

# Guide to Family Support Services

March 2023



# 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 all the 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 1pm)

For general enquiries, please email **children@ealing.gov.uk**

For HAF enquiries only, please email **HAF@ealing.gov.uk**

# Ealing Holiday Activities and Food (HAF)



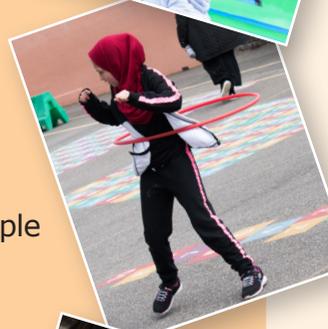
**For more information about the HAF programme including the link to view and book HAF activities before the Easter, Summer and Christmas school holidays - visit this website and click on the HAF section.**



[www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)

In addition, this website offers:

- Information on childcare and paying for childcare
- Leisure activities including clubs, sports and more
- Details of key services i.e. employment, financial advice, family support
- 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 ...



# Contents

<b>Advice &amp; Guidance</b>	<b>7</b>
Ealing Advice Service	7
Ealing Family Information Service	7-8
Sikh Helpline	9
<b>Ealings Children's Centres &amp; Early Start Ealing 0-19 Service</b>	<b>12</b>
Ealing Children's Centres	12
Early Start Ealing 0-19	13-15
<b>Schools</b>	<b>17</b>
School Admissions Team	17
Travel, Free School Meals Enquiries	17
School Nursing Service	18
<b>Special Educational Needs &amp; Disability (SEND)</b>	<b>19</b>
Ealing Anchor Foundation	19
Impartial Support, Advice & Information on Disability & Special Educational Needs (ISAID)	19
Ealing Service for Children with Additional Needs (ESCAN)	20
Ealing Speech and Language Therapy	20-21
Ealing Parent Carer Forum (EPCF)	22
Ealing Mencap	22
Contact	23
Early Start Ealing SEND Inclusion Team	23
Community Café	24
Ealing Mencap's Job Start Project	24
Contact's Helping Hand Project	25
<b>Support for Parents</b>	<b>28</b>
Ealing Parenting Service	28
Family Lives	29
Homestart Ealing	29
MESCH	30
The Salvation Army Baby Bank	30
SAFE (Supportive Action for Families in Ealing)	31

<b>Support for Carers</b>	<b>32</b>
Brentford FC Community Sports Trust	32
Carers UK	32
Ealing Carers Service	32
Challenging Behaviour Foundation	33
Young Carers – The Children’s Society	33
<b>Services for Young People</b>	<b>34</b>
Connexions Youth Service	34
Ealing Council Apprenticeships	34
Brook Advisory Centre	35
The Mix	35
Young Ealing Website	35
EASE	36
Social Workers in Schools (SWiS)	37
<b>Health, Wellbeing &amp; Social Care</b>	<b>38</b>
Ealing Children’s Integrated Response Service (ECIRS)	38
Child and Adolescent Mental Health Services (CAMHS)	38-39
Childline	39
Better Health	40
A.L.F.I.E Programme in Ealing	40
MIND in Hammersmith, Ealing and Hounslow	41
Ealing Improving Access to Psychological Therapies (IAPT)	41
RISE Ealing	41
CGL Easy Project	42
NHS Health Services	42
<b>Leisure</b>	<b>43</b>
Libraries	43
Sports & Leisure Centres	43
Activities, Clubs & Sports for Children & Young People	43
<b>Housing, Legal, Jobs &amp; Money</b>	<b>44</b>
Ealing Housing Choice & Options Team	44
Housing Advice Team	44
Discretionary Housing Payments	44
Personal Budgeting Support	45
Jobcentre Plus	45

Money Helper	45
StepChange Debt Charity	46
Christians Against Poverty (CAP)	46
Turn2us	46
Acton Homeless Concern	47
Food Distribution & Food Banks	47
Crisis	47
Shelter	48
Handyperson Scheme	48
Refugee Council	48
Support Through Court	49
Advice Now	49
Housing Repairs & Reporting Damp and Mould	50-51
Helping you live with the cost of living crisis	52-53

<b>Adult Education &amp; Training</b>	<b>54</b>
Learning Ealing	54

<b>Domestic Violence Support</b>	<b>55</b>
Ealing Survivors Group	55
Southall Black Sisters	55
Women and Girls Network	56
Victim Support	56
Domestic Violence Intervention Project (DVIP)	56
Hestia	57

<b>Relationship Support</b>	<b>58</b>
Ealing Mediation Service	58
National Family Mediation	58
Relate	58
Grants and benefits to help you pay your energy bills	59

# Advice & Guidance

## 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](http://www.ealingadvice.org)

## 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](http://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 1pm)

[children@ealing.gov.uk](mailto:children@ealing.gov.uk)

[www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)



Follow us on Facebook. [www.facebook.com/EalingFIS](http://www.facebook.com/EalingFIS)

## Family Information Service (FIS) - SEND Officer

The FIS also has a SEND Officer providing information, advice and guidance for children, young people aged 0-19 (up to 25 years old with additional needs) and their families; with expertise on SEND services and support.



**Izra Bernard**  
**Designated Special Educational**  
**Needs and Disability (SEND)**  
**Officer**  
**020 8825 5588**  
**[children@ealing.gov.uk](mailto:children@ealing.gov.uk)**

Izra offers advice and support, assisting with access to Ealing's SEND and family support services. You can talk to Izra if you have any questions, especially if your child has complex needs and you need help finding the right services.

Izra can also help you to navigate Ealing's Local Offer website (featured on page 26 and 27) to ensure you access all the relevant support available for yourself and your family, wherever you are on your SEND journey.

## 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.

**03000 300063**

**07999 004363**

**info@sikhhelpline.com**

**www.sikhhelpline.com**



## **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

### **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](http://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](http://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](http://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](mailto:clcht.ealingadminhub@nhs.net)**

**[www.healthmatters.clch.nhs.uk/ealing](http://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 8843 0548 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: windmillcc@ealing.gov.uk

**Perivale Children's Centre** Federal Road, Perivale UB6 7AF  
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 OPD  
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 8567 1135 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

# FOSTER FOR EALING



"The training is excellent"

Caleb, foster carer for 15 years



"You receive ongoing support and there is always someone there for you"

Donna, foster carer for 5 years

"It's a local service, so everything is based in Ealing"

Ruqaya, foster carer for 8 years



"You can make a real difference to a child's life"

Rukhsana & Zahid, foster carers for 24 years

## WOULD YOU LIKE TO HELP CHANGE A CHILD'S LIFE?

We need more people to become foster carers to look after the children in our care. Foster carers come from all walks of life and everyone brings something different. As a foster carer we will provide you with excellent support and training. You don't need a spare bedroom to foster with us, as you may be able to look after babies if you have space for a cot in your bedroom. We also pay allowances of between £276 to £470 per week for each child you look after, depending on their age and your experience.

Find out how, together, we can do this at

Freephone: **0800 731 6550** Email: **fosteradopt@ealing.gov.uk**

Website: **ealingfosteradopt.co.uk** Facebook: **/ealingfosteradopt**



**Ealing**

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

**CHANGE THE FUTURE**

• EALING FOSTERING CONNECTIONS •

# 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**

## Have you heard about EHAP?

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.

# 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](mailto:info@ealinganchor.org.uk)**

**[www.ealinganchor.org.uk](http://www.ealinganchor.org.uk)**

## Impartial Support, Advice & Information on Disability & Special Educational Needs (ISAID)

Ealing ISAID works with children and young people aged 0-25 years with SEND and their families. Services include help with the EHCP process, annual reviews and appeals, support and advice for young people, caseworker support as part of the Ealing Advice Service for children and young people with complex health and social care needs, and support with DLA and PIP.

The service also provides information sessions on SEND procedures and the law for young people, parents/carers and professionals.

**020 3978 8989**

**[isaidealing@family-action.org.uk](mailto:isaidealing@family-action.org.uk)**

**[www.ealing-isaid.org.uk](http://www.ealing-isaid.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](http://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](http://www.westlondon.nhs.uk/slt)**

Facebook page: **[www.facebook.com/SLTEaling](https://www.facebook.com/SLTEaling)**

YouTube Channel: **[shorturl.at/jloIV](https://shorturl.at/jloIV)**

## **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](http://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](mailto:clcht.ealingadminhub@nhs.net)**

**[www.ealingfamiliesdirectory.org.uk](http://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)

1.30 - 3.30pm

St Andrews Church

Mount Park Road

Ealing W5 2RS

**[contact@londonautismgroupcharity.org](mailto:contact@londonautismgroupcharity.org)**

**[www.londonautismgroupcharity.org](http://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 Steve Poole at Ealing Mencap.

**07711 006411**

**[steve.poole@ealingmencap.org.uk](mailto:steve.poole@ealingmencap.org.uk)**

**[www.ealingmencap.org.uk](http://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](mailto:nwlcontactfsp@contact.org.uk)**

[www.ealinglocaloffer.org.uk](http://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](http://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. Go to [www.ealinglocaloffer.org.uk](http://www.ealinglocaloffer.org.uk) and select the 'Feedback' tab along the top.

**For more information:**  
[children@ealing.gov.uk](mailto:children@ealing.gov.uk)  
**020 8825 5588**

# 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](http://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)**

Monday to Friday 9am to 9pm, weekends 10am to 3pm

**askus@familylives.org.uk**

**[www.familylives.org.uk](http://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](http://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](mailto: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 9am and 12pm on a Wednesday.

### **If you want to make a donation to the baby bank**

Donations are accepted on a Tuesday between 9.30 - 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 Rd

Ealing W13 9HH

**020 8840 0348**

**[ealing@salvationarmy.org.uk](mailto:ealing@salvationarmy.org.uk)**

**[www.salvationarmy.org.uk/ealing](http://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](mailto:ECIRS@ealing.gov.uk)**

**[www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)**

# Support for Carers

## Brentford FC Community Sports Trust

Offers support and activities for young carers.

**Kathryn Sobczak 07926 591468**

**ksobczak@brentfordfccst.com**

**[www.brentfordfccst.com](http://www.brentfordfccst.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](http://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**

**london@tuvia.org**

**[www.tuvia.org](http://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](http://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](http://www.youngcarer.com)**

# Services for Young People

## Connexions Youth 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](mailto:connexionsinfo@ealing.gov.uk)**

**[www.youngealing.co.uk/connexions](http://www.youngealing.co.uk/connexions)**

## 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 including management positions within the council and employers elsewhere in both the private and public sectors.

25 people a year are recruited to the programme in departments across the council including: youth services, insurance, social services, town planning, parking management, funding and grants, human resources, regulatory services, leaders and chief executive's office.

**020 8825 6234**

**[apprenticeships@ealing.gov.uk](mailto:apprenticeships@ealing.gov.uk)**

**[www.ealing.gov.uk/apprenticeships](http://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.

**0808 808 4994**  
**www.themix.org.uk**

## Young Ealing website

Everything you need to know about services in Ealing for young people.

**020 8825 7524**  
**youngealing@ealing.gov.uk**  
**www.youngealing.co.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) including youth clubs and after school clubs at Gurnell Grove Community Centre, High Lane Community Centre and North Hanwell Baptist Church.

**020 8575 6139**

**Hanwell Community Centre, Westcott Crescent,  
Hanwell W7 1PD**

**administrator@empowering-action.org.uk**

**[www.empowering-action.org.uk](http://www.empowering-action.org.uk)**

## Social Workers in Schools (SWiS)

This is an Ealing Council initiative placing social workers dedicated to helping and supporting pupils in eight Ealing high schools. Posters around the school introduce the social worker allocated to that school. Pupils can ask a member of staff such as their Head of Year, Pastoral Care, Wellbeing or School Counsellor to put them in touch with their school's social worker.

The SWiS team also works alongside teachers to support pupils and offer workshops for parents / carers to help them with strategies to support their children, strengthen effective working between social workers and schools; help school staff in managing the significant risk involved in safeguarding pupils; and have a positive impact on attendance, attainment, behaviour, and exclusions.

Social workers from the SWiS team can support pupils with:

- Feelings and emotions
- Friendship and peer relationships
- Challenges at school (in lessons, with teachers or other pupils)
- Challenges at home or outside the school environment

### **High schools with a SWiS team member:**

Ellen Wilkinson School for Girls, Cardinal Wiseman High, Northolt High, Villiers High, Brentside High, William Perkins High, Greenford High, Ealing Alternative Provision.

# 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.

## 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](mailto:wlm-tr.EalingCamhs@nhs.net)**

**[www.westlondoncamhs.nhs.uk](http://www.westlondoncamhs.nhs.uk)**

## **Childline**

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

**0800 1111**

**[www.childline.com](http://www.childline.com)**

## **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 aged 5 – 13 years 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](http://www.hfehmind.org.uk)**

## **Ealing Improving Access to Psychological Therapies (IAPT)**

Ealing IAPT provides Cognitive Behavioural Therapy using guided self-help, groups and one to one therapy for mild to moderate depression, anxiety disorders and common mental health disorders. People can self-refer into the service or go through a professional. Complete a referral form online.

**0800 328 444**  
**ealing.iapt@nhs.net**  
**[www.ealingiapt.nhs.uk](http://www.ealingiapt.nhs.uk)**

## **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](http://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](mailto:easy.project@cgl.org.uk)**

**[www.changegrowlive.org/easy-project-ealing](http://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](http://www.nhs.uk/service-search)**

# 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](http://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](http://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](http://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](mailto:locatahelp@ealing.gov.uk)  
[www.ealing.gov.uk/housing](http://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**

Mon-Fri, 9am to 5pm  
[housingadv@ealing.gov.uk](mailto: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](http://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](mailto: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](http://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](http://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, 8am to 4pm)

(webchat available)

[www.stepchange.org](http://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](mailto:info@capuk.org)

[www.capuk.org](http://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](mailto:info@turn2us.org.uk)

[www.turn2us.org.uk](http://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](http://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](http://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](http://www.crisis.org.uk)**

## Shelter

---

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

**0808 800 4444**  
**[londonservices@shelter.org.uk](mailto:londonservices@shelter.org.uk)**  
**[www.shelter.org.uk](http://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](mailto:housinggrants@ealing.gov.uk)**  
**[www.ealing.gov.uk](http://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**  
**[www.refugeecouncil.org.uk](http://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.***

**National helpline 0300 081 0006** (Mon-Fri, 10.30am to 3.30pm)  
[www.supportthroughcourt.org](http://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](mailto:info@advicenow.org.uk)  
[www.advicenow.org.uk](http://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](mailto: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](mailto: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](http://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](http://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](http://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](mailto:learnealing@ealing.gov.uk)**

**[www.ealing.gov.uk](http://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](mailto: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 9595**  
**[info@southallblacksisters.org.uk](mailto:info@southallblacksisters.org.uk)**  
**[www.southallblacksisters.org.uk](http://www.southallblacksisters.org.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](http://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](http://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 8748 8298**  
**dvip.info@richmondfellowship.org.uk**  
**[www.dvip.org](http://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 2000 247**

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

### **0808 169 9975**

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

**[refuge.space@hestia.org](mailto:refuge.space@hestia.org)**

**[www.hestia.org](http://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](http://www.ealingmediation.org.uk)**

## National Family Mediation

---

Mediation support for families in conflict.

**0300 4000 636**

**general@nfm.org.uk**

**[www.nfm.org.uk](http://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.

**[www.relate.org.uk](http://www.relate.org.uk)**



## Grants and benefits to help you pay your energy bills

The Citizen's Advice Bureau and Ofgem, the country's energy regulator, have both put together information about grants and benefits you can claim to help with your energy bills.

[www.ofgem.gov.uk/information-consumers/energy-advice-households/find-schemes-grants-and-benefits-help-home-energy](http://www.ofgem.gov.uk/information-consumers/energy-advice-households/find-schemes-grants-and-benefits-help-home-energy)

Through this link you will find information on every government grant and scheme available as well as support available through the energy companies. It is also worth contacting your energy supplier directly as soon as you have difficulty in paying your bill to find out about payment schemes that may be of benefit.

The Citizen's Advice Bureau 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](http://www.ehu.org.uk)**

# FREE childcare places

## For two-year-olds

Get 15 hours of free childcare a week, at a nursery, pre-school or with a childminder for parents on low incomes from work or benefits.

Check criteria and apply at [www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)

---

## ALL 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.

Search for a childminder, nursery or pre-school at

[www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk).

To get help and advice on both these childcare offers, contact the **Family Information Service on 020 8825 5588**.

---

## Three and four-year-olds with parents who work

Children of working parents can now get 30 hours a week of free childcare so long as the parent earns £152 or more a week and no more than £100K a year.

Check criteria and apply at [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

Or call the  
**Childcare Choices Helpline**  
**0300 123 4097**

