

Guide to Family Support Services

Spring 2022



Introduction

Ealing's Family Information Service supported by the Holiday Activities & Food (HAF) Programme is very pleased to bring you this Family Support Services guide. In this guide you'll find all the key services and organisations working locally dealing 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)

children@ealing.gov.uk

HAF@ealing.gov.uk



www.ealingfamiliesdirectory.org.uk

More information about the HAF programme as well as a list of HAF activities is available by visiting this website and clicking on the HAF section.

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 ...

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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

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 1pm)

children@ealing.gov.uk

www.ealingfamiliesdirectory.org.uk

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
Family Information Service
020 8825 5588
bernardi@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.

Ealing Early Years & Children's Centres

Early Start Ealing 0-19

Early Start Ealing provides support services for children and families living in Ealing. Ealing's integrated health visiting services work jointly with Ealing children's centres, speech and language team, Special Educational Needs and Disability (SEND) Inclusion team, midwifery, and perinatal mental health services.

Services for everyone:

- Antenatal contact (introduction to health visiting service)
- New birth visit between (10 and 14 days)
- Six to eight-week check
- One-year-old development review (10 - 15 months)
- Two-year-old development review (24 - 30 months)

Additional services:

- Infant feeding support
- Nutrition and exercise to support children's healthy weight
- Support for children getting ready for nursery and school
- Early Start Ealing SEND Inclusion Team (more information on page 18)
- Family Nurse Partnership - offering support for young parents.
- School nursing for children (who attend school in Ealing).
- MECSH (Maternal Early Childhood Sustained Nurse Home-visiting programme).

Some activities are drop-ins and other are by appointment or referral. Early Start Ealing teams work with GPs, midwives, schools, family support services and more.

020 8102 5888 (Health Visitor Service)

(Mon-Fri, 9am to 5pm)

clcht.ealingadminhub@nhs.net

To find your nearest children's centre use your postcode to search at **www.ealingfamiliesdirectory.org.uk**



Ealing Children's Centres

Ealing children's centres provide services and support to children and families from pre-birth up to the age of five including:

- **Early education / nursery and childcare**
- **Stay and play sessions**
- **Children's activities to promote health and wellbeing and preparation for school**
- **Support and information for parents such as parenting support**
- **Access to specialist services including speech and language therapy**
- **Child and family health services**
- **Help into work, volunteering, and training**

A full programme of activities and services with contact details for each centre is available at www.ealingfamiliesdirectory.org.uk

Type in your postcode to find your nearest centres.



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

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.

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

Or call the
Childcare Choices Helpline
0300 123 4097



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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

Special Educational Needs & Disability (SEND)

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)

030 0123 4544 (Child Development Team)
ealingcommunity.referrals@nhs.net
www.ealingfamiliesdirectory.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 education, health and social care needs. Plus information sessions on SEND procedures and the law.

020 3978 8989
isaidealing@family-action.org.uk
www.ealing-isaid.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 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 with SEND (diagnosis not required) and living in the London Borough of Ealing.

Offering a range of services such as play and music therapy sessions, parenting training workshops, outreach support, multi-lingual playworkers to help with communication and more. Referrals can be made by any professional, service or a parent carer.

020 8571 9954

info@ealinganchor.org.uk

www.facebook.com/Ealing-Anchor-Foundation-1524305477880389

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. Children must attend school and be registered with a GP in Ealing.

The service is available in schools, 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 continue speech and language practices outside of the service and use communication aids such as Makaton.

0-5 years referrals

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.

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

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

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 Ealing

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



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.



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. Go to www.ealinglocaloffer.org.uk and select the 'Feedback' tab along the top.

For more information:
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 5588

parentingserviceadmin@ealing.gov.uk

www.ealingfamiliesdirectory.org.uk

Family Lives

Family Lives offers a free and confidential helpline service for giving emotional support, information, advice and guidance on any aspect of parenting and family life.

Support and guidance are also available through email or online chat. Family Lives also offers a range of parenting programmes.

0808 800 2222

Monday to Friday 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

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 psychologists, therapists, counsellors, pupil / school workers, family workers and other experts. SAFE also has links with other support groups and 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:

- Concern about a child's behaviour, or social and emotional wellbeing
- Dealing with a difficult time in a child's life
- Teenagers who may be experimenting with drugs or alcohol
- Parenting support
- Coping with financial or relationship difficulties
- Teenage pregnancy
- And more ...

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, 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

Offers support and activities for young carers.

Kathryn Sobczak 079265 91468
ksobczak@brentfordfccst.com
www.brentfordfccst.com

Carers Association

Support, advice and information for anyone in a caring role; including advice on benefits and rights.

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
london@tuvida.org
www.tuvida.org

Challenging Behaviour Foundation

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

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

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

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

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 organization that provides access to information, activities, training, and support services to individuals and families living in Ealing; targeting adults and young people with additional needs/disabilities.

Services and support include:

- Information, advice and guidance
- Work club
- Learn My Way (online learning) combines work club and use of the internet and computers.
- English classes
- Legal advice service
- Food bank vouchers
- Parent workshops

020 8575 6139

administrator@empowering-action.org.uk

www.empowering-action.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)

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

ecirs@ealing.gov.uk

Child and Adolescent Mental Health Services (CAMHS)

CAMHS is a specialist NHS service offering assessment and treatment for children and young people (aged 6-18). CAMHS may be able to help with:

- Violent or angry behaviour
- Depression
- Eating difficulties
- Low self-esteem
- Anxiety
- Obsessions or compulsions
- Self-harming
- The effects of abuse or traumatic events

Children are usually referred to CAMHS through their GP, but school nurses, SEN coordinators and social workers can also refer a child.

020 8354 8160

0800 328 4444 (Crisis team)

wlm-tr.EalingCamhs@nhs.net

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

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

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

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

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, 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

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, 8am to 4pm)

(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



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

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

Shelter

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

0808 800 4444
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
www.refugeecouncil.org.uk

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 9595
info@southallblacksisters.org.uk
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

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 8748 8298
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 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

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 4000 636

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.

www.relate.org.uk