



## Get in touch

Our skilled and friendly staff are here to help  
**Monday – Friday 9am – 5pm**

# SERVICES, ACTIVITIES, HELP AND SUPPORT

From your local community hub - Serving Bromley by Bow for almost 40 years



- Advice and assistance • Learning and skills
- Activities and classes • Health and wellbeing

Services and courses shown are provided free of charge. Most are available within Tower Hamlets and some in other London boroughs. Please call our helpline **020 8709 9700** (Mon-Fri 9am – 5pm) Or you can visit our website, [bbbc.org.uk](http://bbbc.org.uk) or email [connect@bbbc.org.uk](mailto:connect@bbbc.org.uk). You can also call the direct numbers below. (network charges may apply)

## EMERGENCY NUMBERS

### 24-HOUR EMERGENCY NUMBERS

Fire/Police/Ambulance (emergency) - **999**

Police (non-emergencies) - **101**

Hate crime reporting: **0800 138 0521** - 24 hour freephone number

National Domestic Abuse Hotline **0808 2000 747**

*If you are in immediate danger please dial 999*

Tower Hamlets emergency social care duty team **020 7364 4079**

Tower Hamlets Mental Health Crisis Helpline **020 7771 5807**

Samaritans helpline - **116123**

### TOWER HAMLETS COUNCIL (Monday to Friday 9am – 5pm)

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

Helpline for vulnerable residents - **020 7364 3030**

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

## VISIT OUR CAFÉ AND PARK

Our three-acre park and gardens are there for everyone to enjoy. With a panoramic view and free Wifi, the Unity Works Cafe is a great place to eat, drink and meet.

**07732 497944** [cafe@bbbc.org.uk](mailto:cafe@bbbc.org.uk)

## GET MEDICAL HELP

Contact one of our sister health centres.

**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**

St Paul's Way Medical Centre - **020 7538 0833**

XX Place Health Centre at Mile End Hospital - **020 7167 2828**

### PHARMACIES

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



Bromley by Bow Health Centre

## COMMUNITY SERVICES

### WELCOME HUB

Our Welcome Hub team can link you with services to support you and keep you well. The hub runs lots of activities and has information on support across the borough.

Open 9am – 5pm drop-in entrance is on Bruce Road.

**020 8709 9700** [connect@bbbc.org.uk](mailto:connect@bbbc.org.uk)

### FOOD AND ESSENTIALS

Bow Foodbank supports local people with essential food and hygiene products.

Open Mondays 8.00am - 12.30pm (drop in) at the Bromley by Bow Centre. Venue will change Autumn 2023, check website.

**07398 776145** [info@bowfoodbank.org](mailto:info@bowfoodbank.org) [www.bowfoodbank.org](http://www.bowfoodbank.org)

### 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. By pre-booked appointment.

**020 8709 9711** [advice@bbbc.org.uk](mailto:advice@bbbc.org.uk)

#### ENERGY ADVICE, BILLS AND SKILLS

I. Understand bills, meter readings and your rights.

II. Learn how to save energy and money and share your learning with others

III. Set up affordable payment plans. Explore discounts, schemes and grants (subject to available funding and meeting eligibility criteria).

**020 8709 9745** [energy@bbbc.org.uk](mailto:energy@bbbc.org.uk)

## YOUR HEALTH AND WELLBEING

### SOCIAL PRESCRIBING

Social prescribing gives you private one-to-one time to explore life issues and challenges and connects you with services and activities to support you.

A rapid response service is available for urgent assistance

**07928 809935** or **07496 283141** [socialprescribing.bbbc@nhs.net](mailto:socialprescribing.bbbc@nhs.net)

### COMMUNITY CONNECTORS – MENTAL HEALTH SUPPORT

These specialist social prescribers are available for one-to-one mental health support in conjunction with East London NHS Foundation Trust.

**07825 965680** or **07435 734048**  
[community.connectors@bbbc.org.uk](mailto:community.connectors@bbbc.org.uk)

### BEREAVEMENT COUNSELLING

This is provided at the Centre and other venues via our partner City and East London Bereavement Service (CELBS)  
[admin@celbs.org.uk](mailto:admin@celbs.org.uk) (email in the first instance) **020 3022 5177**

### YOUNG PEOPLE, CHILDREN AND FAMILIES

Get involved in 'Rise 2 Shine'. Set up new community groups, services and activities to improve local neighbourhoods for young people, children and families.

**07393 019523** [nelondonicb.connectedcommunities@nhs.net](mailto:nelondonicb.connectedcommunities@nhs.net)

## COMMUNITY SERVICES

### EMPLOYABILITY AND SKILLS

We offer a variety of opportunities to build skills, improve English language, develop your on-line abilities and grow confidence – all designed to help get you work-ready.

**SKILLS BUILDING** [employability@bbbc.org.uk](mailto:employability@bbbc.org.uk) **07808 843407**

**ENGLISH CLASSES** [esol@bbbc.org.uk](mailto:esol@bbbc.org.uk) **07393 019810**

### STAY ACTIVE AND HEALTHY

#### HEALTHY LIFESTYLE ACTIVITIES

We run a variety of healthy lifestyle activities including walking, gardening and exercise groups. Find out more from our Welcome Hub.

**0207 8709 9700** [connect@bbbc.org.uk](mailto:connect@bbbc.org.uk)

### CONNECT WITH OTHERS

#### ACTIVITIES FOR 50+

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

**07908 659669** [spacetocconnect@bbbc.org.uk](mailto:spacetocconnect@bbbc.org.uk)

#### VARIED ARTS PROGRAMME

Express yourself, connect with others, learn new skills and have fun; visual and performing arts. For all abilities.

**020 8709 9700** [connect@bbbc.org.uk](mailto:connect@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** [socialcare@bbbc.org.uk](mailto:socialcare@bbbc.org.uk)

### HIRE OUR SPACES

Our indoor and outdoor community spaces are available for hire.

**0207 8709 9700** [venuehire@bbbc.org.uk](mailto:venuehire@bbbc.org.uk)

### KEEPING IN TOUCH

The Centre runs regular events and new programmes. Please visit the What's On section on our website for a full calendar of activities or contact our Welcome Hub (see top left) You can sign up to receive our newsletter on the website too.

**Bromley by Bow Centre**

**St Leonard's Street, London, E3 3BT**

**E: [connect@bbbc.org.uk](mailto:connect@bbbc.org.uk) T: 020 8709 9700**