

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 email 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

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/
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/

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 8.30am – 12.30pm

07983 290940

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@bbc.org.uk

ENERGY ADVICE, BILLS AND SKILLS

Grant applications and debt alleviation

07908 163033 or 07903 088971 - eastendenergyfit@bbc.or.uk

Building and sharing cost-saving and energy skills

07927 774001 - empower@bbc.org.uk

ONLINE SKILLS TO HELP YOU MANAGE YOUR MONEY

Learn about online safety, how to use apps/tools to manage your money and get support to navigate your online Universal Credit account.

07388 378005 or 07432 600614

Gettingonwithmoney@bbc.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.bbc@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@bbc.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 - 07808 843407

employment@bbc.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@bbc.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@bbc.org.uk

Connect with others

SHARE SKILLS AND EXPERIENCE

Share skills and make friends; virtual coffee afternoon (Weds 1-2pm) and weekly walking group (Tues 11.30am-1.30pm)

07951 034 656

skillswap@bbc.org.uk

FAMILY PLAYROOMS

Fun for children and support for parents, with online workshops, activity packs, fun things to do, tips and resources.

07551 662497

www.bbc.org.uk/family-playrooms

ACTIVITIES FOR 50+

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

07487 724557 or 07951 034656

spacetoconnect@bbc.org.uk

ON-LINE PHOTOGRAPHY COURSES

Get creative, connect with others and develop a new skill

07538 188623

photography@bbc.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

socialcare@bbc.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