

# Services offering support during COVID-19 and useful resources

Pack for parents/carers



## Local support

### Contact Ealing

Contact Ealing are continuing their support and information sessions as online Zoom meetings, including their new Autism Support Group. You can still make an appointment for advice and support which will be offered either over the phone or via Skype, WhatsApp or Zoom. You can also follow their Facebook for useful updates [www.facebook.com/contact-ealing](https://www.facebook.com/contact-ealing)

If interested, please email [ealing@contact.org.uk](mailto:ealing@contact.org.uk) for dates of online sessions.

There are also three new support lines to offer support:

*Financial and Benefit advice (for Benefit Advice, DLA, PIP and Universal Credit enquiries):*

Selina Eshun on 07395 913573

Tuesday, Wednesday & Thursday 10am to 3pm

*General advice (including advice in Punjabi), booking sessions & events:*

Satvir Birk on 07884741654

Monday to Thursday 10am to 2pm

*Coronavirus advice and support line (for information on our local services and support):*

Brigitte Bistrick-Bryan on 07395 963888

Monday to Friday 11am to 3pm

### Ealing Together

Residents who may be lonely and are self-isolating can use Ealing together to safely request support for themselves, a vulnerable family or someone else they know who is isolated and struggling through a structured and trusted referral system. Behind the Ealing Together website is a dedicated team that will put the people who want to help others, and people who qualify for help, in touch with appropriate local organisations. You can request help with your shopping, or just someone to talk to.

Call 020 8825 7170 or fill in the online form at <https://ealingtogether.org/>

### Ealing Family Information Service

The FIS has a dedicated SEND Officer who provides advice, support and specialist information for families who have a child with additional needs or disability. A bespoke support service is also available to families who are experiencing challenges in accessing services such as childcare, that meet the needs of their child. The (FIS) will be supporting parents whose jobs have been identified as being 'Critical Workers' and parents of vulnerable children; with information on which schools and childcare provisions remain open for their children to attend.

Tel: 0202 8825 5588

Email: [children@ealing.gov.uk](mailto:children@ealing.gov.uk)

## Online resources

### Ealing Local Offer

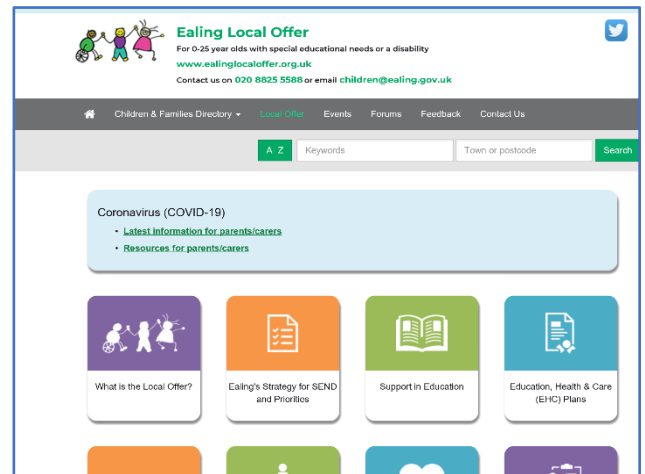
A new COVID-19 Resource page has been created for parents/carers, children and young people which contains resources for all ages, including but not limited to:

- Educational and interactive resources
- Interactive pack produced by the Early Start SEND Inclusion Team with movement activities, visual tools and ideas on indoor activities; such as creating your own sensory bottle
- Resource packs for children with learning disabilities and autism
- Tips on talking to children about coronavirus
- Social stories with helpful suggestions on managing anxiety.
- Mental health and wellbeing support

Visit: [www.ealinglocaloffer.org.uk](http://www.ealinglocaloffer.org.uk) and select 'Coronavirus (COVID:19) Resources for parents/carers'

For regular updates:

[www.facebook.com/ealinglocaloffer](https://www.facebook.com/ealinglocaloffer)



## National support

Please be aware that wait times for calls may be longer than usual. If you are looking for information, in the first instance you should try and access this online.

### Housing advice

#### Shelter

For advice on your rights and latest legislation.

Visit: [https://england.shelter.org.uk/housing\\_advice/coronavirus](https://england.shelter.org.uk/housing_advice/coronavirus)

Tel: 0808 800 4444 (for urgent enquiries only, you have nowhere to sleep, or might be homeless soon you have somewhere to sleep, but nowhere to call home or you are/could be at risk of harm)

## Financial Advice

### Citizens Advice Service

Check what benefits you can get if your work has been affected by coronavirus (COVID-19). You might be able to get extra money if you're sick, self-isolating or if you're earning less.

Visit: <https://www.citizensadvice.org.uk/benefits/>

## Mental Health and Wellbeing

### YoungMinds

Information on child and adolescent mental health. Services for parents and professionals.

Visit: [www.youngminds.org.uk](http://www.youngminds.org.uk)

Tel: 0808 802 5544 (Helpline for parents)

### Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Visit: [www.familylives.org.uk](http://www.familylives.org.uk)

Tel: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

### Mind

Promotes the views and needs of people with mental health problems.

Visit: [www.mind.org.uk](http://www.mind.org.uk)

Tel: 0300 123 3393 (Monday to Friday, 9am to 6pm)

**A full list of mental health and wellbeing support can be found on the NHS :**

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

## Other support

### National Autistic Society

The Autism Helpline enquiry service provides impartial, confidential information along with advice and support for autistic people and their families and carers.

Visit: [www.autism.org.uk](http://www.autism.org.uk)

Fill in the [online enquiry form](#) to request advice.

**National Deaf Children's Society**

Information and advice on support for deaf children and their families.

Visit: [www.ncds.org.uk](http://www.ncds.org.uk)

Tel: 0808 800 8880 (Monday to Friday 9am to 5pm)

**Mencap**

Charity working with people with a learning disability, their families and carers.

Visit: [www.mencap.org.uk](http://www.mencap.org.uk)

Tel: 0808 808 1111 (Monday to Friday, 9am to 5pm)