

Hounslow 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

Services available	What does the service offer	Where can I find it and how can I get in touch
Hounslow Community Support Hub	Hounslow Council has launched its Community Support Hub to ensure vulnerable residents who do not have a support network get the support and supplies they need throughout the coronavirus pandemic. For more details, go to	www.hounslow.gov.uk/hub If you require emergency support: 020 7084 9697 or e-mail hub@hounslow.gov.uk .
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



Mental Health Support, Wellbeing and Prevention Team (SWAP)	<p>A team of Social Workers and Social Work Assistants working for the London Borough of Hounslow.</p> <p>They will listen to your concerns and can offer emotional and practical support to help you make plans. They can help you talk with professionals and if relevant, support you to access short term and long term help from local and national charities.</p>	Telephone: 020 8583 3003
National Domestic Abuse Helpline	<p>A service supporting the victims of domestic abuse</p>	Telephone: 0808 2000 247
Hounslow Youth Counselling Service (HYCS)	<p>This is a service for our students and residents of Hounslow. They are currently working a telephone call system</p>	<p>https://www.hycscounselling.co.uk</p> <p>You can also contact the school on counselling@chiswickschool.org</p>
Chat Health	<p>Young people aged 11-19 years wanted to access confidential advice and support from the Hounslow School Nurse Team</p>	Text: 07507 333176
The Anna Freud National Centre for Children and Families	<p>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</p>	<p>https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/</p>

Food Banks

Hounslow				
	Address	Times	Phone	E-mail
St Paul's Church Food Bank	St Paul's Church, Bath Road, Hounslow West, TW3 3DA	Wed 10:00 - 11:30	020 8581 5537	foodbank@stpaulshw.org.uk
Isleworth				
Bridgelink Food Bank	Bridgelink Community Centre, Summerwood Road, Isleworth, TW7 7QR	Thu 09:30 - 11:30	020 8891 6820	ivyfoodbank@vineyardcommunity.org
Feltham				
Feltham Food Bank	Eldridge House, 102 Hounslow Road, Feltham, TW14 0AX	Sun 09:30 - 11:30	07448 831 297	felthamfoodbank@gmail.com
Food Storehouse	Riverside Vineyard Church, Air Park Way, Feltham, TW13 7LX	Thu 10:00 - 12:30 Term Time only Sat 10:00 - 12:00	020 8890 2626	office@riversidevineyard.com



Brentford				
Hounslow Community Foodbox	Brickfield Community Centre, Brickfield Close, Brentford TW8 8JN	Tue to Fri 10:00 - 13:00 Sat 10:00 - 12:00	07718 263 614 or 07850 402 419	info@hounslowfoodbox.org.uk

Food projects

Gurdwara Sri Guru Singh Sabha Alice Way, Hanworth Road, Hounslow TW3 3UA
1000 meals per day served. Meals khalsa@sgss.org 020 8577 2793
11am-7pm.

Salma Food Bank Interim food supplies delivered to you in emergency
situations when your local food bank is not available.
07767 164 246

The Open Kitchen - free hot meals in 514 Great West Road, Hounslow, TW5 0TE
Hounslow
maqsood.ahmed@muslimhands.org.uk
12pm-2pm and 6pm-8pm
0115 911 7222

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](#)

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>
