









# School Partnerships and Enrichment Team



## Support for Families during Coronavirus Summer 2020

We understand that much of 2020 has been challenging for families and with the schools closed for the summer 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 summer 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

Ealing Together is all about bringing people together during COVID-19 in whatever way they can. We want everyone who is in difficulty to feel comfortable asking for help, regardless of whether their vulnerability is physical, emotional or mental.



If you do not have a trusted relative, friend or neighbour, and are worried about how you will cope, please fill in the form below or call our advice line on **020 8825 7170**. We want to help you. Please note however that we cannot provide health advice on this line.

We will put you in touch with the best people to support you. After you complete the form you will get a confirmation email setting out what will happen next. **Visit** <https://ealingtogether.org/help-for-residents/> **to request help. There is also a directory of support services** <https://ealingtogether.org/directory/>

**Ealing Mutual Aid Group** aims to help those who may be quarantined due to the Covid-19 outbreak. To request support, please click on the following link

<https://forms.gle/4mN9uMGdvW2oKqrH8>



### 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

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 who ever 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

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 from outside the following locations on these days and times:

The Salvation Army, 8 Leeland Road, Ealing W13 9HH

**Mondays 7-8:30pm**

**Tel:** 020 8566 3507    **Email:** [ealingsoupkitchen@gmail.com](mailto:ealingsoupkitchen@gmail.com)

#### OLIO

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>



With everyone spending more time at home, you may need some additional support for furnishings and household items. Please see below for the options available.

### Education/Home Learning

Families without home laptops or suitable electronic devices required to enable home learning should in the first instance contact their school to see what arrangements can be made. If you are unable to get through to your child's school, please contact the Family Information Service, 02088255588 or email [children@ealing.gov.uk](mailto:children@ealing.gov.uk)

Note: Only Care Leavers, children and young people aged 0 to 19 with a social worker or disadvantaged year 10 pupils meet the criteria for loaned digital devices and internet access.

Full eligibility criteria are set out in the following link <https://www.gov.uk/guidance/get-help-with-technology-for-remote-education-during-coronavirus-covid-19#who-is-eligible-to-receive-digital-devices-and-internet-access>

**Get online at Home** - If you don't fit in to the above categories and are in need of some new **IT equipment**, <https://www.getonlineathome.org/> offers discounts on refurbished PC's, laptops and tablets. 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 **Freegle** and **Freecycle**. You can also put in a request for particular items. There is often household furniture being given away. <https://www.ilovefreegle.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/>

**Children in Need Emergency Essentials funding** can help with essential items. The application must be completed by a registered referrer who is part of an organisation that supports the family or young person. **Please contact your child's school to find out if they are able to make an application for you.** Who is eligible?

Vulnerable children and young people up to the age of 18 who are experiencing a crisis or emergency AND UK or EU citizens who are normally resident in the UK.

They can deliver or fund critical items such as:

- Electric cookers
- Furniture
- Kitchen equipment and small appliances
- Children's beds and bedding (including cots)
- Washing machines and tumble dryers
- Fridges, freezers and fridge-freezers
- Baby equipment
- Clothing



### 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).

**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's , 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> Applications for a Family Fund grant must be made by the parent or carer of the disabled child or young person. They help families across the UK who are raising a disabled or seriously ill child or young person aged 17 or under. Please head to the website for eligibility criteria. 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. Full details are on their website.

### 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. Please encourage those that may find it difficult to seek help to find out what support might be available. <https://www.ealing.gov.uk/covidmoneyadvice>

**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 a useful template to 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. It's already helped hundreds of thousands of people. <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. Families can apply for a Zip Oyster Card for 5-10 year olds to also get discount /free travel on most [National Rail services](#) (that accept pay as you go), 50% off adult rate tickets on the [Thames Clippers River Bus services](#) and pay as you go at a child rate on the [Emirates Air Line](#). If you're unemployed and looking for work, you may get discounted travel in London. Click the link to find out more. <https://tfl.gov.uk/fares/free-and-discounted-travel/jobcentre-plus-travel-discount?intcmp=54730>



**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>

**The Summer Reading Challenge** is a great time to share and talk about books as a family and to celebrate your child's reading achievements <https://summerreadingchallenge.org.uk/>. The website is free to use, and your children can keep a record of the books they have read.

**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.

<https://www.goodtoknow.co.uk/family/best-virtual-tours-for-kids-536089> This link takes you to the best, and FREE, virtual tours that you and your whole family can enjoy.

**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)

**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** will be providing widely 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/>





**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)

**Parents Action and Resource Centre Parents Action and Resource (PARC)** is an independent community-led organisation based in Northolt. They provide a safe space for parents of Black children and young people to share information, network and challenge racism within education. During the time of coronavirus (COVID-19), we provide online resources to support home schooling and advice on education matters. <http://parentsactionresource.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>

**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/>

### 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=A1crN56MC0>

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