









# School Partnerships and Enrichment Team



## Support for Families during Coronavirus Christmas 2020

We understand that much of 2020 has been challenging for families and with the schools closed for the school holidays, we could all do with a little bit of extra support to help us.

The Dormers Wells Opportunity Network (in conjunction with colleagues from the Ealing Family Information Service and the School Partnerships and Enrichment Team) has created the following document about some of the services available to support families, including providing help with essentials such as **food and finances**. We hope you will find useful during the winter break. This booklet is organised into the following sections:

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Please note: Information is accurate at the time of publication. Families are encouraged to check with organisations to ensure the support and information is still valid.

### Ealing Family Information Service

Ealing Family Information Service will be sharing important information and keeping you up-to-date with developments via our Family Information Service Facebook page including the sharing of tips and advice on how to stay well, keep active and keep your children busy during these difficult times. Please follow the FIS page and invite your friends and family to follow it. [www.facebook.com/EalingFIS](http://www.facebook.com/EalingFIS)

The Family Information Service is available to answer questions, especially about childcare arrangements and supporting key / critical workers and to give advice and guidance wherever possible. Please email [children@ealing.gov.uk](mailto:children@ealing.gov.uk) in the first instance or call **020 8825 5588** (Mon-Fri, 9am to 5pm). Visit **Ealing Families Directory** [www.ealingfamiliesdirectory.org.uk](http://www.ealingfamiliesdirectory.org.uk)

### Coronavirus Information and Updates

**To access the latest information on Coronavirus** Visit our coronavirus page dedicated to sharing up to date information on:

1. Coronavirus and symptoms
2. What to do if you need medical help
3. Department for **Education (DfE) Coronavirus Helpline** who will answer questions on the coronavirus and its impact on education.

Please visit:

<https://www.ealingfamiliesdirectory.org.uk/kb5/ealing/directory/advice.page?id=dxZ4DKCyrLA&localofferchannelnew=0>

### Ealing Together

Help for Residents



If you have been identified as clinically extremely vulnerable to coronavirus, you can register for additional support on the new online service to get access to priority supermarket deliveries, ask for someone to contact you about any local support available and to update your details.

<https://ealingtogether.org/help-for-residents/> or telephone **020 8825 7170**

Community Support Directory.

Use the directory to find volunteer groups and other services in your local area, including befriending, bereavement counselling, activities more suited for people who are over 70, as well as practical help with filling in application forms for financial assistance, particularly if your first language is not English, access to hot cooked meals and dog walking.

<https://ealingtogether.org/directory/>



### Food Banks & Food Distribution Services

There are a number of food banks and food distribution services in the London Borough of Ealing as well as food bank collection points. To access full details, including referral forms visit: <https://www.ealingfamiliesdirectory.org.uk/kb5/ealing/directory/advice.page?id=mr-exIG6aIY>

#### Southall Food Distribution Service

The **Young Ealing Foundation** and **Southall Community Alliance** are working together to provide food parcels to people in the community who are disadvantaged by COVID-19. You can ask for help by phoning **020 8825 7170** or visiting [www.ealingtogether.org](http://www.ealingtogether.org) to make a request.

**Salma Food Bank** is helping vulnerable individuals and families in crisis through the provision of emergency food supplies while a longer-term solution is developed, with an open-door policy to whoever needs food. Tel: 07767 164 246 (Mon-Fri, 10 am to 12 pm) Visit [www.salma-foodbank.org](http://www.salma-foodbank.org) for more information.

#### Ealing Food Bank

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, local welfare assistance team or other professional you are working with. If you do not have a professional that you are working with, you can contact the Ealing Family Information Service 020 8825 5588/ [children@ealing.gov.uk](mailto:children@ealing.gov.uk), who can make a referral on your behalf.

**Contact numbers are: 020 8840 9428 or 07769 759756 Email: [info@ealing.foodbank.org.uk](mailto:info@ealing.foodbank.org.uk)**

**Ealing Soup Kitchen** is a registered charity set up to help vulnerable and homeless people in the area. The charity offers a drop-in service on a Friday where people can shower, get a haircut, have a cup of tea, get help with understanding benefits, letters from the council and filling in forms. **DURING THE COVID-19 CRISIS** the charity is extending its reach to support anyone who is vulnerable or in need, providing 'takeaway' hot meals. **Tel:** 020 8566 3507 **Email:** [ealingsoupkitchen@gmail.com](mailto:ealingsoupkitchen@gmail.com)

**OLIO** connects neighbours with each other and with local businesses so surplus food can be shared, not thrown away. This could be food nearing its sell-by date in local stores, spare home-grown vegetables, bread from your baker, or the groceries in your fridge when you go away. For your convenience, OLIO can also be used for non-food household items too

<https://olioex.com>

**HEALTHY START** Eligible families can get free vouchers every week to spend on milk, fresh, frozen, and tinned fruit and vegetables, fresh, dried, and tinned pulses, and infant formula milk. Families can also get free vitamins. You will qualify if you're at least 10 weeks pregnant or have a child under four years old AND you or your family get Income Support OR Income-based Jobseeker's Allowance OR Income-related Employment and Support Allowance \* OR Child Tax Credit with a family income of £16,190 or less per year OR Pension Credit; OR Universal Credit with no earned income or total earned income of £408 or less per month for the family. YOU DO NOT NEED A MIDWIFE OR HEALTH VISITOR SIGNATURE TO APPLY. Please click the link below to make your application. <https://www.healthystart.nhs.uk/healthy-start-vouchers/how-to-apply/>



With everyone spending more time at home, families may need some additional support for furnishings and household items. It may also be a good time to review utility costs. There are a number of options that families might be able to take to help your house to become greener AND save money.

### Going Green to Save Money

If you are a homeowner or landlord, you may be able to apply for a voucher towards the cost of installing low carbon heating, potentially **saving up to £600 per year on bills**. In addition, residents with low income may be eligible for a grant to help complete works including loft and wall insulation, heat pumps or solar thermal measures. Go to [www.simpleenergyadvice.org.uk](http://www.simpleenergyadvice.org.uk) for more details.

If you are on low income and live in a home with an energy rating of E, F or G you may be able to access help from the **Healthy Homes Ealing** service. To find out your home efficiency rating, go to [www.epcregister.com](http://www.epcregister.com) and if you think you're eligible, call 0800 083 2265 or complete the online referral at [www.ealing.gov.uk/HealthyHomesEaling](http://www.ealing.gov.uk/HealthyHomesEaling)

**Green Doctors** <https://london.greendoctors.org.uk/> offer a free helpline service in a variety of community languages to help low income families, those with disabilities, those recently unemployed and anyone with at least one child under 10 years to review your current utility bills, help to apply for grants to write off energy debt and get you a better deal.

**Get online at Home** – Families can purchase refurbished **IT equipment** from <https://www.getonlineathome.org/> If you are in receipt of certain benefits, then you are eligible for the full discount. If you aren't, you can still purchase equipment starting from £119 for PCs.

Many families have begun to have a clear out and have items that they no longer require. Many items are available free of charge to anyone who would find them useful by posting them on websites such as **Freecycle** and **Freecycle**. You can also put in a request for particular items. There is often household furniture being given away. <https://www.ilovefreecycle.org/> OR <https://www.freecycle.org/>

**Ealing Baby Bank (from the Salvation Army)** are able to support families with young children in need of supplies. Families need to phone: **020 8840 0348** or email: [ealing@salvationarmy.org.uk](mailto:ealing@salvationarmy.org.uk) to arrange what they need and when it can be dropped off. Further information is available on their **Facebook page** <https://www.facebook.com/Salvation-Army-Baby-Bank-Ealing-103898881060139/>

**Ealing Housing Advice Service** Advice and assistance on homelessness, mortgage arrears, unlawful eviction and harassment, disrepair and home improvement grants, domestic violence and access to council housing and accessing the Local Housing Allowance (formally Housing Benefit). **Telephone** 020 8825 8888 **E-mail** [housing@ealing.gov.uk](mailto:housing@ealing.gov.uk) **Website** [www.ealing.gov.uk/.../contact\\_us\\_housing](http://www.ealing.gov.uk/.../contact_us_housing)

**Support with home internet costs** [Applying for BT Basic \(btplc.com\)](http://btplc.com) BT Basic is a simple, low cost service that helps you get connected if you are on specific low income Government benefits. Get a BT Basic application form by calling on **0800 800 864** (8am to 6pm Mondays to Fridays). You must be the named BT account holder to apply.



### Coronavirus help and advice is available in multiple languages

Coronavirus pomoc i porady są dostępne w wielu językach

تتوفر المساعدة والمشورة في فيروس كورونا بعدة لغات

کورونا وائرس کی مدد اور مشورہ متعدد زبانوں میں دستیاب ہے۔

ਕੋਰੋਨਾਵਾਇਰਸ ਮਦਦ ਅਤੇ ਸਲਾਹ ਕਈ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ

Coronavirus caawimaad iyo talo ayaa lagu heli karaa luqado badan

[https://www.ealing.gov.uk/info/201262/coronavirus\\_covid-19/2677/coronavirus\\_help\\_and\\_advice\\_in\\_other\\_languages/1](https://www.ealing.gov.uk/info/201262/coronavirus_covid-19/2677/coronavirus_help_and_advice_in_other_languages/1)

The **Public Health Agency** have suggested the following 5 steps are useful in supporting mental health and wellbeing whilst in the home.

Stay Connected      **Be Active**      Take Notice      **Keep Learning**      Give  
Click the website below for access to the PDFs of the Take 5 campaign in English, Somali, Polish, Arabic and more. <https://www.publichealth.hscni.net/publications/take-5-steps-wellbeing-english-and-11-translations>

The **Minor Ailments Scheme** aims to reduce the need for GP visits by offering medical advice and immediate access to certain medicines at your local pharmacy. Patients who are exempt from NHS prescription charges (such as children under 16 years) are eligible for FREE medication, including infant paracetamol suspension (Calpol). Check with your local pharmacy to see if they are registered.

If you are in receipt of certain benefits and tax credits, you may also be eligible for free prescriptions. If your circumstances have recently changed, it may be worth checking if you are entitled to free prescriptions here: <https://www.gov.uk/help-nhs-costs>.

**Every Mind Matters:** <https://www.nhs.uk/oneyou/every-mind-matters/> Having good mental health helps us relax more, achieve more and enjoy our lives more. We have expert advice and practical tips to help you look after your mental health and wellbeing.

**Samaritans** <https://www.samaritans.org/how-we-can-help/contact-samaritan/> is a free, volunteer led service available by phone and email 24 hours a day. Call 116 123 or email [jo@samaritans.org](mailto:jo@samaritans.org)

**If you do need immediate support for your mental health, please call 24-hour West London NHS Crisis Line on 0300 1234 244.** For physical health needs, the NHS Website [www.nhs.uk](http://www.nhs.uk) provides a wealth of information and advice. **If families need help now, but it's not an emergency** Go to [111.nhs.uk](http://111.nhs.uk) or [call 111](http://call111).

**Catch-up clinics for flu vaccination** Children who have missed the flu vaccination delivered at school are invited to attend catch-up clinics which will continue to offer the flu vaccine over the winter. Parents are requested to **telephone 01895 485 740** to book an appointment. Alternative flu vaccine without porcine (injected) is being offered to those children whose parents have declined the live attenuated influenza vaccine (nasal spray).

**Support for families at risk of Domestic Abuse**

[https://www.ealing.gov.uk/info/201085/domestic\\_violence\\_and\\_abuse/723/domestic\\_abuse\\_w\\_hat\\_help\\_can\\_i\\_access/1](https://www.ealing.gov.uk/info/201085/domestic_violence_and_abuse/723/domestic_abuse_w_hat_help_can_i_access/1) This website contains useful information to support for families that continue to be available during this time.

**Fire Safety** <https://www.fireservice.co.uk/safety/> with families spending most of their time in the home, this website contains useful reminders and recommendations to inspect your home for anything that could cause a fire.

**NSPCC** <https://www.nspcc.org.uk/keeping-children-safe/> This website offers a range of support and advice on how to keep children safe including children's mental health, safety in the home and online.

**Online Safety** <https://www.saferinternet.org.uk/advice-centre/parents-and-carers> Tips, advice, guides and resources to help keep your child safe online.

**Child Accident Prevention Trust**

With home being an accident hotspot for younger children, it's good to know there are small things you can do that make a big difference. There is a really useful parent pack available which includes Top Tips, a quiz, word search and pictures to share with your children. You can download the pack for free from this link.

[https://www.capt.org.uk/Handlers/Download.ashx?IDMF=44e36e43-bd5e-4dd0-acae-e040f37fe2ef&mc\\_cid=1a12b7436a&mc\\_eid=644d87d14c](https://www.capt.org.uk/Handlers/Download.ashx?IDMF=44e36e43-bd5e-4dd0-acae-e040f37fe2ef&mc_cid=1a12b7436a&mc_eid=644d87d14c)

**Hestia**

Hestia supports victims of modern slavery, women & children experiencing abuse, young care leavers, and older people. They support during your crisis, and as you go on to rebuild your life. They also specialise in art therapy, yoga, IT, gardening and cooking. Call 020 7378 3100, email [info@hestia.org](mailto:info@hestia.org), or visit [www.hestia.org](http://www.hestia.org)

**Concerns about a child/young person** If you have any concerns about the safety of a child /young person, please contact Ealing Children's Integrated Response service on 020 8825 8000 (option 1) or email [ECIRS@ealing.gov.uk](mailto:ECIRS@ealing.gov.uk).

**Concerns about a vulnerable adult** If you are elderly or vulnerable and are self-isolating, ask a trusted relative, friend or neighbour to assist you. If you do not have a trusted relative, friend or neighbour, and are worried about how you will cope during self-isolation, call Ealing's social care customer contact centre on 020 8825 7170.

**Victim Support** help victims of crime, including domestic abuse. If you've been affected by crime, victim support can give you the support you need to move forward. They offer a 24/7 Live chat and phone line service. Victim Support have also developed 'My Support Space' a free and secure online platform containing interactive guides, tips and videos. My Support Space includes topics such as difficult emotions, coping strategies, trauma and sleep.

Call Victim support's support line: **08 08 16 89 111** (lines open 24/7). Visit their website for live chat and access to 'My support space',

<https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat>



**Financial support and advice** - There are a number of services offering support during this time. We have included links to these services below which you may find useful.

You will find more information here on: Universal Credit and other benefits; Ealing Council Emergency Fund- Exceptional Hardship; Council Tax Relief & Discretionary Council Tax Discounts; Help from Creditors; Financial advice for parents and carers with SEND.

<https://www.ealingfamiliesdirectory.org.uk/kb5/ealing/directory/advice.page?id=g70mxS8E6i8>

**Support for families with disabled children** <https://www.familyfund.org.uk/FAQs/how-do-they-apply> They help families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under. The Family Fund will look at any grant request that relates to the needs of your disabled or seriously ill child, young person and your family. Please visit the website for eligibility criteria.

#### **Ealing Local Welfare Assistance**

[https://www.ealing.gov.uk/info/201073/health\\_and\\_adult\\_social\\_care/1532/local\\_welfare\\_assistance/1](https://www.ealing.gov.uk/info/201073/health_and_adult_social_care/1532/local_welfare_assistance/1) Local welfare assistance is an emergency financial payment. The fund is there to help people facing an immediate financial crisis. Click here to apply <https://ealing-gwa.egovhub.net/Gwa/launch>

**Ealing Council** have a webpage to help residents who may have been financially affected by the COVID19 pandemic. <https://www.ealing.gov.uk/covidmoneyadvice>. The Community Benefits Team (CBT) service provides a telephone benefits advice line for Ealing residents: **020 8825 8555** Monday to Friday 10am to 4pm (except bank holidays) providing information and advice in relation to UK welfare benefits from initial claims up to social security appeal tribunal level.

**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/>. The website includes information about benefit eligibility and possible grants for families from charities.

**Contact a Family** provides a range of support for families of disabled children including helping to make application for benefits. Call the office on 020 8571 6381 or 020 8571 6400 to find out more about what they can offer you. <https://contact.org.uk/ealing>

**The Money Advice Service** provides help with budget planning. The free Budget Planner puts you in control of your household spending and analyses your results to help you take control of your money. <https://www.moneyadviceservice.org.uk/en/tools/budget-planner>

#### **Transport for London Travel Discounts** <https://tfl.gov.uk/fares/free-and-discounted-travel>

You may be eligible for free and discounted travel on TfL transport services. Under 5's travel free with a paying adult; children aged 5-10 years can also travel free on buses, Tube and London Overground trains. If you're unemployed and looking for work, you may get discounted travel in London. <https://tfl.gov.uk/fares/free-and-discounted-travel/jobcentre-plus-travel-discount?intcmp=54730>

**FREE MONEY MANAGEMENT COURSES** - The Money Course is a free and simple online budgeting course designed to give you the tools you need to get on top of your finances. It is suitable for everyone, but with a particular emphasis on those who might be struggling. The sessions are delivered live online either as 4 x 35minute sessions or 2 x 1 hour sessions.

Head to the website to book your free place. <https://www.crosslightadvice.org/budget>



**Parent/ Carer Resources** – Family Information Services have compiled resources which you may find useful, including: how you can speak to your child about coronavirus, educational activities and learning resources, online weekly timetables, staying healthy (exercise & nutrition), and much more. Visit the **Coronavirus- useful resources page**.

<https://www.ealingfamiliesdirectory.org.uk/kb5/ealing/directory/advice.page?id=xYxUYn8ZvC4>

**Fizzikal Futures/ Young Ealing Foundation Partnership** Fizzikal Futures is a Football Club based in Southall. To support the community through coronavirus, Fizzikal have partnered with Young Ealing Foundation in offering support through funding & other support for organisations, resources and ideas if stuck at home, services still available and how you can help.

<https://www.youngealingfoundation.org.uk/>

**C.E.N COMMUNITIES EMPOWERMENT NETWORK** C.E.N provides a list of online resources that can be used to assist you in home-schooling your children and young people. Amongst the list you will find: • Free Learning Websites • Online Resources • YouTube Channels • Creative ideas to keep young people engaged. They also provide wellbeing tips and tools that can benefit the whole family on a personal level – checking in on your mental, emotional and physical health. The website is regularly updated so parents are advised to check for new information by visiting

<http://cenlive.org/we-are-in-this-together>

**Virtual Tours** For those thinking about exploring places of interest in the world you can do so from the safety of your home by going on a virtual tour. This link takes you to the best, and FREE, virtual tours that you and your whole family can enjoy

<https://www.goodtoknow.co.uk/family/best-virtual-tours-for-kids-536089> Explore the **Natural History Museum** from the comfort of your own home. <https://www.nhm.ac.uk/visit/virtual-museum.html> And for your Lego loving kids, try <https://www.nhm.ac.uk/schools/teaching-resources/lego-life-forms-activity-support-for-schoolkids.html>

**STEM Families: activities to do at home** - A range of fun, hands-on activities for families to use at home, suitable for ages 4 to 16 years. <https://www.stem.org.uk/home-learning/family-activities>

**The Skills Network** offers a range of fully funded and low fee online courses. Many courses are certified. To be eligible for funding you must be aged 19 or over, have been living in the European Union for the last 3 years and have not previously completed the course you are wanting to enrol on. The full list of funded courses can be found here:

<https://www.theskillsnetwork.com/learners/courses?search=&order=a-z&type=1&locations%5B%5D=england>

The **Znaniye Foundation** provides accessible online education to begin to supplement some of the education lost due to the Covid-19 lockdown. This includes core school subjects such as maths, english and sciences, creative topics such as drama, art and music, as well as well-being programmes to support students. Tel: 07415 939 494 Email:

[contact@znaniyefoundation.co.uk](mailto:contact@znaniyefoundation.co.uk) Website: <https://www.znaniyefoundation.co.uk/>

**Sport England #StayinWorkout** This website contains links to lots of free online workouts and ideas for getting fit at home [https://www.sportengland.org/stayinworkout#get\\_active\\_at\\_home](https://www.sportengland.org/stayinworkout#get_active_at_home)

**LEGO® Life Magazine is free!** If your child is between the ages of 5 and 9 you can get them a FREE subscription to LEGO® Life Magazine. All you have to do is sign up for an account or log in to your child's existing one. [Magazine Subscription - LEGO.com GB](#)





**Energise Families** from Family Lives is a FREE support service for families who have at least one child aged between 5 – 10 years old. Families wanting to find time and the confidence to have more fun with all the family, will be matched with a befriender who will help boost your confidence and energy levels to help the whole family enjoy a range of activities.

To find out more, contact Sanna by email [SannaA@familylives.org.uk](mailto:SannaA@familylives.org.uk) or call 07714 747 089. For more information about the services from Family Lives, visit the website [www.familylives.org.uk](http://www.familylives.org.uk)

**The Afghan Families Project** provides support to families from the Afghan community within the London Borough of Ealing. They understand that many families will face difficulties at some point in their life and sometimes family pressures can make it difficult for people to manage without the right support and guidance. They can provide emotional support, reduce isolation and aim to enable individuals from the Afghan community to access their support, a wide range of craft activities, or parenting programs. For more information about this project or to make a referral, get in touch with Navida on 07587 373 436 or email [navidas@familylives.org.uk](mailto:navidas@familylives.org.uk)

**The Ubele Initiative** have a dedicated Covid-19 support and resource page for BAME communities. Information includes online events; webinars e.g., how to write an effective emergency fund application; bereavement fund. There is also the option to stay up to date by signing up for their weekly newsletter. <https://www.ubele.org/covid19-supporting-bame-communities>

### Children Services Updates

#### Updates to services and support for children, young people & families during COVID-19

Due to the Coronavirus (COVID-19) situation, there will be changes to services that you may have been accessing. Find out how key children's services have been affected or adapted in response to coronavirus: Children's Centres, Health Services (Early Start, Health Visiting, School Nursing), Financial Support, Bereavement Support.

<https://www.ealingfamiliesdirectory.org.uk/kb5/ealing/directory/advice.page?id=A1crN56MC0c>

**Home-Start Ealing** may be able to help by offering you telephone volunteer support. To be eligible, you need to live in the London borough of Ealing, have one or more children under the age of 5 and are in need of a little extra help. If you are a parent looking for support, please phone **020 8842 1617** or visit our [Contact Page](#) to ask for a referral form <https://homestartealing.org/>

**Spark & Co.** normally run community events for women. However, given that COVID-19 has hit BAME groups harder, they decided to create this resource hub. In it, you will find curated links to organisations and information designed to help those from BAME backgrounds. Information includes: grants, hardship and debt support, food essentials & housing, work & small organisations, immigration, refugee & asylum, domestic violence support, faith based support, mental health & wellbeing, community group online platforms and perspective diversity. <https://sparkandco.co.uk/>