

## Table of useful resources for support in Bromley

Issue identified/information required	Resources available
Significant concerns about a child	0208 461 7309 (MASH)
Significant concerns about a child/young person's mental health	CAMHS: 0208 315 4430

Health concerns and information related to the Covid-19 outbreak	Resources available
FAQs regarding what you can and cannot do during the outbreak	<a href="https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do">https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do</a>
Covid-19 suspected or symptoms	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
General health concerns	Call 111/Accident & Emergency/GP
Self-isolation due to current situation and guidelines	Vulnerable member of the household registered: <a href="https://www.gov.uk/coronavirus-extremely-vulnerable">https://www.gov.uk/coronavirus-extremely-vulnerable</a>

Access to essentials	Resources available
Unable to get food, medications or other essential items	<a href="https://www.bromley.gov.uk/requestforassistanceform">https://www.bromley.gov.uk/requestforassistanceform</a>
Unable to get food	Bromley Borough Food Bank has a number of centres within the local area. Phone: 07401225827 / Email: <a href="mailto:info@bromleyborough.foodbank.org.uk">info@bromleyborough.foodbank.org.uk</a> Hayes Primary have an in house food bank set up in collaboration with Hayes School, St Mary's Church and Deep Water Baptist Church. Please contact <a href="mailto:admin@hayes-pri.bromley.sch.uk">admin@hayes-pri.bromley.sch.uk</a> for more information and the relevant form.
Unable to get food, medications or other essential items (urgent)	Call 0208 313 4484 for the LBB support line for individuals needing urgent support to get their essentials

Needing support or assistance	Resources available
Domestic violence/abuse - emergency	Domestic violence support – in an emergency call 999
Domestic violence/abuse - Men	Men's Life Advice - 0808 8010 327 (Monday and Wednesday, 9am to 8pm, and Tuesday, Thursday and Friday, 9am to 5pm) for non-judgemental information and support. Men can email <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a> .

Domestic violence/abuse - Women	<p>*Bromley commissions Bromley and Croydon Women's Aid to provide a range of support including the One Stop Shop, Outreach Support (IDVSA), Adult Support Programmes 'Freedom', and Refuges. You can contact BCWA on 020 8313 9303 (Mon-Fri 9-4:30pm), or via their website <a href="http://www.bcwa.org.uk">www.bcwa.org.uk</a> or by email <a href="mailto:info@bcwa.org.uk">info@bcwa.org.uk</a>. BCWA also have a Facebook page you can access for support and signposting.</p> <p>*The Freephone National Domestic Abuse Helpline: 0808 2000 247 for free at any time, day or night.</p> <p>*Women can email Women's Aid on <a href="mailto:helpline@womensaid.org.uk">helpline@womensaid.org.uk</a>.</p>
Children and Family centres	<p>The Bromley Children Project's 6 Children and Family Centres are closed but responding to telephone and email enquires - advice and guidance on range of issues e.g. parenting, housing, practicalities and other signposting.</p> <p>The Bromley Children Project is still;</p> <ul style="list-style-type: none"> <li>- issuing foodbank vouchers to known families through each Children and Family Centre – virtual service</li> <li>- staffing a Parent Helpline via each Children and Family Centre Team Manager</li> <li>- issuing Health Start Vitamins (doorstop delivery) through each Children and Family Centre ...</li> <li>- issuing Learn and Play packs to known 'vulnerable' families with children aged 0-5 (doorstop delivery) through each Children and Family Centre</li> </ul> <p>Bromley Children Project is using Facebook and Instagram to post regular updates and provide information to families; search 'The Bromley Children Project'</p> <p>New parenting hotline: 0208 461 7259 (can provide guidance on a range of issues including parenting, housing and other signposting for support).</p>
Supporting resources for working from home	Resources available
Parenting support	Parenting Support: Bromley Children Project – 020 8461 7259
Family Contact Centres	<p>2 Family Contact Centres closed but responding to telephone enquiries</p> <p>Pre-booked Family Support work continuing, virtually. Bromley Children Project is contactable on Facebook: 'The Bromley Children Project'</p>

Education/SEND	Resources available
Need educational provision to be put in place for child/young person during this time (parent is key worker, child has a social worker or EHCP/is vulnerable). There is an educational placement request e-form through this link to complete.	<a href="https://www.bromley.gov.uk/info/200086/schools_and_colleges">https://www.bromley.gov.uk/info/200086/schools_and_colleges</a>
Need information advice or guidance about your child's SEND needs	The Information Advice and Support Service is open as usual, but running a virtual service. The helpline is contactable via email <a href="mailto:iass@bromley.gov.uk">iass@bromley.gov.uk</a> or you can dial 020 8461 7630
Autism - reducing social isolation	CASPA Autism Online- public facebook and twitter pages where Zoom catch ups/film watching can be organised
Resources and tips available re. coronavirus for families and individuals with autism	National Autistic Society – <a href="http://www.autism.org.uk">www.autism.org.uk</a>
Resources and tips available re. coronavirus for families and individuals with learning disabilities	Mencap - <a href="http://www.mencap.org.uk">www.mencap.org.uk</a> , including autism family support service: <a href="mailto:autismfamilysupport@bromleymencap.org">autismfamilysupport@bromleymencap.org</a> / 020 8466 0790
Resources and tips available re. coronavirus for learning and thinking differences (ADHD)	ADHD – <a href="http://www.understood.org">www.understood.org</a>
Don't know where to look for information	Bromley.gov.uk website for SEND <a href="http://bromley.gov.uk/localoffer">bromley.gov.uk/localoffer</a>
Need support with finding home learning/resources	<a href="http://bromleyeducationmatters.uk/Services/5594">http://bromleyeducationmatters.uk/Services/5594</a>

Substance & Alcohol Misuse	
Alcohol/Substance Misuse for adults	Bromley changes (Drug and Alcohol Service): <a href="https://www.changegrowlive.org/bromley-drug-alcohol-service/london-road">https://www.changegrowlive.org/bromley-drug-alcohol-service/london-road</a> / 020 8289 1999 <a href="http://www.Talktofrank.com">www.Talktofrank.com</a> / 0300 1236600
Alcohol/Substance Misuse for young people	Bromley Changes: 020 8289 1999 from 10:00 – 14:00 on weekdays. Outside of those hours and at the weekend, ring us on 07738 802 713. You can also email <a href="mailto:referrals.bromley@cgl.org">referrals.bromley@cgl.org</a> if you need help or support.

Mental Health	Resources available
Supporting adult wellbeing	Practical advice for staying at home; taking care of your mental health and wellbeing; support for work, benefits and housing; and a checklist for staying at home from Mind: <a href="https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse71ea9">https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/#collapse71ea9</a>
Family/young person show signs of mental health issues	Bromley Well open to families for support: 020 8770 8848
Mental health support (11-19 year olds)	Online mental health support for 11-19 year olds – <a href="http://www.kooth.com">www.kooth.com</a>
Needing someone to talk to/mental health	The Samaritans – call 116 123 or email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> (24 hour response time)

Mental health support for children and young people 14-25	Young Minds – <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a> (parent helpline: 0808 802 5544 from Monday to Friday, 9.30am to 4pm). Talking to your child about Coronavirus and 10 tips from their Parents Helpline to support family wellbeing: <a href="https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/">https://youngminds.org.uk/blog/talking-to-your-child-about-coronavirus/</a>
Boredom/reducing feeling of social isolation	Bromley Library are hosting story-telling sessions via video on Facebook: <a href="https://www.facebook.com/pg/BromleyLibraries/videos/?ref=page_internal">https://www.facebook.com/pg/BromleyLibraries/videos/?ref=page_internal</a>
Difficulty in talking to children about the current situation	Covibook – an interactive resource designed to support and reassure children aged 7 and under, designed to help children explain and draw the emotions that they might be experiencing (different languages) <a href="https://www.mindheart.co/descargables">https://www.mindheart.co/descargables</a> • The following link is a Coronavirus storybook for children from UNHCR to help children aged 6-11 cope with coronavirus. The book is available online and as an audiobook and is currently available in six languages, with over 30 more planned. Children's storybook released to help children and young people cope with COVID-19: <a href="https://www.unhcr.org/news/press/2020/4/5e8ecdba4/childrens-storybook-released-help-children-young-people-cope-covid-19.html">https://www.unhcr.org/news/press/2020/4/5e8ecdba4/childrens-storybook-released-help-children-young-people-cope-covid-19.html</a>
Adult carer needing support	Bromley Well Adult Carers – <a href="http://www.bromleywell.org.uk">www.bromleywell.org.uk</a> & Carers UK - Guidance for carers: <a href="https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19">https://www.carersuk.org/help-and-advice/health/looking-after-your-health/coronavirus-covid-19</a>
Young carer needing support	Bromley Well Young Carers – <a href="mailto:youngcarers@bromleywell.org.uk">youngcarers@bromleywell.org.uk</a> email open for enquiries

Financial advice	Resources available
Loss of earnings - guidance on eligibility of support for those who are self-employed, self-isolating or furloughed	<a href="https://www.gov.uk/coronavirus">https://www.gov.uk/coronavirus</a>
General advice available on most topics, including finances	<a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Debt advice	Step Change, advice on dealing with debt – <a href="http://www.stepchange.org">www.stepchange.org</a>
General money advice	<a href="http://www.moneyadviceservice.org.uk">www.moneyadviceservice.org.uk</a> or 0300 500 5000
Debt - advisors available to consult and support	National Debtline – <a href="http://www.nationaldebtline.co.uk">www.nationaldebtline.co.uk</a> 0808 808 4000

Online learning for adults	Resources available
<p>Free courses are available through the new online platform, the Skills Toolkit. This platform signposts to free, high-quality digital and numeracy courses to help people build up their skills, progress in work and boost their job prospects and confidence whilst at home. Courses on offer cover a range of levels, from everyday maths and the use of email and social media at work to more advanced training. All courses are available online and are flexible so that people can work through them at their own pace.</p>	<p><a href="https://theskillstoolkit.campaign.gov.uk/">https://theskillstoolkit.campaign.gov.uk/</a></p>