

Guide to Family Support Services

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Digital version



Introduction

Ealing's Family Information Service supported by the Holiday Activities & Food (HAF) Programme is very pleased to bring you this Guide to Family Support Services. In this guide you'll find key services and organisations working locally to support with different aspects of family life.

The HAF programme is funded by the Department for Education to provide free holiday activities for school-aged children (Reception to Y11) who are in receipt of benefits-related free school meals and to signpost families to local support and help engagement with services that could be of benefit.

We therefore hope you'll find this guide very useful. The information in this guide has been checked and is accurate at the time of publication. If you come across anything that needs changing or if you know of any services or organisations that would be useful to Ealing families, please drop us an email and let us know; and we'll look at including them in our next edition **children@ealing.gov.uk**

In the meantime, take a look at the Family Information Service entry on page 7. We are here to offer information, advice and guidance so please get in touch if you have any enquiries.

020 8825 5588
(Mon-Fri, 9am to 5pm)

For general enquiries, please email **children@ealing.gov.uk** or call **020 8825 5588**

For HAF enquiries only, please email **HAF@ealing.gov.uk** or call **020 8825 6331** (Mon-Fri, 9am to 1pm)

Ealing Holiday Activities and Food (HAF)



For more information about the HAF programme including the link to view and book HAF activities before the Easter, Summer and Christmas school holidays - visit the website below and click on the HAF section. Follow us on Facebook for the latest news and information.

 www.facebook.com/EalingHAF

www.ealingfamiliesdirectory.org.uk

In addition, this website offers:

- Information on help with the cost of childcare i.e. for nurseries, pre-schools, childminders etc
- Leisure activities including clubs and sports
- Find your nearest children's centre
- Details of key services i.e. employment, financial advice, Family support services
- Services for families with children or young people with Special Educational Needs and Disabilities (SEND) and access to Ealing's Local Offer
- Services for young people and more ...

This website can be viewed in any language using the '**Google translate**' button on the homepage.



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Advice & Guidance

Ealing Family Information Service (FIS)

Ealing's FIS offers advice and guidance for children, young people and families on local services, childcare, childcare funding, family support, parenting and much more. The team deals with around 2000 enquiries a month - so are very experienced at understanding your needs and knowing how best to advise.

The team also manage Ealing's Local Offer website www.ealinglocaloffer.org.uk for children and young people aged 0-25 and their families living with special educational needs and disabilities (SEND). The FIS have a dedicated SEND Officer who can provide bespoke information and advice to parents, carers, professionals and young people who require support.

020 8825 5588

(Mon-Fri, 9am to 5pm)

children@ealing.gov.uk

www.ealingfamiliesdirectory.org.uk



Follow us on Facebook. www.facebook.com/EalingFIS

Ealing Advice Service

Free advice service offering information and guidance on social welfare issues including benefits, landlords and tenancies, homelessness, debt management, employment, family and immigration, legal services.

020 8579 8429 (option 1)

0300 012 5464

(Mon-Fri, 10am to 4pm)

www.ealingadvice.org

Sikh Helpline

The Sikh Helpline (SLH) is a free, professional and confidential telephone counselling and email enquiry service, available 24 hours a day, 7 days a week. SLH services are available to any individual regardless of age, gender, race/culture, physical and mental disabilities, religion, sexual orientation, nationality, class or status. The service offers listening and emotional support, guidance and advice on a one-to-one basis about various issues such as:

- Bullying and racism
- Substance abuse (including smoking / drinking / drugs)
- Domestic violence and abuse
- Depression and mental health
- Relationships
- Grooming awareness campaign
- Discrimination within the work place
- Problems at school or home
- Issues regarding articles of faith
- Child abuse (sexual, physical or emotional)

Further assistance provided may include:

- Offering family mediation and support (to work with families to overcome cultural taboos and social barriers).
- Supporting victims through counselling
- Mindfulness based intervention for depression, anxiety, anger management and substance abuse.
- Self-development and empowerment based support;
- Identify safe houses where necessary; and
- Sign posting to external reputable support services where appropriate.

0300 030 0063

07999 004363

info@sikhhelpline.com

www.sikhhelpline.com

THERE ARE MANY WAYS TO FOSTER

Can you give one weekend a month?



If you have been thinking about fostering but are unable to commit full time, becoming a respite foster carer is the ideal way to be involved.

A respite foster carer looks after children or young people for short periods, often at weekends or during school holidays. In the same way as our full time foster parents, a full assessment is undertaken and training and financial support is given. We do ask that you have a spare room available for the child or young person to stay with you. Start your fostering journey today.



Call us free on **0800 731 6550**



email **fosteradopt@ealing.gov.uk**



visit **ealingfosteradopt.co.uk**



message us **ealingfosteradopt**



Ealing

www.ealing.gov.uk

CHANGE THE FUTURE

• FOSTER WITH EALING •



FREE milk, food and vitamins through the Healthy Start scheme

If you are more than 10 weeks pregnant or have a child under the age of four, you may be entitled to get help to buy healthy food and milk.

If you are eligible, you'll be sent a Healthy Start card with money on it that you can use in selected UK shops. The card is topped up every four weeks.

You can use your Healthy Start card to buy:

- Plain liquid cow's milk
- Fresh, frozen or tinned fruit and vegetables
- Fresh, dried, and tinned pulses (types of beans)
- Infant formula milk based on cow's milk

If you are eligible, you'll be sent a Healthy Start card with money on it that you can use in selected UK shops that accept MasterCard®. These shops include supermarkets, convenience stores, and pharmacies. The card is topped up every four weeks.

You can also use your card to get:

Healthy Start vitamins – these support you during pregnancy and breastfeeding
vitamin drops for babies and young children – these are suitable from birth to four-years-old.

In Ealing you can use your Healthy Start card to collect your vitamins from children's centres. Find your nearest at **www.ealingfamiliesdirectory.org.uk**

Are you eligible?

If you get Universal Credit, you can apply if:

- You are at least 10 weeks pregnant or have at least one child under four years.
- And your family's monthly take-home pay is £408 or less from employment.

If you get Child Tax Credit, you can apply if:

- You have at least one child under four years
- Your family's annual income is £16,190 or less
- You do not get Working Tax Credit



Ways to apply for the Healthy Start scheme:

Email **healthy.start@nhsbsa.nhs.uk**

Call **0300 330 7010**

Online **www.healthystart.nhs.uk**

If you are not a British citizen but your child is - you may still be eligible for Healthy Start.

You can get Healthy Start if all the following are true:

- You have at least one British child under four years of age.
- Your family earns £408 or less per month after tax is deducted.
- You cannot claim 'public funds' (for example, benefits) – either because of your immigration status or because you do not have an immigration status.

Your biometric residence permit (BRP) or your online immigration status will tell you if you cannot claim public funds. You might also have a letter from the Home Office about it.

If you think you cannot claim public funds because of your immigration status, use this email to find out if you are eligible for Healthy Start **healthystartclaim@dhsc.gov.uk**



www.healthystart.nhs.uk



Ealing Children's Centres & Early

Ealing Children's Centres and Early Start Ealing 0-19 bring together a wide range of services and support for families living in the London Borough of Ealing.

Ealing Children's Centres 0-5 years offers the following services:

- Early education / nursery and childcare services (including funding for 2, 3 & 4 year olds)
- Support for children with Special Educational Needs and / or Disability (SEND)
- Stay and play sessions for children 0-5 years
- Groups for parents expecting a baby
- Baby groups and infant massage sessions
- Children's activities to promote health and wellbeing
- Children's activities to promote nursery and school readiness
- Parenting support groups and advice
- Volunteering and training opportunities for parents; which includes ESOL classes (English for Speakers of Other Languages)

For more information about what's on offer at your local children's centre call them directly on the numbers provided on page 14 and 15. You can also view and download an up-to-date timetable of events, sessions and classes at

www.ealingfamiliesdirectory.org.uk

(Just type the name of your nearest children's centre or search your nearest by entering your postcode).



Start Ealing 0-19 Service

Early Start Ealing 0-19 Service offers health-related services to children of all ages from pre-birth up to high school. Many of these services are delivered at children's centres, whilst others are delivered through schools.

Early Start Ealing 0-19 years (Health Visiting and School Nursing) offers the following services:

- Antenatal (before birth) and new-born baby visits
- Baby and child health clinics
- One and two-year-old developmental health checks
- Infant feeding and breastfeeding support
- Nutrition and healthy weight support and information
- Support with post-natal depression
- Child development support through speech and language therapy
- Support for children with Special Educational Needs and / or Disability (SEND)
- Supporting children and young people with medical needs in Ealing schools
- Early help and family support intervention including home visits offered by Early Start practitioners.
- Parenting support and advice one-to-one and in groups.



Admin Hub (Single point of access for Health Visiting Service)

020 8102 5888 (Mon-Fri, 9am to 5pm)

clcht.ealingadminhub@nhs.net

www.healthmatters.clch.nhs.uk/ealing

SOUTHALL & HANWELL

Dormers Wells Children's Centre Dormers Wells Lane, Southall UB1 3HX
Tel: 07719 988113 Email: dormerswellscc@ealing.gov.uk

Hanwell Children's Centre 25a Laurel Gardens, Hanwell W7 3JG
Tel: 020 8825 8200 Email: hanwellchildrenscentre@ealing.gov.uk

Windmill Park Children's Centre 1 Tulip Close, Southall UB2 4UZ
Tel: 020 8574 5310 Email: cc@grovehousecc.com

Greenfields Children's Centre Recreation Road, Southall UB2 5PF
Tel: 020 8813 8079 Email: admin@greenfieldschildren.com

Grove House Children's Centre 77a North Road, Southall UB1 2JL
Tel: 020 8571 0878 Email: admin@grovehousecc.com

Southall Park Children's Centre Green Drive, Southall UB1 3AZ
Tel: 020 8813 8275 Email: southallparkcc@ealing.gov.uk

Copley Close Children's Centre Hanwell Community Centre, Westcott Crescent, Hanwell W7 1PD
Tel: 020 8575 6139 Email: administrator@empowering-action.org.uk

Havelock Children's Centre Trubshaw Road, Southall UB2 4XW
Tel: 020 8571 1219 Email: admin@greenfieldschildren.com

NORTHOLT, GREENFORD & PERIVALE

Islip Manor Children's Centre Eastcote Lane, Northolt UB5 5RG
Tel: 020 8845 0601 Email: islipmanorcc@ealing.gov.uk

Northolt Park Children's Centre Off Newmarket Avenue, Northolt UB5 4HB
Tel: 020 8864 7614 Email: northoltparkcc@ealing.gov.uk

Windmill Children's Centre 135-139 Windmill Lane, Greenford UB6 9DZ
Tel: 020 8813 1295 Email: windmillnc@ealing.gov.uk

Perivale Children's Centre Federal Road, Perivale UB6 7AP
Tel: 020 8825 5380 Email: perivalecc@ealing.gov.uk

NORTHOLT, GREENFORD & PERIVALE

Limetrees Children's Centre Thorndike Avenue, Northolt UB5 5LA
Tel: 020 8845 3807 Email: limetreesc@ealing.gov.uk

Petts Hill Children's Centre Newmarket Avenue, Northolt UB5 4HB
Tel: 020 8864 9215 Email: pettshillcc@ealing.gov.uk

Horsenden Children's Centre Horsenden Lane North, Greenford UB6 0PB
Tel: 020 8422 3854 Email: horsendenc@ealing.gov.uk

ACTON & EALING

Acton Park Children's Centre East Acton Lane, Acton W3 7LJ
Tel: 020 8743 6133 Email: actonparkcc@ealing.gov.uk

John Perryn Children's Centre Long Drive, Acton W3 7PD
Tel: 020 8222 6399 Email: johnperryncc@ealing.gov.uk

Maples Children's Centre East Churchfield Road, Acton W3 7LL
Tel: 020 8743 7128 Email: admin@maplesnursery.com

South Acton Children's Centre Castle Close, Acton W3 8RX
Tel: 020 8992 0724 Email: admin@southactoncc.com

West Twyford Children's Centre Twyford Abbey Road, Perivale NW10 7DN
Tel: 020 8961 4974 Email: ccadmin@west-twyford.ealing.sch.uk

Grange Children's Centre Church Gardens, Ealing W5 4HN
Tel: 020 8825 5453 Email: grangecc@ealing.gov.uk

Hathaway Children's Centre Hathaway Gardens, Ealing W13 0DH
Tel: 020 8998 8903 Email: hathawaycc@ealing.gov.uk

Jubilee Children's Centre Drayton Green Park, West Ealing W13 0JF
Tel: 020 8997 2338 Email: jubileecc@ealing.gov.uk

Log Cabin Children's Centre 259 Northfield Avenue, Ealing W5 4UA
Tel: 020 8825 5906 Email: logcabincc@ealing.gov.uk

Schools

School Admissions Team

School Admissions helps families register children for a school place to access education at primary level (infants and juniors) and secondary level (high school).

Main Round Admissions deal with applications for children starting their primary education in Reception class (at an infant school), continuing the primary phase in Year 3 (at junior school) and starting their secondary education in Year 7 (high school).

(For a September start at an infant or junior school – the deadline for applications is mid-January the same year. For high school the deadline is end of October each year for the following September).

Primary School

020 8825 5511 (Mon-Fri, 9am to 12pm)
mainroundadmissions@ealing.gov.uk

High School

020 8825 5522 (Mon-Fri, 9am to 12pm)
mainroundadmissions@ealing.gov.uk

In-Year Admissions deal with all applications that come about once the school year has started such as children new to the area and transfers from one school to another (for all school-aged children).

020 8825 6339 (Mon-Fri, 9am to 12pm)
in-yearadmissions@ealing.gov.uk

Travel, Free School Meals Enquiries

020 8825 5566 (Mon-Fri, 9am to 5pm)
pupilsupport@ealing.gov.uk

School Nursing Service (SNS)

Provides specialist advice and support to do with specific health issues that may need support in school and signposting to relevant services for further help; for school-aged children and young people. Teams comprise of school nurses, staff nurses, nursery nurses and administrators, covering all primary and high schools in Ealing (except private schools and special schools).

020 8102 5888

(Mon-Sun, 9am to 5pm)

clcht.ealingschoolnurseteam@nhs.net

www.egfl.org.uk/services-children/school-nursing-service

Can an EHAP help your family?

The Early Help Assessment and Plan (EHAP) is a process in which you can ask for help and support from different services for your children and your family. The idea is, instead of you talking to lots of different professionals from different services – you have a meeting called the Team Around the Family (TAF) meeting during which all your child / children / family's needs are assessed (considered and looked at).

The help and support you need can then be accessed without you having to call and contact lots of different people.

If your child is struggling at school and getting into difficulty – talk to the school about having an EHAP. If you attend a children's centre – talk to a health visitor or other children's centre worker and they can start one for you.

Or you can call or email the Family Information Service (FIS) on **020 8825 5588** or **children@ealing.gov.uk** to find out how to get an EHAP started for your family.

www.ealinglocaloffer.org.uk



This website offers information, advice and guidance on Special Educational Needs and Disability (SEND) services and support within the London Borough of Ealing as well as some key national organisations.

Accessibility: the site uses Google Translate (button top right of screen) to switch all content into over **100 different languages**; as well as switching colour schemes and print sizes to suit different vision impairments



Family Support

Information on groups and organisations such as Ealing Mencap, Ealing I SAID, Contact Ealing, Ealing Anchor Foundation, Ealing Young Carers Project, Ealing children's centres and more. As well as parenting programmes and workshops including: Speech & Language Therapy sessions and the Early Start Ealing SEND inclusion teams based in children's centres.



Children with Disabilities Team (Social Care) & Short Breaks

Find out how to access different types of short breaks in Ealing, as well as information on the Children with Disabilities Team, who offer short break assessments.



Education, Health & Care (EHC) Plans

How to apply, the process, timescales and support available. Plus the special schools, schools with Additionally Resourced Provisions (ARPS) and staff showing their SEND areas of specialism.



Health & Wellbeing & Specific Conditions

Advice and guidance on issues such as toileting, speech and language, sleeping difficulties, mental health etc and where to go if you have concerns. Plus information on conditions such as ADHD, Asthma, Down's Syndrome, Autism.



Things to Do

Leisure activities, clubs and groups, events calendar and more.



Support in Education

Find out how your child's needs are assessed and then supported in early education and in school.

14-25

Preparing for Adulthood (for ages 14-25)

Information on 16+ education options, routes to work and training (supported internships and apprenticeships), health and wellbeing, independent living support (e.g. housing and adaptations, being safe, managing finances) and getting around.



Travel Assistance

Apply for travel training and financial support. Find out about travel schemes (e.g. Disabled Persons Pass, Taxi Card scheme) as well as driving and parking concessions and discounts (e.g. Blue Badge).



Money & Benefits

Find out about benefits, grants and funding that may be available such as Disability Living Allowance (DLA) for ages 0-16, Personal Independence Payments (PIP) for ages 16-64, Personal Budgets and Direct Payments, Housing Benefit and Council Tax Support, help with childcare costs, form filling; and information on special discounts.



Sign up to our **SEND Local Offer newsletter for up to date information, news and events in the world of SEND.**



Visit and follow our **Ealing Local Offer Facebook page**
www.facebook.com/ealinglocaloffer

Local Offer Consultations

We are continually seeking ways to improve the Local Offer as a resource to ensure it remains relevant and useful for families. Within this process, there are opportunities for children / young people and families to 'co-produce' the site, and at any time leave feedback. For details visit www.ealinglocaloffer.org.uk

Get in touch:
020 8825 5588
localoffer@ealing.gov.uk

Special Educational Needs & Disability (SEND)

Ealing Anchor Foundation

Ealing Anchor Foundation, formerly known as P.E.S.T.S (Parents of Ealing Self Help Training Scheme) provide information, advice and support to parents and carers of children aged 0-5 years who are differently-abled (diagnosis not required) and living in the London Borough of Ealing.

Offering a range of services such as play and music therapy sessions, speech and language, intensive interaction, portage, parent training workshops, outreach support, counselling with multi-lingual play workers to help with communication and much more.

Referrals can be made by any professional, service or a parent/carer.

020 8571 9954

info@ealinganchor.org.uk

www.ealinganchor.org.uk/contact

Ealing SENDIASS

Ealing Special Educational Needs and Disability Information and Advice Support Service (SENDIASS) offers free, confidential, accurate and impartial advice and support to families living in Ealing with a child up to the age of 25 who has special educational needs or a disability (SEND).

The service helps to raise awareness of the rights of parents, carers and their children and helps families make informed decision about matters relating to SEND, including issues such as health and social care. SENDIASS supports families to develop and maintain good relationships with schools, colleges, the local authority and other professionals in order to secure the best outcomes.

020 3886 2062

info@ealingsendiass.org.uk

www.ealingsendiass.org.uk

Ealing Service for Children with Additional Needs (ESCAN)

ESCAN is a multi-agency service run by the NHS and Ealing Council that provides a single point of contact for information, referrals, assessments and help for children and young people with special educational needs and disabilities living in the London Borough of Ealing.

Referrals to ESCAN normally come through GPs, health practitioners, schools and social care. Access and eligibility to the services varies and some services accept direct referrals from parents.

Carmelita House, 21-22 The Mall, Ealing, W5 2PJ
(no parking on site)

To contact the different teams within ESCAN visit:
www.ealinglocaloffer.org.uk

Ealing Speech and Language Therapy

The Ealing Speech and Language Therapy service is part of ESCAN and works with children aged 0–18 years who have speech, language, communication and feeding difficulties.

The service is available in schools, colleges, clinics and children's centres and it:

- Makes speech and language assessments, provides advice and suggests the next steps into speech and language therapy.
- Works with children, both individually and in groups to help develop communication skills.
- Trains parents and professionals to support identification of speech, language and communication needs including how to support children at home or in nursery/school/college.

0-5 years referrals

If your child is at a school nursery, they will be seen by the Speech and Language Therapist attached to the school. The school must make the referral.

If your child is a private nursery or not in nursery/school, any health professional or educational professional can refer a child to Speech and Language Therapy.

5+ years

If your child is at a school nursery or is of school age, they will be seen by Speech and Language Therapist attached to the school. The school must make the referral.

If you are concerned about your child's speech, language or communication please talk to any healthcare professional, your child's nursery/school or contact the Speech and Language Therapy team.

030 0123 4544 (for referrals)
ealingcommunity.referrals@nhs.net

07512 716478 (advice line, Mon-Fri, 1pm to 4pm)
ealing.sltadvice@nhs.net
www.westlondon.nhs.uk/slt

Facebook page: www.facebook.com/SLTEaling

YouTube Channel: shorturl.at/jloIV

Remember to visit

Ealing's SEND Local Offer

www.ealinglocaloffer.org.uk

Ealing Parent & Carer Forum (EPCF)

Representative group of over 1000 parents and carers of children and young people with SEND in Ealing; with regular events and free workshops. EPCF aims to give parents a voice that can be heard by the Council and other key organisations.

info@epcf.org.uk

www.epcf.org.uk

Ealing Mencap

Ealing Mencap supports people of all ages with learning and other disabilities and their families and carers; offering free advice, support and information to help people find solutions and move forward in life. Confidential advice is available on a wide range of subjects such as welfare benefits, travel and disability rights. Help with form filling, applications and more.

Ealing Mencap also offers a broad range of activities to help build young people's skills and confidence, form friendships and lead active, healthy lives including:

- Saturday activity clubs
- Holiday schemes
- Employment training support (for young people aged 14-25 years)
- Ealing Advice Service (all ages)

020 8566 9575

info@ealingmencap.org.uk

www.ealingmencap.org.uk

Contact

Contact is a national charity supporting families of children with additional needs and / or a disability. Services include parent workshops, group sessions, walk and talk for parents and carers, advice on finances, children's needs, everyday life and everything SEND related.

0808 808 3555 (National number)

ealing@contact.org.uk

www.contact.org.uk

Early Start Ealing SEND Inclusion Team

Early Start SEND Inclusion workers are based within Early Start Ealing and offer targeted and specialist support to families of children with additional needs including children with social and communication differences.

This support can be at home, or at the child's early years setting or both. The setting can also apply for Special Educational Needs Inclusion Funding for children in their care, which can be used to enhance the setting and support them in developing staff skills, including strategies to support individual children's needs and learning.

The Early Start SEND team also runs workshops for parents of children aged 0-5 with social communication differences, covering topics such as successful eating and toileting.

To access Early Start SEND, speak to your health visitor or early years setting - they can refer you to the service. Alternatively, you can contact the Early Start SEND Inclusion team directly.

020 8102 5888

(Mon-Fri, 9am to 5pm)

clcht.ealingadminhub@nhs.net

www.ealingfamiliesdirectory.org.uk

Community Café

Supported by The London Autism Group Charity

West London's first café dedicated to people with autism and anyone with an interest in autism and neurodiversity. A place to relax, have some refreshments and talk with others. Everyone welcome.

Drop-in (First Saturday of every month)
1.30pm to 3.30pm
St Andrews Church
Mount Park Road
Ealing W5 2RS

contact@londonautismgroupcharity.org
www.londonautismgroupcharity.org

Ealing Mencap's Job Start Project

For residents of the London Borough of Ealing aged 18 to 24 with additional needs who are looking for work.

This project offers twelve weeks of free support with:

- CV and cover letter writing
- Jobs or apprenticeships searches
- Completing a job application
- Interview preparation
- Speaking to employers about support needs

For more information contact Ealing Mencap.

020 8566 9575
employment@ealingmencap.org.uk
www.ealingmencap.org.uk

Contact's Helping Hand Project

(Empowering Parents Embracing Neurodiversity)

Support for families whose children are on the waiting list for CAMHS Neurodevelopmental Teams in Ealing, Hounslow, Hammersmith and Fulham.

Offering parents and carers the opportunity to attend support group meetings to discuss issues such as:

- Encouraging positive behavior
- How to support their child with positive communication
- Wellbeing for the parent / carer
- Coping with anxiety
- Talking to their child about being different
- Understanding and supporting sensory needs

Contact are also able to provide individual support to parents unable to attend the group session.

07529 222724

nwlcontactfsp@contact.org.uk

Support for Parents

Ealing Parenting Service

Ealing Parenting Service exists to support parents with new and effective ideas and strategies to help the whole family deal with different issues in a positive way.

Subjects covered include:

- Setting boundaries
- Having routines
- The difference between discipline and punishment
- Managing sibling rivalry
- Boosting the confidence of both the parent and the child
- Learning how to listen and respond to a child to achieve the best results.
- Giving positive attention instead of negative attention
- Spending quality time with children – what that means and how to achieve it.
- Positive co-parenting
- And more ...

020 8825 6066 or **020 8825 8422**
parentingserviceadmin@ealing.gov.uk
www.ealingfamiliesdirectory.org.uk

Family Lives

Family Lives offers a free and confidential helpline service offering emotional support, information, advice and guidance on any aspect of parenting and family life by phone, email or online chat. Family Lives also offers a range of parenting programmes.

0808 800 2222 (freephone)

(Mon-Fri, 9am to 9pm, weekends 10am to 3pm)

askus@familylives.org.uk

www.familylives.org.uk

Homestart Ealing

Homestart Ealing is a small charity with trained volunteers who offer support to families with children under 5 in their own home. A carefully selected volunteer with parenting experience can offer emotional and practical support, responsive to the needs of each family.

Support includes:

- Listening
- Adult company
- Helping and playing with your children
- Giving reassurance, encouragement, and motivation
- Helping families to find out about and access local amenities and services.
- Giving practical help

If you are a parent looking for support, you can call direct or complete the simple online form on the 'Contact us' page of the website. Or you can talk to your GP or health visitor who will be able to make a referral for you.

020 8842 1617

admin@homestartealing.org

www.homestartealing.org

Maternal Early Childhood Sustained Home-visiting (MECSH)

A service for anyone expecting a baby or who has a young baby aged from birth to two months and would like some extra support. This home visiting programme helps build confidence and knowledgeable about the needs of the child. A health visitor will visit the family at home to offer support in the form of advice, information, ideas and strategies for managing a new baby.

020 8102 5888

clcht.ealingadminhub@nhs.net

The Salvation Army Baby Bank

If you live in the London Borough of Ealing and are struggling to afford items you need for your baby, the Salvation Army Baby Bank may be able to help. You will first need a referral from a health or family work service such as a midwife, health visitor or other type of family-work professional you are dealing with. You will then need to make an appointment by calling between 9.30am to 12pm on a Wednesday or Thursday.

If you want to make a donation to the baby bank

Donations are accepted on a Tuesday between 9.30am to 3pm. Almost anything related to babies and children up to four years of age except: car seats, electrical items, secondhand mattresses, toys and books.

8 Leeland Road

Ealing W13 9HH

020 8840 0348

ealing@salvationarmy.org.uk

www.salvationarmy.org.uk/ealing

SAFE (Supportive Action for Families in Ealing)

SAFE is an early intervention service offering families support to ensure manageable problems are dealt with when they first arise before they become bigger and more difficult to resolve.

SAFE teams are made up of family practitioners, social workers, emotional welling practitioners, family safety workers and a youth worker. SAFE also has links with other services in Ealing to ensure families are well supported within their community and the area where they live.

SAFE can help with issues such as:

- Concerns about a child's behaviour, or social and emotional wellbeing
- Dealing with a difficult time in a child's life
- Adolescents (teenagers) who may be experiencing a range of different challenges
- Parenting support
- Coping with relationship difficulties

Referrals can be made through Ealing Children's Integrated Response Service (ECIRS). Individuals needing help can self-refer. Referrals can also come from GPs, other health practitioners, the child's school or children's centre and any other professional working with the family.

020 8825 8000

ECIRS@ealing.gov.uk

www.ealingfamiliesdirectory.org.uk

Support for Carers

Brentford FC Community Sports Trust

The Young Carers Project offers respite and support to young carers, helping them to enjoy fun activities as well as to achieve their goals; whilst reducing their feelings of isolation and non-participation in society.

020 8326 7030
enquiries@brentfordfcst.com
www.brentfordfcst.com

Carers UK

National helpline offering information and guidance on a range of subjects including welfare benefits and financial support, carers' rights in the workplace, carers' assessments and getting further practical support. Also includes services available to carers and those they care for. Support and advice on how to make complaints effectively and challenge decisions.

0808 808 7777 (Mon-Fri, 9am to 6pm)
info@carersuk.org
www.carersuk.org

Ealing Carers Service – provided by TuVida

TuVida is part of the Carer's Pathway Consortium – a partnership of six local charities working to enable people who care for older adults to take short breaks/periods of respite.

020 3137 6194 (Mon-Thurs, 9am to 4pm, Fri, 9am to 12.30pm)
london@tuvia.org
www.tuvia.org

Challenging Behaviour Foundation

Information, email network and family support phone line for families caring for a child or adult with a severe learning disability whose behaviour is challenging.

0300 666 0126
support@thecbf.org.uk
www.challengingbehaviour.org.uk

Young Carers – The Children’s Society

Help and support for young carers. Information and advice on education, routes into employment, paying bills, rights and benefits and more.

01962 711 511
www.youngcarer.com

Ealing Carers Partnership

Ealing Carers Partnership is a collaboration between Ealing and Hounslow CVS, Carers Trust Hillingdon and Harlington Care funded by Ealing Council and NW London Integrated Care System offering support to unpaid carers in Ealing.

Unpaid carers usually include family and friends of the person needing care and those who often don't recognise themselves as carers.

This service is gradually being developed. Organised chats and meet-ups are held regularly known as Carers Café as well as a short breaks programme. News and information is currently being shared on Facebook.

01895 590010 (Mon-Fri, 9am to 5pm)
info@ealingcarerspartnership.org
www.ealingcarerspartnership.org



www.facebook.com/ealingcarerspartnership

Services for Young People

Connexions Service

For young people aged 13-19, or up to 25 years if you have a disability or learning difficulty, an Ealing Connexions adviser can help the young person plan and prepare for their future.

Experienced advisers based in schools and youth centres (Ealing Westside) offer information, advice and guidance to help young people choose the right course, apprenticeship, training or employment. Advisers can also help young people to access benefits and help them to connect with specialist services.

020 8825 8573

connexionsinfo@ealing.gov.uk

www.youngealing.co.uk/connexions

Ealing Youth Service

Provides opportunities for young people aged 11-19 years including After School Clubs, evening sessions and day-time programmes of activities; with some programmes specifically for young people with additional needs.

Programmes are designed to help in developing confidence, self-esteem, motivation, problem-solving skills, team work, negotiating, managing self, giving and receiving feedback, action planning and goal setting – key skills young people can add to their CV or application forms for work or training.

020 8825 5918

youngealing@ealing.gov.uk

www.youngealing.co.uk/youth-service

Ealing Council Apprenticeships

Ealing Council offers a very successful apprenticeship programme; where people can learn and get qualifications whilst working. The programme has a 93% progression success rate (well above national average); with many apprentices going on to full-time roles.

020 8825 6234

apprenticeships@ealing.gov.uk

www.ealing.gov.uk/apprenticeships

Brook Advisory

Brook has services across the UK providing free and confidential sexual health services to young people under 25. They have a *Find a Service* tool which lets you search all services in England.

admin@brook.org.uk

www.brook.org.uk

The Mix

Support service for under 25's offering advice on homelessness, support for being a carer, money, drink and drugs, mental health and a variety of other issues. Online chat available and in times of crisis a 24hr text message service

0808 808 4994 (Daily, 4pm to 11pm)

Crisis messenger text: **THEMIX** to **85258** (24/7)

www.themix.org.uk

Remember to visit

Young Ealing website

www.youngealing.co.uk

Preparing for Adulthood

This website is part of Ealing's SEND Local Offer. It gives information, advice and guidance for young people with additional needs on specialist services, leisure activities, further education, options for those aged 16+, apprenticeships, independent living and more.

020 8825 5588 (Mon-Fri, 9am to 5pm)
localoffer@ealing.gov.uk

Currently accessible through www.ealinglocaloffer.org.uk
soon to be accessible using a direct link www.ealingpfa.org.uk

EASE (Empowering Action & Social Esteem)

EASE is a community development charity that provides access to information, activities, training, and support services to individuals and families living in Ealing. EASE also manages Copley Close Children's Centre and its services.

Services and support include:

- Information, advice and guidance, including assistance with benefits, housing and debt.
- ESOL (English for Speakers of Other Languages) classes
- First Aid awareness for the community
- Parenting programmes
- The Refresh Project (free 1:1 counselling service)
- Uplift (self-confidence courses for women)
- Children and young people's activities (6–19 years)

Hanwell Community Centre, Westcott Crescent, Hanwell W7 1PD
020 8575 6139
administrator@empowering-action.org.uk
www.empowering-action.org.uk

How to build resilience and emotional health in children

Our top tips

Build positive relationships

Help them to strengthen and build positive relationships with their friends and other adults. This will help them to understand, think and communicate with others, as well as contribute to social and emotional development.

Build emotional awareness

Encourage them to understand, express and manage their emotions. Children who learn to handle their emotions tend to have better physical and emotional health, do better at school and get on better with friends. Let them know it is ok for them to seek help and support too if they need this.

Build independence

Help them learn to be independent in their actions and thoughts. This will help to develop their confidence, self-efficacy and self-esteem. It will also boost motivation and help them to work through challenges.

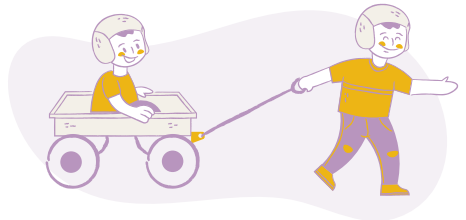
Practical ways

1

Give them space to spend quality time with their network of friends and loved ones.

Help them build a positive relationship with themselves and others by letting them spend time doing the things they love.

2

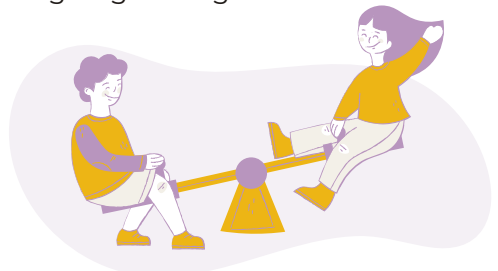


Encourage them to get to know who they are and what values they hold.

Give them lots of positive encouragement and praise.

3

Share your experiences with them so they can see you understand what they are going through.



Build confidence

Help them build their confidence by taking on challenges and allow them to learn from it even if they do not manage to complete the challenges.

Get support

Family Lives is always here to support you through difficult times. For support call our confidential helpline on **0808 800 2222**, email us at **askus@familylives.org.uk** or **chat to us online**.

Find out more
www.familylives.org.uk

4

Encourage them to learn problem-solving skills as that is key to building resilience. No matter what the situation or issue is, there is always a resolve for it.

Whether they accomplish them or not, encourage them to plan goals and challenges, which help to boost their self-esteem and confidence and independence.

Help them list all the things they are good at including being kind, helpful and loving and show them why these attributes are so essential in life.

5



www.familylives.org.uk

Helpline 0808 800 2222

askus@familylives.org.uk

Health, Wellbeing & Social Care

Ealing Children's Integrated Response Service (ECIRS)

If you have a concern about the safety or welfare of a child or young person you can contact ECIRS. You can get in touch yourself or ask a professional that is working with you such as a teacher, health visitor, welfare officer or family worker to make a referral or call the service on your behalf.

020 8825 8000

(Mon-Fri, 9am to 5pm or 24 hours for urgent situations)

ecirs@ealing.gov.uk

If a child is at risk and immediate help is needed call the Police on 999.

Childline

Free, confidential counselling and advice service for children and young people by phone or web chat.

0800 1111

www.childline.org.uk

Better Health – Your child's weight

It's a challenge for any parent to help their child maintain a healthy weight. A great place to begin is understanding whether a child is a healthy weight.

Better Health have produced very easy to follow advice and guidance to help parents determine whether their child is at a healthy weight; with guidance on how to talk to a child about their weight. Offers lots of advice and ideas to make healthy changes.

Visit **<https://www.nhs.uk/healthier-families/childrens-weight/>** to find out more.

The ALFIE (Active Living Fun Food in Ealing) Programme in Ealing

The ALFIE programme supports children in three age groups: ALFIE Minis for ages 2-4 years, ALFIE 5 – 13 programme and ALFIE Teens for ages 14-16. These programmes are for children who are above a healthy weight and their families; motivating the whole family to explore healthier lifestyle choices together. All sessions are based around fun and interactive workshops on healthy eating and nutrition, covering topics such as food groups, portion sizes and label reading. There are also physical activities such as multi-skilled sports, Junior Gym and HIIT classes. These sessions help to improve fitness and build confidence. Programmes are delivered by qualified nutrition and fitness professionals and are free of charge to families.

For more information or to join the programme contact Nicole Stephens.

07909 002201
clcht.ealinghealth4life@nhs.net

Mind Hammersmith, Fulham, Ealing and Hounslow

Mind in Hammersmith, Ealing and Hounslow works to support people with mental health issues providing facilities, training and resources to enable them to manage their affairs and participate in society. Mind also provides housing support, advocacy and a befriending scheme.

020 8571 7454
enquiries@hfemind.org.uk
www.hfehmind.org.uk

Ealing Talking Therapies (formerly Ealing IAPT)

This service provides psychological therapies for people over 18 who live or have a GP based in the London Borough of Ealing. Get help with common problems like stress, anxiety, and depression. This service is provided free of charge by the NHS. People can go through their GP or self-refer to the service.

020 3830 5640

ealing.iapt@nhs.net

www.westlondon.nhs.uk/ealing-talking-therapies

RISE Ealing

Recovery Intervention Services Ealing (RISE). RISE offers help and support to adults experiencing problems with drugs and/or alcohol. RISE provides a range of intensive community-based support, treatment and rehabilitation services tailored to an individual's needs. RISE also supports the person's friends and family. Self-referrals are accepted through a downloadable referral form.

020 8843 5900 (Southall)

020 8567 4772 (West Ealing)

ealingrise@cgl.org.uk

www.changegrowlive.org/rise-ealing

CGL EASY Project

The CGL EASY Project is a specialist drug and alcohol treatment service for young people, under 18. Young people can self-refer, families can refer as can voluntary agencies, youth clubs, GPs or social workers. Friends and family members worried about the drug or alcohol use of a young person can get in touch to discuss their concerns.

020 8567 4772

easy.project@cgl.org.uk

www.changegrowlive.org/easy-project-ealing

NHS Health Services

For medical help that is NOT a 999 emergency call the NHS 111 team free of charge 24 hours a day, seven days a week - dial 111.

It is important that families register with a GP and a dentist and for parents / carers to take responsibility for ensuring they take their children to a GP when necessary and to a dentist regularly and when advised.

Search for your nearest dentist, GP, hospital, optician, pharmacy, mental health services and more.

www.nhs.uk/service-search

Child and Adolescent Mental Health Services (CAMHS)

Ealing CAMHS is a specialist NHS service offering assessment and interventions for children and young people aged 0 to 18. The service is made up of multi-disciplinary teams including nurses, psychotherapists, family therapists, psychologists, CBT practitioners, Allied Health Professionals, and child and adolescent psychiatrists, amongst other professionals.

Ealing CAMHS is most appropriate for children and young people with moderate to severe mental health concerns, which may include:

- Anxiety (including obsessions or compulsions)
- Low mood and depression
- Regular self-harming behaviours
- Suicidal thoughts and / or attempts
- Post-traumatic stress

We also provide specialist assessment of Autism, ADHD and other complex neurodevelopmental presentations (e.g. Tics, Tourette's, etc.) for children and young people aged 6 to 18 within mainstream schools.

Ealing CAMHS may liaise with and work alongside other specialist NHS services for children and young people presenting with:

- Suspected psychosis (e.g. hallucinations and unusual beliefs)
- Eating disorders (i.e. suspected Anorexia or Bulimia)
- Difficulties around their gender identity

Professionals who can refer a child or young person to CAMHS are those who work in:

- Health (e.g. GPs, school nurses, pediatricians)
- Social care (e.g. social workers, SAFE workers)
- Education (e.g. SENCOs, educational psychologists)
- Youth justice (e.g. police, youth offending team)
- Youth workers (e.g. targeted youth teams such as Connexions)

Open from 9am to 5pm, excluding weekends and bank holidays. Outside of these working hours, you may contact our Speak CAMHS helpline via **0800 328 4444** and choose Option 2 for CAMHS.

020 8354 8160

wlm-tr.EalingCamhs@nhs.net

www.westlondoncamhs.nhs.uk

NHS - I Need Help Now

24 hour freephone mental health helpline for people of all ages in need of urgent help. Calls are answered by trained mental health advisors and clinicians. In addition, the website offers clear guidance on help available and who to contact.

0800 328 4444

I need help now **www.westlondon.nhs.uk/i-need-help-now**

Open 24 hours a day, 7 days a week, 365 days of the year

Speak CAMHS Helpline

Telephone support offered by the Children and Adolescent Mental Health Service (CAMHS). Offering immediate talking support to children, young people and their families who are distressed, by listening, offering a friendly supportive voice and thinking through helpful options.

The helpline team is multi-disciplinary (meaning professionals with different areas of expertise) who are familiar with local services and have specialist knowledge to help, support and advise.

Who can access the helpline:

- Young people aged under 18.
- Parents, families and carers
- CAMHS colleagues and other professionals (i.e. GP)
- Social Care (i.e. social workers)
- Schools

0800 328 4444 (select option 2)

(Mon-Fri, 8am to 11pm)

(Weekends and Bank Holidays 12pm to 8pm)

Outside these times, crisis calls can be passed to a CAMHS out of hours worker who may accept the call if they are available to talk, or otherwise arrange a call back.

Please note, this is not a route of referral into CAMHS but the helpline team can offer advice on how a referral to CAMHS can be made.

Circle - Mental Health Hub Space

Circle is a hub space and cafe that offers support for children and young people aged 5-18 in Ealing and Hounslow who are near to or at crisis point with their mental health and need urgent help.

Clinically trained staff can help young people in a mentally overwhelmed state to reduce their levels of anxiety and distress to avoid needing emergency care. Staff are able to direct young people and their families to the right services and support.

Young people can come in for advice, support, or just to talk, with drop-in or appointment-based services.

Opening times

(Mon-Fri, 3pm to 11pm)

(Weekends and Bank Holidays, 12pm to 8pm)

Drop-In Times

(Mon-Fri, 3.30pm to 6.30pm)

(Weekends and Bank Holidays, 12.30pm to 3.30pm)

020 3475 0060

enquiries@hfehmind.org.uk

circulereferrals@hfehmind.org.uk

dutyouthservices@hfehmind.org.uk

Circle - Hammersmith, Fulham, Ealing and Hounslow Mind

**[www.hfehmind.org.uk/get-support/service-for-schools/
support-for-children-young-people/circle/](http://www.hfehmind.org.uk/get-support/service-for-schools/support-for-children-young-people/circle/)**

46 South Ealing Road, Ealing W5 4QA

Circle is on the 65 bus route, a 2 minute walk from South Ealing tube, and a 15 min walk from Ealing Broadway station.

Leisure

Libraries

There are 13 public libraries in the London Borough of Ealing where you can borrow items from books to ebooks and audio books, DVDs and CDs. Free internet access is available in all libraries. Your nearest library, opening times, telephone, email address for each and a full list of services can be found on the Council website. Ealing also operates an online library service.

www.ealing.gov.uk/libraries

Sports & Leisure Centres

Ealing's leisure centres are run by Everyone Active. Centres offer a wide range of options including fitness classes, fitness training, gym, swimming pools and more. Type in your postcode to find your nearest centre.

www.everyoneactive.com/centre

Activities, Clubs & Sports for Children & Young People

Sports, clubs, arts and crafts, activity providers, holiday playschemes and more can be found on the Ealing Family Information Service website. Type in your postcode and interest to find your nearest providers.

www.ealingfamiliesdirectory.org.uk

Housing, Legal, Jobs & Money

Ealing Housing Choice & Options Team

Information and advice on the process for applying for social housing, housing applications and on other housing related issues.

020 8825 8800 / 7274

For queries relating to bidding or difficulties in accessing Locata, please email locatahelp@ealing.gov.uk
www.ealing.gov.uk/housing

Housing Advice Team

The housing advice team provides information on all housing issues and access to other services, emergency accommodation and help if you think you may be losing your home.

020 8825 8888 / 8881

020 8825 6444 – The number for people to use if they are homeless and are looking for a home.

(Mon-Fri, 9am to 5pm)

housingadv@ealing.gov.uk

Discretionary Housing Payments

Help is available with a rent deposit and/or rent in advance, moving costs, or with your council tax. Discretionary housing payments can help with a rent shortfall and or arrears of rent if you are already in receipt of housing benefit/universal credit (housing costs element). Apply through the council's website.

www.ealing.gov.uk

Personal Budgeting Support

Ealing Council also offers personal budgeting support to people struggling to pay their bills and other debts.

Get a free personal budgeting support session by emailing your contact details to **localwelfareassistance@ealing.gov.uk**

Jobcentre Plus

Jobcentre Plus provides help with looking for work and advice on benefits such as job-seeker's allowance, employment and support allowance, income support, incapacity benefit, reporting changes in circumstance, crisis / budgeting loans, community care grants and cold weather payments.

Jobcentre Plus (Ealing), 86-92 Uxbridge Road, Ealing W13 8RA
Jobcentre Plus (Acton), Armstrong Road, Acton W3 7JL

0800 169 0190

www.gov.uk/contact-jobcentre-plus

Money Helper

Formerly known as Money Advice Service, Money Helper offers free and impartial money advice to help you improve your finances, tools and calculators to help keep track and plan ahead and support to manage your debts. Appointments available for dedicated support. Online chat available.

0800 138 7777

www.moneyhelper.org.uk

StepChange Debt Charity

StepChange offers a free Debt Management Plan (DMP) service. A DMP is an agreement between you and your creditors to pay off all your debts. Repayments are made in small, affordable amounts monthly.

0800 138 1111

(Mon-Fri, 8am to 8pm, Sat, 9am to 2pm)

(webchat available)

www.stepchange.org

Christians Against Poverty (CAP)

CAP offers debt advice and money management help to anyone in debt (open to all religions). The service includes:

- Debt coaches who can do home visits to offer guidance
- Debt counsellors who will work out a realistic budget that prioritises essential bills and will negotiate affordable payments with each debt creditor.
- Severe debt support such as assistance with bankruptcy.

01274 760 720

info@capuk.org

www.capuk.org

Turn2us

Turn2us is a charity that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face to-face.

0808 802 2000

(Mon-Fri, 8am to 8pm)

info@turn2us.org.uk

www.turn2us.org.uk

Acton Homeless Concern

Acton Homeless Concern is a drop-in day centre for homeless people and people from other disadvantaged groups. Services are provided across two locations:

Emmaus House

Open during the week and alternate weekends. Provides lunch, clothes, showers, advice on benefits and housing, GP, chiropody, optician, dentist, barber, alcohol, and drug counsellor.

Damien Centre

Open weekday mornings and afternoons when Emmaus House is closed. Refreshments and social activities.

020 8992 5768

info@actonhomelessconcern.org

www.actonhomelessconcern.org

Food Distribution & Food Banks

If you need help with supplies of food – Ealing has a number of food banks and food distribution services that can help. Some need a referral, but not all. To find out more visit

www.ealingfamiliesdirectory.org.uk

Crisis

Crisis is a charity working to end homelessness. Crisis runs women's groups and shelters. Visit the website to find your nearest services.

0300 636 1967

enquiries@crisis.org.uk

www.crisis.org.uk

Shelter

Housing advice and specialist support to help those at risk of homelessness.

0808 800 4444 (Mon-Fri, 8am to 6pm)
londonservices@shelter.org.uk
www.shelter.org.uk

Handyperson Scheme

Free service offering minor home repairs for the elderly, disabled and single parent families claiming benefits.

020 8825 6070
housinggrants@ealing.gov.uk
www.ealing.gov.uk

Refugee Council

Works directly with refugees to support them to rebuild their lives. They have a children and young people's section for under 18s and an employment helpline.

0808 196 7272 (Mon-Thurs, 9.30am to 12.30pm)
refugeeadvice@refugeecouncil.org.uk
www.refugeecouncil.org.uk

Support Through Court

This charity supports people who face court alone to help them represent themselves as well as possible and to the best of their abilities. The service is free of charge and based in the court buildings. The nearest branch to Ealing is:

West London Family Court, Room 1, Gloucester House
4 Dukes Green Avenue, Feltham, Middlesex TW14 0LR

Volunteers provide practical, procedural and emotional support in many areas of civil and family court processes such as:

- Explaining how the court works, help with filling in forms, help to organize papers, and discuss settling issues without going to court
- Help plan what you want to say in court, and if needed, go with you to court to provide support and help afterwards
- Provide details of other specialist advice agencies, where possible, and help you find out whether you can get free legal advice

Please note: the charity does not provide legal advice or legal representation.

0300 081 0006 (National helpline)

(Mon-Fri, 9.30am to 12.30pm then 1.30pm to 4.30pm)

www.supportthroughcourt.org

Advice Now

This is a national charity offering legal advice and guidance to help people going through many different life challenges that involve the law such as divorce, housing issues, benefits problems, child arrangements orders, family mediation and more.

Contact by email enquiry only

info@advicenow.org.uk

www.advicenow.org.uk

Housing Repairs & Reporting Damp and Mould

The table below shows you who to contact to ask for help (if your home needs repairs or has damp and mould issues) by type of landlord.

Who to ask for help

What to do next

Landlord: Ealing Council
Ealing Council - Repairs
and maintenance

020 8825 5682

Dedicated online "Report
damp or mould in council
property" form

The Council provides information
for tenants on how to combat
condensation, damp and mould on
its website.

There is also a dedicated and
prioritised online reporting portal.
This is in addition to scheduled
proactive surveys of Council homes
for damp and mould growth
and remediation programmes to
address issues where identified.

If appropriate action has not
been taken, the Council's formal
complaint process can be used by
emailing complaints@ealing.gov.uk

Landlord: Registered
housing providers and
housing associations

Applicable provider /
housing association
"repairs" line.

Most providers issue
tenants with a handbook
with contact details when
they take up the tenancy.

Many housing providers have
established a specific damp and
mould reporting process.

Each registered housing provider
will have a formal complaints
procedure which should be initiated
if housing providers do not take
adequate or timely action to
address substandard conditions.

If the formal complaint is not
dealt with adequately tenants can
make a complaint to the Housing
Ombudsman.

Who to ask for help

Landlord: Private landlord and/or letting or managing agent. The contact details should be available on the tenancy agreement.

What to do next

Where landlords or agents do not take adequate action to address substandard conditions within a reasonable time, tenants can contact Ealing Council's Property Regulation Team by emailing propertyregulation@ealing.gov.uk

As much information as possible should be provided including the property address and contact details for the landlord and/or agent.

Officers are required to give the landlord at least 24 hours' notice of an inspection. An officer will carry out an assessment of the property and determine whether action is required and whether the landlord or agent is taking adequate action to deal with the matter.



Helping you with the cost of living crisis

Information and support is available for Ealing residents

The cost of living online hub

Up to date information on the support available can be found at **www.ealing.gov.uk/costofliving**

The online hub brings together a wide range of information and support from Ealing Council, the government and trusted third parties covering:



- **Benefits and help with your bills**
- **Your money and financial advice**
- **Saving fuel and energy**
- **Help for older people and families**
- **Health and well being**
- **Jobs and training, and more...**

Support at our community hubs

Staff in all our community hubs are ready to offer support and advice. If you do not have the internet at home, you can also pop into a hub or your local library to get online for free.

Please go to your local community hub located at Acton Library, Northolt Library, Southall Library and Ealing Central Library.

The community support directory

Voluntary and community organisations provide a wide variety of support across the borough. Find out what is available near you.

Go to **www.dosomethinggood.org.uk/directory**

For further advice call us on 020 8825 7170

EALING COUNCIL

Information about help with the cost of living crisis
in your language

www.ealing.gov.uk/costofliving



معلومات عن المساعدة
المتوفرة فيما يتعلق بتكلفة
المعيشة بلغتك

Informations
dans votre langue
concernant les aides
pour pallier à la
hausse du **coût
de la vie.**

જીવનનિર્વાહ ખર્ચ માટે
મદદ વિશે તમારી ભાષામાં
માહિતી

اطلاعاتی درباره کمک در
تأمین هزینه زندگی به زبان
شما

ਤੁਹਾਡੀ ਭਾਸ਼ਾ ਵਿੱਚ ਰਹਿਣ
ਦੀ ਲਾਗਤ ਦੇ ਸੰਬੰਧ ਵਿੱਚ
ਸਹਾਇਤਾ ਬਾਰੇ ਜਾਣਕਾਰੀ

Informacje
o pomocy związanej
z **kosztami
utrzymania**
dostępne w Twoim
języku

Macluumaad ku
qoran luqaddaada
ee ku saabsan
**kharashka sare ee
noolosha**

உங்களுடைய
மொழியில்
**வாழ்க்கைக்கான
செலவுகள்** பற்றிய
தகவல்கள்

آپ کی زبان میں رہن سہن
کے اخراجات سے متعلق
مدد کے بارے میں معلومات

Adult Education & Training

Learn Ealing

Learn Ealing (formerly known as Ealing Adult Learning) runs a wide range of courses locally to cater for many different interests and education and training needs. Many courses are free and others are offered at competitive prices with concessions for residents aged 65 and over.

Discounts are also available for those in receipt of means-tested benefits.

Courses include:

- Professional qualifications for work
- Arts and Crafts
- Digital Skills
- English, Maths and ESOL
- Health and Wellbeing
- Languages

020 8825 5577

learnealing@ealing.gov.uk

www.ealing.gov.uk

Domestic Violence Support

Ealing Survivors Group

Ealing Survivors Group offers a group-work programme for victims and survivors of all forms of domestic violence and abuse including neglect, coercion, and bullying.

Sessions are offered looking at trauma and loss, anger, boundaries, relationships, self-esteem, assertiveness skills and goal setting. This is a safe and confidential group where you can gain support to understand and improve your circumstances.

07842 117916
esg.uplift@gmail.com

Southall Black Sisters

Provides a range of advice and support services to enable black and minority ethnic women to gain the knowledge and confidence they need to assert their human rights. Offers general and specialist advice on gender-related issues such as domestic violence, sexual violence, forced marriage, honour killings and their intersection with criminal justice, immigration and asylum systems, health welfare rights, homelessness and poverty.

Advice and advocacy work is also supported by a range of other activities to help women overcome their isolation and build their self-esteem and skills.

020 8571 0800 (Mon-Wed and Fri, 9am to 5pm)
info@southallblacksisters.co.uk
www.southallblacksisters.co.uk

Women and Girls Network

Support for women and girls who have experienced gender-based violence including domestic violence.

0808 801 0660 (Advice Line)
(Mon-Fri, 10am to 4pm. Wed, 6pm to 9pm)
advice@wgn.org.uk
www.wgn.org.uk

Victim Support

Supporting anyone affected by crime including domestic violence. Support line email available through the website.

0808 168 9111
www.victimsupport.org.uk

Domestic Violence Intervention Project (DVIP)

Offering a range of services to support the whole family in different ways, where domestic violence has been experienced. Services include support for parents and therapy for children.

020 7633 9181
dvip.info@richmondfellowship.org.uk
www.dvip.org

Hestia

Hestia offers non-judgemental emergency accommodation for women and children at risk of domestic abuse.

Support is also offered to maximise safety including assistance with arranging housing for when women and children leave the refuge. The refuge runs social activities, workshops and opportunities for training and volunteering. Psychological and family support is offered in addition to practical assistance to help service users move forward and recover from trauma.

Interpreters are available if English is not the service user's first language.

0808 200 0247

Freephone National Domestic Abuse Helpline
(24 hours, 7 days a week)

0808 169 9975

Refuge Referral Line
(Mon-Fri, 8am to 8pm)

info@hestia.org

www.hestia.org

Relationship Support

Ealing Mediation Service

Mediation to resolve disputes between neighbours or within the community.

020 8575 9500

administrator@ealingmediation.org.uk

www.ealingmediation.org.uk

National Family Mediation

Mediation support for families in conflict.

0300 400 0636 (Mon-Fri, 9.30am to 4.30pm)

general@nfm.org.uk

www.nfm.org.uk

Relate

Mediation and counselling for couples dealing with separation and divorce including child arrangement orders. Fees based on a sliding scale.

0300 009 2324

(Mon-Thurs, 8.30am to 8pm, Fri, 9am to 2.30pm,
Sat, 9am to 2.30pm)

info.NTC@relate.org.uk

www.relate.org.uk



Get help if you cannot afford your energy bills

You can get step-by-step information on what to do if you cannot afford your energy bills by visiting The Citizen's Advice Bureau website.

www.citizensadvice.org.uk/consumer/energy/energy-supply/get-help-paying-your-bills/struggling-to-pay-your-energy-bills/

You can find out about grants and benefits to help you pay your energy bills, you can talk to an adviser through online chat or call the helpline. You'll also find advice and support with talking to your energy supplier to negotiate a payment plan to prevent your energy supply from being disconnected.

The Citizen's Advice Bureau also has a specialist unit called Extra Help Unit to help people who urgently need to resolve a problem with their energy supplier.

Citizen's Advice Bureau Helpline

0808 223 1133

Extra Help Unit: www.ehu.org.uk

Many more families will be eligible for support with the cost of childcare

The government is extending funding to support the cost of childcare for eligible working parents. This is in addition to the childcare funding schemes already in place for two, three and four-year-olds. The changes mean that parents who work and earn under £100K per year may be eligible to get this help.

Some changes come into effect April 2024 with more being rolled out September 2024 and September 2025.

All funding schemes have criteria, terms and conditions.

A quick look at the support on offer

For a child aged two

From **April 2024**, eligible working parents of two-year-olds will be able to access 15 hours of funded (free) childcare per week, 38 weeks of the year. From **September 2025** this entitlement will increase to 30 hours a week.

Eligible parents on low incomes from work or benefits are already able to get this help.

For three and four-year-olds

All children aged three and four are entitled to 15 hours a week of free childcare regardless of family income or residency status. Children of working parents are entitled to 30 hours a week.

For babies aged from 9 months to children up to four years

From **September 2024** children of working parents (from 9 months to three years) will be entitled to 15 hours a week from the age of nine months to four years. From **September 2025** this entitlement will increase to 30 hours a week.

Other help available

Tax-Free Childcare: eligible working parents with children aged 11 or under can get up to £2000 per child each year towards their childcare costs or up to £4000 for children with a disability aged 16 or under.

Universal Credit Childcare: eligible working parents in the UK can claim back up to 85% of their childcare costs for children aged 0-16. Plus eligible parents can access Universal Credit funds upfront, helping those who are starting a job or increasing work hours.

To find out more about all childcare funding – the terms, conditions and eligibility visit www.childcarechoices.gov.uk

Childcare funding information can also be found at www.ealingfamiliesdirectory.org.uk including a searchable directory of Ofsted registered childcare providers such as nurseries and childminders in the London Borough of Ealing.

If you prefer to speak to someone or you need help with finding childcare call Ealing's Family Information Service on **020 8825 5588**, (Mon-Fri, 9am to 5pm) or email children@ealing.gov.uk



Help for working parents

Changes to funded childcare for two-year-olds

From April 2024 working parents will be able to claim **15 hours a week** of funding towards their childcare costs (eligibility criteria, terms and conditions apply).

Find out more and apply at www.childcarechoices.gov.uk



More changes to childcare funding are taking place September 2024 and September 2025, affecting different aged children. See inside back cover of this guide for more information.

Children & Families