

YOUNG PEOPLE'S ROUGH SLEEPING CENSUS PILOT 2024

Local services information guide

Thank you for your help with our research.

If you would like support, below is a list of organisations that might be able to help you.

Bromley Council - Housing Options and Support Service

For us to help you with your homelessness issue, you will need to complete the housing options assessment form. If you need any assistance with completing this form, please email us on housing.options@bromley.gov.uk or contact us on 0208 313 4098. You can also ask a family member, friend, or support worker to help you with this.

If you need housing assistance, outside of normal hours, please call the council's emergency housing service on 0300 303 8671 - this service is available between 5:30 pm and 8.45am Monday to Friday and 5:30pm Friday to 8.45am.

Opening hours: 8.45am to 5pm, Monday to Friday

Address: Bromley Civic Centre, Stockwell Close, Bromley, BR1 3UH

Phone number: 0208 313 4098

Email address: housing.options@bromley.gov.uk.

Bromley Homeless - Homelessness day centre/advice service

Bromley Homeless helps homeless people in Bromley with emergency accommodation, confidential advice, support and help with benefits. Their Advice Service offers loads of free services, such as liaising with the council, finding affordable accommodation, or preventing eviction. You can contact them online at www.bromleyhomeless.org

Opening hours: Monday to Thursday, 10.30am to 4pm

Address: Bromley Homeless, United Reformed Church, 20 Widmore Road, BR1 1RY

Phone number: 020 8460 0042

Email address: info@bromleyhomeless.org

Bromley & Croydon Women's Aid

Immediate, free and confidential information, advice, advocacy and support for women and girls affected by gendered violence and abuse. The Advice Line is also open to professionals who need support on cases related to gendered violence.

Opening hours: Monday to Friday 9am – 4:30pm

Phone number: 020 8313 9303 (choose option 1 for support)

Email: info@bcwa.org.uk

To get help outside our office hours, ring the FREE 24-hour National Domestic Abuse Helpline on 0808 2000 24/7.

Immigration support: Lewisham Refugee and Migrant Network (LRMN)

Empowers refugees, migrants and asylum seekers to rebuild their lives through a range of dedicated services.

Opening hours: Monday to Friday - 10:00 AM to 5:00 PM

Phone number: 020 8694 0323

Email address: www.lrmn.org.uk

Address: The Sayes Court, 341 Evelyn St, London SE8 5QX

Mental health support: Oxleas NHS Foundation Trust

Oxleas offer support and advice to people who are affected by urgent mental health issues. To access services please visit www.oxleas.nhs.uk/

Phone number: 0208 659 2151

Benefit/welfare advice service Citizens Advice Bromley -

Independent charity that provides free, confidential, and impartial advice. If you want to self refer or refer a client please go to <https://www.bromleywell.org.uk/make-a-referral> or call 0808 278 7898

Opening hours: Variable across site

Phone number: 0808 278 7898 on Monday – Saturday 9.00am -5.00pm.

Useful numbers:

StreetLink: 0300 500 0914

StreetLink exists to help end rough sleeping by enabling members of the public to connect people sleeping rough with the local services that can support them. You can contact StreetLink yourself, or a member of the public can help you to do this. StreetLink is not an emergency service and cannot directly provide accommodation. You can contact them online at www.streetlink.london

Shout: 24/7, Text SHOUT to 85258

Shout provides free, 24/7 text support for young people across the UK experiencing a mental health crisis. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus.

Papyrus: 24/7, 0800 068 4141 or 07860 039967

Offers confidential advice and support if you're struggling with suicidal thoughts, and information about how to make a safety plan. Its helpline service is available to anybody under the age of 35 experiencing suicidal thoughts, or for anyone concerned that a young person could be thinking about suicide.

The Mix: www.themix.org.uk

The Mix is a UK based charity that provides free, confidential support for young people under 25 via online, social and mobile. The Mix isn't just about young people and mental health, it also provides support for relationship issues, working life, school life, housing, depression and any other issues all year round. Email or chat one-to-one online 4pm-11pm Monday to Friday or sign up for free counselling online.

Samaritans: Call 116 123, 24/7

Whatever you're going through, a Samaritan will face it with you. We're here 24 hours a day, 365 days a year. We offer a safe place for you to talk any time you like, in your own way – about whatever's getting to you. We won't judge you or tell you what to do, we'll listen to you

NHS 111: call 111 or go to 111.nhs.uk

NHS 111 can help if you have an urgent medical problem and you're not sure what to do.

Police 101: call 101

Call the police on 101 for non-emergency enquiries.

Emergency services

These services cannot provide immediate, emergency support in person – for situations in which you feel in immediate danger or need emergency medical support, call 999.