.30pm and Wednesday 3-4pm

**07951 034 656****skillswap@bbbc.org.uk****FAMILY PLAYROOMS**

An online activity group for families with children up to 11 years old. Virtual 'playrooms' are full of fun things to do, tips and resources.

**07551 662497****playrooms@bbbc.org.uk****ACTIVITIES FOR 50+**

Art workshops, healthy lifestyles sessions, skills exchange and volunteering opportunities

**07487 724557 or 07951 034656****spacetoconnect@bbbc.org.uk****ON-LINE PHOTOGRAPHY COURSES**

Get creative, connect with others and develop a new skill

**07538 188623****photography@bbbc.org.uk****Adult social care****DAYTIME ACTIVITIES AND WORKSHOPS**

Supported activities that promote skills development and independence for people with disabilities, mental health support needs and long term health conditions.

**07908 659669 or 07487 724557****socialcare@bbbc.org.uk****Enjoy our park**

Our three-acre park and gardens are there for the whole community to enjoy 7 days a week. Come and visit

**Bromley by Bow Centre****St Leonard's Street, London E3 3BT**