

Ealing Services

The purpose of this document, along with the listed services, has been put in place to support the community we serve. At Chiswick School we are committed to supporting our students, our parents and wider families during this uncertain and challenging time. If you feel you need to talk to somebody, you can seek the support from a service or find more details from the listed providers below, which we hope will address your needs.

If you need specific support from a member of staff at Chiswick School do get in touch with us via this e-mail address enquiries@chiswickschool.org. This e-mail address is checked regularly over holiday periods.

If you have an urgent safeguarding issue, please contact our Safeguarding Lead by e-mail pmi@chiswickschool.org

Services available - Ealing

Services available	What does the service offer	Where can I find it and how can I get in touch
Family Information Service	A service for those in urgent need of help	020 8825 5588 https://www.ealingfamiliesdirectory.org.uk/kb/5/ealing/directory/children@ealing.gov.uk children@ealing.gov.uk
Ealing together	A contact service where residents can request help in getting food if they are vulnerable and struggling or those who are self-isolating: <ul style="list-style-type: none"> • Help with shopping delivery • Help with buying food and shopping delivery • Crisis payment to pay for food only 	Apply on the following form https://ealingtogether.org/help-for-residents/
Samaritans	Samaritans is a registered charity aimed at providing emotional support to anyone in emotional distress, struggling to cope, or at risk of suicide throughout the United Kingdom	Free phone: 116 123
Childline	A service which is available for all children to use for support on managing anxiety, domestic abuse, depression, boosting your mood and eating habits.	Website; https://www.childline.org.uk Telephone: 0800 1111



NSPCC	The National Society for the Prevention of Cruelty to Children is a charity campaigning and working in child protection in the United Kingdom	0808 800 5000
National Domestic Abuse Helpline	A service supporting the victims of domestic abuse	Telephone: 0808 2000 247
Chat Health	Young people aged 11-19 years wanted to access confidential advice and support from the Hounslow School Nurse Team	Text: 07507 333176
The Anna Freud National Centre for Children and Families	Published guidance on how to help children and young people in primary, secondary and post-16 settings manage their mental health and wellbeing during times of disruption to their learning	https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/
STEM4	Information on how teens can manage anxiety during the corona virus outbreak.	https://stem4.org.uk/how-teens-can-manage-anxiety-over-the-coronavirus-outbreak/

Food Banks

To make use of Ealing Foodbank, during the COVID-19 period you will need a referral. Referrals can be made by your job centre worker, social worker or other professional you are working with

Salma Foodbank is an open service – no referral required. At present it is open to those with families and the elderly only.

	Address	Times	Phone
St Mellitus Hall	1 Church Road, Hanwell, W7 3BB	Mon 10.00-12.00 Tues 10.00-12.00 Thurs 10.00- 12.00 Fri 10.00- 12.00 Sat 10.00- 12.00	020 8840 9428 07769 759756
Salma Food bank	Visit www.salma-foodbank.org Or call 07767 164 246	Mon 10.00-12.00 Tues 10.00-12.00 Wed 10.00-12.00 Thurs 10.00- 12.00 Fri 10.00- 12.00	07767 164 246

Money concerns

Short term advance payments (DWP)

Income support, ESA or JSA: 0345 608 8545 Carer's Allowance: 0345 608 4321; Pension Credit or State Pension: 0345 606 0265

You can apply if you've recently applied for:
Jobseeker's Allowance (JSA)/Income Support/Employment and Support Allowance (ESA) Carer's Allowance.

[National Debtline](http://www.nationaldebthelpline.org)

0808 808 4000

The helpline that provides free confidential and independent advice on how to deal with debt problems.

[My Money Steps](#)

Free and easy to use online debt advice service (charity) from National Debtline. It will give you a personalised action plan to manage your debts and help get rid of the stress that goes with them.

[HM Government Pension Service](#)

0800 731 7898

The pension service provides a wide range of information about the state pension, pension credits, winter fuel payments and related benefits.

[StepChange Debt solutions](#)

0800 138 1111

8am to 8pm Monday to Friday and 9am to 3pm on Saturday

Debt management plan (DMP); Individual voluntary arrangement (IVA); Debt relief order (DRO); Bankruptcy; Equity release; Mortgages

[Thames Bank Credit Union](#)

0208 756 3865 Monday – Friday, 8 – 4 (closed after 12 noon on Wednesdays)

Source of affordable credit, without the need for personal guarantees; friendly and personal customer service of the highest standard.

[The Money Advice Service](#)

Free and impartial money advice

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Provides information about coronavirus and claiming benefits. It will continue to be updated.

[Turn2us](#)

Turn2us is a national charity helping people when times get tough. They provide financial support to help people get back on track

<https://www.turn2us.org.uk/About-Us/News/Coronavirus-information-and-support>
