

Guide to Family Support Services

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Digital version





Ealing Holiday Activities and Food (HAF) programme

The HAF programme is funded by the Department for Education to provide funded 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.

The HAF programme launched in Ealing in 2021 and since then thousands of eligible school-aged children have been enjoying funded holiday activities during the Easter, Summer and Christmas school holidays; anything from arts and crafts to film-making to yoga and more. So much fun was had and memories made.

Children undertaking activities were also able to enjoy healthy snacks, meals and refreshments.

Making a difference to so many

In 2024, a total of **236** programmes ran across the year with **4,268** children and young people accessing a total of **33,844** sessions.

To find out about upcoming HAF activities and book online, visit our dedicated website

www.ealinghaf.org.uk



www.facebook.com/ealinghaf

Introduction

Ealing Children's Services is very pleased to bring you this Guide to Family Support Services. We have produced this guide for a number of years now and the feedback has been incredible. It is being used by parents / carers and young people; as well as by professionals from health and education and those working with local charities and voluntary groups in the borough.

So if you have a copy in your hand – please hold onto it or give it to friends and family as it may be useful to them.

We have done our best to ensure the information is up-to-date and that as many services, groups and organisations that provide support to families are included.

If you know of any service, group or organisation that you feel would be suitable to include in the next edition of the guide – please send your suggestions to **children@ealing.gov.uk**

This guide has been made possible with funding from Ealing's HAF programme which is funded by the Department for Education.

We would encourage you to 'bookmark' and keep visiting our newly designed website for even more information, advice and guidance to help you access the services and support you need (see pages 32 and 33 for more information).

www.ealingfamiliesdirectory.org.uk 

If you have an enquiry and would like to speak to someone, Ealing's Family Information Service (FIS) listed on page 7 will be happy to help.

Contents

| | |
|-----------------------------------|----------|
| Advice & Guidance | 7 |
| Ealing Family Information Service | 7 |
| Ealing Advice Service | 7 |
| Sikh Helpline | 8 |

| | |
|--|--------------|
| Ealing Children's Centres & Early Start Ealing 0-19 Service | 12-13 |
|--|--------------|

| | |
|-------------------------------------|-----------|
| Schools | 16 |
| School Admissions Team | 16 |
| Travel, Free School Meals Enquiries | 16 |
| School Nursing Service | 17 |
| Can an EHAP help your family? | 17 |

| | |
|---|-----------|
| Special Educational Needs & Disability (SEND) | 18 |
| Ealing Anchor Foundation | 18 |
| Ealing SENDIASS | 18 |
| Ealing Service for Children with Additional Needs (ESCAN) | 19 |
| Ealing Local Offer | 19 |
| Ealing Speech and Language Therapy | 20 |
| Ealing Parent Carer Forum (EPCF) | 21 |
| Ealing Mencap | 21 |
| Contact | 22 |
| Early Start Ealing SEND Inclusion Team | 22 |
| Community Café | 23 |
| Ealing Mencap's Job Start Project | 23 |
| Contact's Helping Hand Project | 24 |

| | |
|---|-----------|
| Support for Parents | 25 |
| Ealing Parenting Service | 25 |
| Family Lives | 26 |
| Homestart Ealing | 26 |
| MESCH | 27 |
| The Salvation Army Baby Bank | 27 |
| SAFE (Supportive Action for Families in Ealing) | 28 |

| | |
|--|-----------|
| Support for Carers | 29 |
| Brentford FC Community Sports Trust | 29 |
| Carers UK | 29 |
| Ealing Carers Service | 29 |
| Challenging Behaviour Foundation | 30 |
| Young Carers – The Children’s Society | 30 |
| Ealing Carers Partnership | 30 |
| Services for Young People | 31 |
| Connexions Service | 31 |
| Ealing Youth Service | 31 |
| Ealing Council Apprenticeships | 34 |
| Brook Advisory Centre | 34 |
| Preparing for Adulthood | 34 |
| EASE | 35 |
| Young Ealing Website | 35 |
| Health, Wellbeing & Social Care | 36 |
| Ealing Children’s Integrated Response Service (ECIRS) | 36 |
| Childline | 36 |
| Better Health | 36 |
| A.L.F.I.E Programme in Ealing | 37 |
| MIND in Hammersmith, Ealing and Hounslow | 37 |
| Ealing Talking Therapies | 38 |
| RISE Ealing | 38 |
| CGL Easy Project | 38 |
| Women’s Wellness Zone, Ealing | 39 |
| NHS Health Services | 40 |
| Child and Adolescent Mental Health Services (CAMHS) | 40 |
| NHS I Need Help Now | 41 |
| Speak CAMHS Helpline | 45 |
| Circle - Mental Health Hub Space | 46 |
| Leisure | 47 |
| Libraries | 47 |
| Sports & Leisure Centres | 47 |
| Activities, Clubs & Sports for Children & Young People | 47 |

| | |
|---|-----------|
| Housing | 48 |
| Ealing Housing Demand Service | 48 |
| Housing repairs and reporting damp and mould | 49 |
| Shelter | 49 |
| Crisis | 49 |
| Acton Homeless Concern | 50 |
| Employment, Debt & Legal | 50 |
| Local Welfare Assistance Team | 50 |
| Jobcentre Plus | 51 |
| Money Helper | 51 |
| StepChange Debt Charity | 51 |
| Christians Against Poverty (CAP) | 52 |
| Turn2us | 52 |
| Food Distribution & Food Banks | 52 |
| Refugee Council | 53 |
| Support Through Court | 53 |
| Advice Now | 53 |
| Citizen's Advice Bureau | 56 |
| Home Energy Advice Team (HEAT) | 56 |
| Adult Education & Training | 57 |
| Learning Ealing | 57 |
| Domestic Violence Support | 58 |
| Ealing Survivors Group | 58 |
| Southall Black Sisters | 58 |
| Women and Girls Network | 59 |
| Victim Support | 59 |
| Domestic Violence Intervention Project (DVIP) | 59 |
| Hestia | 60 |
| Relationship Support | 61 |
| Ealing Mediation Service | 61 |
| National Family Mediation | 61 |
| Relate | 61 |

Advice & Guidance

Ealing Family Information Service (FIS)

Ealing's FIS provides information, advice and guidance to families with children and young people aged 0-19 and up to the age of 25 for those with Special Educational Needs and/or a Disability (SEND); and the professionals who work with them. The service covers a wide range of areas including advice and guidance on Ofsted registered childcare providers, childcare funding, leisure activities, family support services and early help.

Ealing's FIS is also the administrative hub for the Early Help Assessment and Plan (EHAP); Ealing's multi-agency and multi-disciplinary process used to support children, young people and their families (read more about this on page 17).

020 8825 5588

(Mon-Fri, 9am to 5pm)

children@ealing.gov.uk (email for enquiries)

ehap@ealing.gov.uk (email for EHAP enquiries)

www.ealingfamiliesdirectory.org.uk



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

Ealing Advice Service

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

020 8579 8429 (option 1)

0300 012 5464

(Mon-Fri, 10am to 4pm)

www.ealingadvice.org

Sikh Helpline

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

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

Further assistance provided may include:

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

0300 030 0063

07999 004363

info@sikhhelpline.com

www.sikhhelpline.com



Ealing Needs Foster Carers

Ealing needs foster carers to provide loving homes for the children we care for.

We're excited to announce some fantastic new benefits to support our foster carers. Foster carers with Ealing will receive:

- full council tax exemption for Ealing residents and reimbursement for out of borough carers
- highly competitive fees and allowances – recent payment uplift of 18.5 %
- free parking in resident-controlled parking zones (CPZs) borough-wide
- free garden waste collection
- dedicated therapeutic support from our clinical psychologists
- discounts at council leisure centres
- excellent support including dedicated out of hours support, peer support and Mockingbird scheme
- bespoke training and other incentives



Contact us

Phone: 020 8753 1075

Make an enquiry: www.fosterwithwestlondon.org.uk/contact/ealing

(*Fee uplift from Jan 2025, Council Tax exemption for band 2 carers and above whilst child is in placement, parking and garden waste incentives from April 2025, for band 1 carers and above)



FREE milk, food and vitamins through the Healthy Start scheme

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

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

You can use your Healthy Start card to buy:

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

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

You can also use your card to get:

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

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

Ways to apply for the Healthy Start scheme:

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

Call **0300 330 7010**

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

You are eligible

If you receive Universal Credit and 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 (also called 'earned income') is £408 or less from employment.

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.

Use this email to find out if you are eligible for Healthy Start (or if you think you cannot claim public funds because of your immigration status):

healthystartclaim@dhsc.gov.uk



www.healthystart.nhs.uk



Ealing Children's Centres & Early

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

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

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

Services and activities offered by children's centres change from time-to-time and from one centre to another. For up-to-date information visit www.ealingfamiliesdirectory.org.uk and click on the children's centre button on the homepage.

From there you can either type in the name of a children's centre or enter your postcode to find your nearest centres, their contact details, list of services and activities and monthly timetables.



Start Ealing 0-19 Service

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

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

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

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

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

clcht.ealingadminhub@nhs.net

www.healthmatters.clch.nhs.uk/ealing



www.facebook.com/ealingchildrencentres



Keep young children water safe at home

National statistics show that too many babies and toddlers have water-related accidents at home, including drowning.

Recognising the risks and taking simple measures to avoid an accident can help keep your children safe.

Top tips for bath time

1. Stay close

Young children should always be within arm's reach. It takes seconds for a child to get into difficulty.

2. Don't leave children in charge

Don't leave other children to look after your child in the water. An adult must be present at all times.

3. Be prepared

Bring everything you need into the bathroom before filling the bath with water.

4. Check the temperature

Make sure the water is not too hot before your child gets in the bathtub.

5. Bath seats are not safety equipment

Babies can slip out or the seat can tip over.





6. Avoid distractions

Leave your phone and other devices outside the bathroom.

7. Check that the water has drained away

Toys and sponges can easily block the plughole.

A child can drown in a very small amount of water.



8. Keep things out of reach

Close the bathroom door and keep bath toys out of reach so your child is not tempted to play with water when you are not around.

More home safety tips

1. Keep mop buckets empty of water.
2. In the garden, turn buckets upside down or put them away so they don't collect rainwater.
3. Keep paddling pools folded and out of the way when not in use.
4. Supervise your child all the time whilst they use a paddling pool even if it's a very small one with shallow water.
5. Keep ponds covered or install a guard rail around them.



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).

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

Travel, Free School Meals Enquiries

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

School Nursing Service (SNS)

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

020 8102 5888

(Mon-Sun, 9am to 5pm)

clcht.ealingschoolnurseteam@nhs.net

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

Can an EHAP help your family?

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

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

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

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

Special Educational Needs & Disability (SEND)

Ealing Anchor Foundation

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

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

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

020 8571 9954

info@ealinganchor.org.uk

www.ealinganchor.org.uk/contact

Ealing SENDIASS

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

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

020 3886 2062

info@ealingsendiass.org.uk

www.ealingsendiass.org.uk

Ealing Service for Children with Additional Needs (ESCAN)

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

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

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

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

Ealing Local Offer

This website offers information, advice and guidance on Special Educational Needs and / or Disability (SEND) services and support within the London Borough of Ealing.

For accessibility purposes visitors can change the text size, colours and backgrounds using the visual options tool. The site is also responsive to read-aloud software.

Find information on the Children with Disabilities Team (social care), short breaks, Education, Health & Care (EHC) Plans, specific health conditions, leisure activities, support in education, travel assistance, money, benefits and more.

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

localoffer@ealing.gov.uk

www.ealinglocaloffer.org.uk



www.facebook.com/ealinglocaloffer



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.

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)

wlm-tr.ecpreferralhub-temporary@nhs.net

07512 716478 (advice line, Mon-Fri, 1pm to 4pm)

wlm.tr-ealing.sltadvice@nhs.net

www.westlondon.nhs.uk/slt

Watch information and advice videos on facebook and youtube.



www.facebook.com/SLTEaling



www.youtube.com/@ealingchildrensservices6470

Ealing Parent & Carer Forum (EPCF)

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

info@epcf.org.uk

www.epcf.org.uk

Ealing Mencap

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

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

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

020 8566 9575

info@ealingmencap.org.uk

www.ealingmencap.org.uk

Contact

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

0808 808 3555 (National number)

ealing@contact.org.uk

www.contact.org.uk

Early Start Ealing SEND Inclusion Team

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

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

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

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

020 8102 5888

(Mon-Fri, 9am to 5pm)

clcht.ealingadminhub@nhs.net

www.ealingfamiliesdirectory.org.uk

Community Café

Supported by The London Autism Group Charity

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

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

contact@londonautismgroupcharity.org
www.londonautismgroupcharity.org

Ealing Mencap's Job Start Project

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

This project offers twelve weeks of free support with:

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

For more information contact Ealing Mencap.

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

Contact's Helping Hand Project

(Empowering Parents Embracing Neurodiversity)

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

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

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

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

07529 222724

nwlcontactfsp@contact.org.uk

Support for Parents

Ealing Parenting Service

Ealing Parenting Service offers parenting courses and workshops to support parents with new and effective ideas and strategies to help the whole family deal with challenges 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

Did you know childcare funding is also available for working parents?

See pages 62 and 63 for more information.

Family Lives

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

0808 800 2222 (freephone)

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

0744 144 4125 (WhatsApp Messaging, Mon-Fri, 9am to 9pm)

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 get in touch directly or ask your GP or health visitor to make a referral.

020 8842 1617

admin@homestartealing.org

www.homestartealing.org

Maternal Early Childhood Sustained Home-visiting (MECSH)

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

020 8102 5888

clcht.ealingadminhub@nhs.net

The Salvation Army Baby Bank

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

If you want to make a donation to the baby bank

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

8 Leeland Road
Ealing W13 9HH

020 8840 0348

ealing@salvationarmy.org.uk

www.salvationarmy.org.uk/ealing

SAFE (Supportive Action for Families in Ealing)

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

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

SAFE can help with issues such as:

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

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

020 8825 8000

ECIRS@ealing.gov.uk

www.ealingfamiliesdirectory.org.uk

Support for Carers

Brentford FC Community Sports Trust

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

020 8326 7030
enquiries@brentfordfccst.com
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

Ealing Carers Service – provided by TuVida

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

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

Challenging Behaviour Foundation

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

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

Young Carers – The Children's Society

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

0300 303 7000 **supportercare@childrenssociety.org.uk**
www.childrenssociety.org.uk

Ealing Carers Partnership

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

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

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

020 3475 9891 (Mon-Fri, 9am to 5pm)
info@ealingcarerspartnership.org
www.ealingcarerspartnership.org



www.facebook.com/ealingcarerspartnership

Services for Young People

Connexions Service

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

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

020 8825 8573

connexionsinfo@ealing.gov.uk

www.youngealing.co.uk/connexions

Ealing Youth Service

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

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

020 8825 5918

youngealing@ealing.gov.uk

www.youngealing.co.uk/youth-service

Ealing families told us what they want

www.ealingfamilies.org.uk

Easy searching

Our easy to use search bar is in the same place throughout the website.

More pictures & videos

Ealing's Local Offer, the place to find information on services and support for families with Special Educational Needs and / or a Disability (SEND) to be accessed by visitor type i.e. Parents / Carers, Children / Young People and Professionals with a direct address www.ealinglocaloffer.org.uk

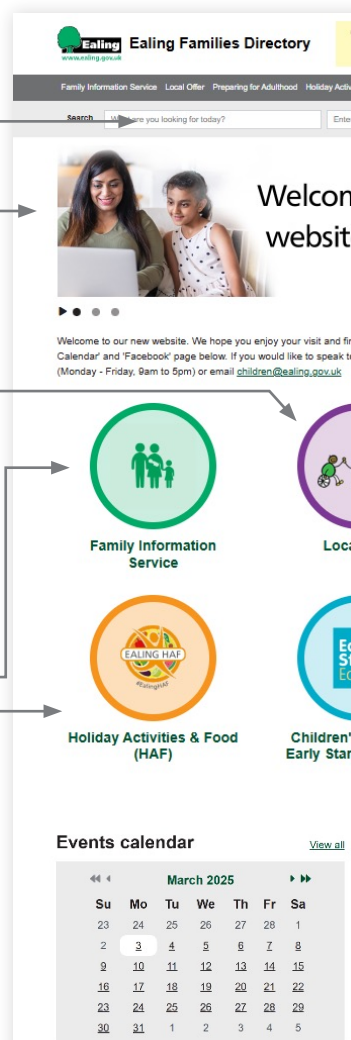
Family Information Service

is where you will find family support services and childcare information. Our **childcare funding** pages reached the **top 10*** of London councils to offer clear information.

For **Ealing's Holiday Activities & Food (HAF)** programme to have its own web address www.ealinghaf.org.uk
Search and book activities here.

Calendar of events

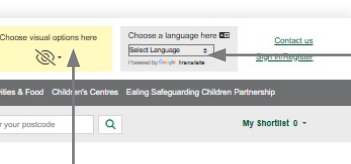
A calendar of events showing details of local events on any given day.



*Department for Education 2024 spot check

ted from our website and we listened

esdirectory.org.uk



Different languages

Easily pick the language of your choice to read the whole website in that language as well as print pages in that language.

ne to our **NEW LOOK**
e – we hope you like it

and what you're looking for. Don't forget to check out our 'Events'
to someone call the Family Information Service on 020 8825 5588

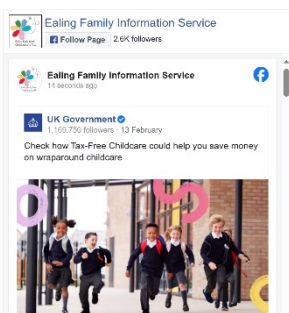


Accessibility tools

Easily switch to large print, other colours and contrasts.

Created a **Preparing for Adulthood** section for young people with SEND with its own web address
www.ealingpfa.org.uk

Find your nearest **Children's Centre** and **Early Start Ealing 0-19** team and find out about their services and activities.



News and features

Easily accessible with direct links plus a visual feed of top stories from our facebook pages.

Ealing Council Apprenticeships

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

020 8825 6234

apprenticeships@ealing.gov.uk

www.ealing.gov.uk/apprenticeships

Brook Advisory

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

admin@brook.org.uk

www.brook.org.uk

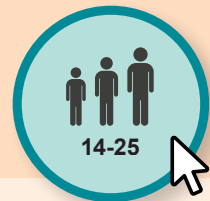
Preparing for Adulthood

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

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

localoffer@ealing.gov.uk

www.ealingpfa.org.uk



EASE (Empowering Action & Social Esteem)

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

Services and support include:

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

Hanwell Community Centre, Westcott Crescent, Hanwell W7 1PD

020 8575 6139

administrator@empowering-action.org.uk

www.empowering-action.org.uk

Young Ealing Website

Visit the Young Ealing Website to find out about what's on offer in the London Borough of Ealing for young people such as youth clubs, activities, support services, community events etc.

There's also an advice section on subjects such as health, housing, money, relationships and more.

www.youngealing.co.uk



Health, Wellbeing & Social Care

Ealing Children's Integrated Response Service (ECIRS)

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

020 8825 8000

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

ecirs@ealing.gov.uk

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

Childline

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

0800 1111

www.childline.org.uk

Better Health – Your child's weight

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

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

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

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

The ALFIE programme supports children in three age groups: ALFIE Minis for ages 2-4 years, ALFIE 5 – 13 programme and ALFIE Teens for ages 14-16. These programmes are for children who are above a healthy weight and their families; motivating the whole family to explore healthier lifestyle choices together.

All sessions are based around fun and interactive workshops on healthy eating and nutrition, covering topics such as food groups, portion sizes and label reading. There are also physical activities such as multi-skilled sports, Junior Gym and HIIT classes. These sessions help to improve fitness and build confidence.

Programmes are delivered by qualified nutrition and fitness professionals and are free of charge to families.

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

07909 002201
clcht.ealinghealth4life@nhs.net

Mind (Hammersmith, Fulham, Ealing and Hounslow)

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

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

Ealing Talking Therapies

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

020 3830 5640

wlm-tr.talkingtherapies.ealing@nhs.net

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

RISE Ealing

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

020 8843 5900 (Southall)

020 8567 4772 (West Ealing)

ealingrise@cgl.org.uk

www.changegrowlive.org/rise-ealing

CGL EASY Project

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

020 8567 4772

easy.project@cgl.org.uk

www.changegrowlive.org/easy-project-ealing

Women's Wellness Zone, Ealing

Support for women aged 18+ in the London Borough of Ealing who are experiencing three or more of these issues:

- Drug or alcohol use
- Mental health issues
- Domestic abuse
- Involvement with the criminal justice system
- Selling sex or sex trafficking

Service includes:

- Free, confidential advice, guidance and support
- Access to community inpatient detoxification and residential rehabilitation.
- Support for those involved with the criminal justice system, including helping to rehabilitate people with offending behaviours.
- Connections to a range of local services within the social care sector and the NHS.
- Referrals and assessments

Find out more by getting in touch or visiting the website.

020 8050 0716 (Mon-Fri, 9.30 am to 5pm)

wwz@cgl.org.uk

www.changegrowlive.org/womens-wellness-zone-ealing

NHS Health Services

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

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

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

www.nhs.uk/service-search

Child and Adolescent Mental Health Services (CAMHS)

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

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

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

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

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

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

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

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

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

020 8354 8160

wlm-tr.EalingCamhs@nhs.net

www.westlondoncamhs.nhs.uk

NHS - I Need Help Now

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

0800 328 4444

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

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

Wellbeing tips for parents

Special feature provided by Family Lives



family
lives

Prioritising your wellbeing

Being a parent can be a rewarding and joyful experience but it can also bring about some challenges. It is often the case that parents put the needs of their children before they take care of themselves; but it's important that both of these responsibilities work alongside each other. It can be difficult to give our all to our family if we are feeling exhausted. Looking after yourself and recharging your batteries is key to helping you and your family to feel happier, more confident and builds stronger relationships.

Find something that you enjoy doing and that helps you feel calm. Whether it is exercise, crafts, a long bath or meditation. Do something for you!

Feeling overwhelmed

It's easy to be overwhelmed by everyone's needs in a family, all competing in their different ways for your attention and care. Everyone's cup can get emptied very quickly and sometimes never be filled up again. If you're running on empty, you have nothing to give to yourself and nothing for the other important people in your life. This can leave you feeling drained, low and empty.

Treating yourself and looking after yourself isn't being selfish. It's being aware that you're important too and deserve to be cared for just as much as anyone else.



Managing anxious feelings

If we are feeling anxious, we may not have the motivation to do simple things such as getting ready for the day ahead.

Understanding your triggers can help you manage your anxiety.

Ask yourself what is the ideal outcome? What steps can you take to work towards your ideal outcome? Being active or spending time in nature can be incredibly helpful and reduce the intensity of the anxiety. Taking better care of yourself, eating well and sleeping better can help you think of solutions to problems more easily.

Making time for yourself

Work out what helps you and set aside certain times of the day and week to do these things. If you're having difficulty setting aside time, ask yourself what gets in the way and how you can change things. Perhaps you could start off doing one or two small things that don't require a lot of time and build it up from there.

SLEEP



Make sure you get enough sleep. A rested person is better able to manage the challenges of daily life. Sleep also improves digestion, cell renewal and memory.

REDUCE PRESSURE



If you don't want to do something, give yourself permission to say no. Friends and family will understand.

FRIENDSHIPS



Spend some quality time with friends that make you feel good. Ones that respect and understand the challenges you face.

HOBBIES



Find something that you enjoy doing and that helps you feel calm. Whether it is exercise or crafts, doing something for you can help you feel good.

GO OFFLINE



Being on social media can be overwhelming. Taking some time away can help you refocus and clear your mind.

SELF-CARE



Self-care should be an essential part of your daily routine. Maybe a good book, a nice walk or some meditation can be the tonic you need.

FEED YOUR SOUL



Eating nutritious meals is very important for your wellbeing. It can give you much needed energy and be healthier for you and your family.

Questions to ask yourself

- How does it feel to think of meeting your own needs?
- What are the things you enjoy doing just for you?
- When did you last do them?
- How could you arrange to do them more often?



Bubble vision is a visualisation exercise to help you manage stress and overwhelming feelings and creating a stress-free zone for yourself. Follow the steps below.

- Make yourself comfortable and close your eyes.
- Take a few deep breaths and let them out slowly.
- Imagine yourself surrounded by a bubble that protects you. Be aware of all the demands on your life.
- Now, as you breathe out, feel yourself gently making your bubble bigger, pushing back all these demands.
- Every time you breathe out, make your bubble a bit larger until you feel comfortable.
- When you are ready, open your eyes and see your surroundings.
- Be aware of the bubble space that you have created around you.
- Whenever you want to, go back into the bubble, and relax.



We're here for families

We understand how family life and parenting can be challenging. We know that the right support at the right time makes all the difference. Family Lives is always here to support you through difficult times.

Call us on our free confidential helpline on **0808 800 2222**, use our **live chat** service, send us a message us via **WhatsApp on 07441 444125** or email us at **askus@familylives.org.uk** for help, advice and support.

Find out more and visit us at www.familylives.org.uk

Speak CAMHS Helpline

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

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

0800 328 4444 (select option 2)
(Mon-Fri, 8am to 11pm)
(Weekends and Bank Holidays 12pm to 8pm)

The Mix Counselling Service

Support with mental health and wellbeing for children and young people ages 11–25. You don't need a referral from a GP or other professional – you can book up to eight counselling sessions directly online. Counsellors support by listening and helping young people find ways to cope with anxiety, emotions and problems, offering a confidential and safe space.

The website offers a chat service, and you can also get urgent support through a 24-hour crisis messenger service by texting THEMIX to 85258.

www.themix.org.uk

Circle - Mental Health Hub Space

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

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

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

Opening times

(Mon-Fri, 2pm to 10pm)

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

Drop-In Times

(Mon-Fri, 2.30pm to 6pm)

(Weekends and Bank Holidays, 12.30pm to 4pm)

020 3475 0060

enquiries@hfehmind.org.uk

cyclereferrals@hfehmind.org.uk

dutyouthservices@hfehmind.org.uk

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

46 South Ealing Road, Ealing W5 4QA

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

Leisure

Libraries

There are 13 public libraries in the London Borough of Ealing where you can borrow items from books to ebooks, e newspapers and audio books with free internet access 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



www.facebook.com/ealinglibraries

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

Ealing Housing Demand Service

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 (Mon-Fri, 9am to 5pm)

For all housing matters and to reach the right team to get the information or help you need please visit the housing section of the council's website:

www.ealing.gov.uk/housing

Here you will find easy links to key information.

Council housing

**Benefits and
financial support**

**Housing
regeneration**

Broadway Living

Finding a home

Homelessness

**Benefits and
financial support**

**Manage your
housing benefits
account**

**Apply for housing
benefits and council
tax reduction**

**Report changes in
circumstances**

**Local welfare
assistance**

**Discretionary
payments and
discounts**

**Ealing landlord
portal**

Housing repairs and reporting damp and mould

If you are a council tenant, you can request a repair by completing an online form or by phone. Details about what repairs can be done are available online by searching 'council house repairs' on the council website.

You can report damp and mould in the same way or send an email to the address below.

020 2825 5682 (Mon, Tues, Wed, Fri 9am to 5pm,
Thurs 10am to 5pm)
dampandmould@ealing.gov.uk
www.ealing.gov.uk/housing

Shelter

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

(Under 25: **020 3393 0923** & Over 25: **0344 515 1540**)
(Mon-Fri, 9.30am to 5pm)
londonservices@shelter.org.uk
www.shelter.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

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

Employment, Debt & Legal

Local Welfare Assistance Team

Ealing Council service offering help to those experiencing a financial crisis. Offers advice on debt management, budgeting and finding work. Visit the website to find out about any financial support you may be able to claim and the criteria for this help. Email your details to book a personal budgeting advice session.

020 8825 6237 (Mon-Fri, 9am to 5pm)

localwelfareassistance@ealing.gov.uk

www.ealing.gov.uk/housing

(then click on 'Benefits and financial support')

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 (Mon-Fri, 9am to 5pm)

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 (Mon-Fri, 8am to 6pm)

www.moneyhelper.org.uk

StepChange Debt Charity

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

0800 138 1111

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

www.stepchange.org

Christians Against Poverty (CAP)

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

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

01274 760 720

info@capuk.org

www.capuk.org

Turn2us

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

0808 802 2000

(Mon-Fri, 9am to 5pm)

info@turn2us.org.uk

www.turn2us.org.uk

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

(then enter 'food banks' in the search bar)

Refugee Council

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

0808 196 7272 (Mon and Thurs, 9.30am to 12.30pm)

info@refugeecouncil.org.uk

www.refugeecouncil.org.uk

Support Through Court

This charity supports people who face court alone to help them represent themselves as well as possible and to the best of their abilities.

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, discussing how to settle issues without going to court, what to say in court and more.

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

0300 081 0006 (National helpline)

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

www.supportthroughcourt.org

Advice Now

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

Contact by email enquiry only

info@advicenow.org.uk

www.advicenow.org.uk



Helping you with the cost of living crisis

Information and support is available for Ealing residents

The cost of living online hub

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



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

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

Support at our community hubs

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

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

The community support directory

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

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

For further advice call us on 020 8825 7170

EALING COUNCIL

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

www.ealing.gov.uk/costofliving



معلومات عن المساعدة
المتوفرة فيما يتعلق بتكلفة
المعيشة بلغتك

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

જીવનનિર્વાહ ખર્ચ માટે
મદદ વિશે તમારી ભાષામાં
માહિતી

اطلاعاتی درباره کمک در
تأمین هزینه زندگی به زبان
شما

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

Informacje
o pomocy związanej
z kosztami
utrzymania
dostępne w Twoim
języku

Macluumaad ku
qoran luqaddaada
ee ku saabsan
kharashka sare ee
noolosha

உங்களுடைய
மொழியில்
வாழ்க்கைக்கான
செலவுகள் பற்றிய
தகவல்கள்

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

Citizen's Advice Bureau (energy bills support)

Step-by-step guidance on what to do if you cannot afford your energy bills. Find out about grants and benefits. Use online chat or talk to an adviser who can help you negotiate a payment plan with your energy provider.

There's also a specialist unit called Extra Help Unit (EHU) to help people who urgently need to resolve a problem with their energy supplier.

0808 223 1133

www.citizensadvice.org.uk/consumer/energy

Home Energy Advice Team (HEAT)

The HEAT team is provided by The Wise Group, a social enterprise committed to lifting people out of poverty. Expert mentors offer personalised, free advice and practical solutions to help people take control of their home energy costs and reduce financial stress. For people who have problems affording their electric and gas supply.

0800 092 9002

heat@thewisegroup.co.uk

www.thewisegroup.co.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/adultlearning

**It's never
too late to start
something new!**

Domestic Violence Support

Ealing Survivors Group

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

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

07842 117916
esg.uplift@gmail.com

Southall Black Sisters

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

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

020 8571 0800 (Mon-Fri, 10am to 4pm)
info@southallblacksisters.co.uk
www.southallblacksisters.co.uk

Women and Girls Network

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

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

Victim Support

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

0808 168 9111
www.victimsupport.org.uk

Domestic Violence Intervention Project (DVIP)

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

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

Hestia

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

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

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

0808 200 0247


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

0808 169 9975

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

info@hestia.org

www.hestia.org



**Speak to someone,
ask for help**

Relationship Support

Ealing Mediation Service

Mediation to resolve disputes between neighbours or within the community.

020 8575 9500

administrator@ealingmediation.org.uk

www.ealingmediation.org.uk

National Family Mediation

Mediation support for families in conflict.

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

general@nfm.org.uk

www.nfm.org.uk

Relate

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

0300 009 2324

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

info.NTC@relate.org.uk

www.relate.org.uk

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

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

Please note that all funding schemes have criteria, terms and conditions.

For a child aged from nine months to 23 months

15 hours of funded (free) childcare per week, 38 weeks of the year available to eligible working parents.



For a child aged two years

15 hours of funded (free) childcare per week, 38 weeks of the year available to eligible working parents and those from low-income households and in receipt of benefits.

For three and four-year-olds

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

Other help available

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

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

When can I use the childcare funding?

Your child can take up their funded childcare place from the new term after they turn the relevant age for that funding.

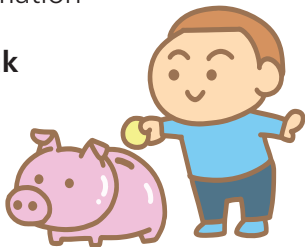
| When your child turns the relevant age | When they can start their hours with a childcare provider |
|--|---|
| 1 January to 31 March | Term starting on or after 1 April |
| 1 April to 31 August | Term starting on or after 1 September |
| 1 September to 31 December | Term starting on or after 1 January |

What to do next

Visit **www.childcarechoices.gov.uk** to check what help you might be eligible for now and in the future and when to apply. An easy-to-use childcare checker has been provided on the home page of this website.

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

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



Ealing Parenting Service (EPS)

All parents and carers face parenting challenges from time-to-time; and may need some support through new ideas and strategies to help them deal with issues they're experiencing with their children.

We offer parenting programmes suited to every age group from children as young as three, school-aged children and young people up to the age of 19.

We look at challenges such as:

- **Setting boundaries**
- **Managing sibling rivalry**
- **Boosting confidence**
- **Listening and responding**
- **Giving positive attention**
- **Achieving quality time with children** and more.

We also offer short workshops that deal with different life-issues such as dealing with grief or relationship breakdown.

Visit **www.ealingfamiliesdirectory.org.uk** and search '*Ealing Parenting Service*' for more details or email **parentingserviceadmin@ealing.gov.uk**



Children's Services