



London Borough  
of Hounslow

# Directory of support for residents

Hounslow - August 2013



# Directory of support for residents

Hounslow Council has put together this information to support residents who will be facing significant changes to their individual and household income over the coming years due to welfare reform. This mini-directory provides a snapshot of the support available to residents. Most of the services listed are for emergency or urgent situations. There are many more services being run across the borough by the council and by our voluntary and community sector. Page 25 provides a list of directories and information points for these other services and activities.

**Note:** The Council believes that all information provided in this publication is correct at the time of printing. Not all the services in the directory are overseen by the London Borough of Hounslow and therefore we cannot be responsible for the quality and/or availability of delivery.

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## Emergency food

Theme	Contact Details	Area	Notes
<b>Hounslow Community FoodBox</b>	<b>020 8577 5596</b> <b>info@hounslowfoodbox.org.uk</b> <b>hounslowfoodbox.org.uk</b>	Brentford, but borough wide	Free emergency food packages. Social worker or similar professional or charitable agency, referral needed. Email for a referral form.
<b>Food Storehouse</b>	Vineyard Centre, Feltham <b>020 8890 2626</b> <b>doris@riversidevineyard.com</b> <b>www.riversidevineyard.com</b>	Feltham, but borough wide	Free emergency food packages. Social worker or similar professional or charitable agency, referral needed. Email for a referral form.
<b>Feltham Food Bank</b>	<b>07973 436 867/07448 831 297</b> <b>felthamfoodbank@gmail.com</b>	Operates from Eldridge House, Feltham, but borough wide	Free emergency food packages. Social worker or similar professional or charitable agency, referral needed. Email for a referral form.
<b>St Paul's Church Food bank</b>	St.Paul's Church Hounslow West <b>naomifoxgood@hotmail.com</b>	Referrals primarily from local area	Free emergency food packages. Social worker or similar professional or charitable agency, referral needed. Email for a referral form.
<b>Mission in Hounslow Trust - The Olive Branch Drop In centre</b>	Holy Trinity Church, Hounslow High Street (combining volunteers from three local churches) <b>020 8744 5333</b>	Hounslow centre /but borough wide	Saturday only - food, shelter and washing facilities. Distributes - toiletries, clothes and tinned food to the homeless. No referral needed, drop-in.

## Emergency food

Theme	Contact Details	Area	Notes
<b>Chiswick Food Bank</b>	Suite 1, The Courtyard, Swan Centre, Fisher's Lane, W4 1RX <b>020 8995 2142</b> <b>rhythmsoflifeinternational@gmail.com</b>	Chiswick, but borough wide	Free emergency food packages. Social worker or similar professional or charitable agency, referral needed. Email for a referral form.

## Food projects

Theme	Contact Details	Area	Notes
<b>Free school meals</b>	<p><b>020 8583 2820/2781</b>  <b>schoolmeals@hounslow.gov.uk</b>  <b>www.hounslow.gov.uk/free_meals</b></p> <p>Free school meals            Business Support Services            Children's and Adults' Services            Civic Centre, Lampton Road            Hounslow TW3 4DN</p>	Borough wide	Residents on certain benefits with children in schools maintained by Hounslow Council, may be able to claim for free school meals. For children in schools not maintained by the council, talk to that school directly.
<b>Multicultural Centre Lunch Club</b>	<p>49-53 Derby Road,            Hounslow TW3 3UQ  <b>020 8577 2702</b></p>	Hounslow centre /borough wide	Lunch Club. Two course hot meal for £4 (as of April 2013), served from 12.30pm daily. No referral needed, just drop in.
<b>Gurdwara Sri Guru Singh Sabha</b>	<p>Alice Way, Hanworth Road            Hounslow TW3 3UA  <b>020 8577 2793</b></p>	Hounslow centre /borough wide	1000 meals per day served primarily to Sikh community, (but not essential). Meals 11am-7pm. No referral needed, just drop in.
<b>Gurdwara Guru Nanak Nishkam Sewak Jath</b>	<p>134-142 Martindale Road,            Hounslow TW4 7HQ  <b>020 8570 4774</b></p>	Hounslow centre /borough wide	Meals served daily, primarily to Sikh community, (but not essential). No referral needed, just drop in.
<b>Hounslow Afro-Caribbean Association</b>	<p>Ms Brenda Baptiste            The Pyramid Centre, Brentford Library,            Boston Manor Road,  <b>020 8569 8723</b></p>	Brentford, although all residents can access it	Support group for Afro-Caribbean people; luncheon club, advice and advocacy service. No referrals needed but ring first. Wednesdays only, 11am-3pm.

## Furniture, toys, equipment and clothing

Theme	Contact Details	Area	Notes
<b>Children's Storehouse</b>	Tracy Haden Storehouse team leader <b>020 8890 2626</b> <b>riversidevineyard.com</b>	Vineyard Centre, Feltham, but borough wide	Receives and distributes toys, clothes, books, equipment etc for children. Referral needed from appropriate professional agency, school teacher or charitable organisation. Call for a referral form.
<b>Hounslow Furniture Project</b>	Carnegie Hall, Northcote Ave, Isleworth TW7 7JQ <b>020 8892 4916</b> (general enquires) <b>020 8814 2225</b> (to make donations) <b>hounslowct.org.uk</b>	Isleworth, but borough wide	Redistributes donated reusable furniture and electrical household appliances (excluding television sets) to those who may otherwise struggle to afford such items (low cost).
<b>William Wilberforce Trust</b>	1053 Great West Road, Brentford TW8 9BW <b>020 7052 0425</b> <b>www.wwtfurniture.org.uk</b>	Brentford, but borough wide	Non-profit charity provides the highest quality furniture at the lowest available price. Delivery is free to some areas, or £10. No referral necessary.
<b>Richmond Furniture Scheme</b>	1a Fortescue Avenue, Twickenham <b>020 8755 4665</b> <b>admin@richmondfurnituresscheme.co.uk</b> <b>richondfurnituresscheme.co.uk</b>	Richmond, but borough wide	Low cost furniture, bric-a-brac, children's toys and equipment, garden and DIY tools, textiles and bedding and paint. No referral necessary, but evidence of benefits/low income necessary to secure lower price point.
<b>Trinity Furniture Store</b>	3-7 Willow Tree Lane, Hayes UB4 9BB <b>020 8797 9505</b> <b>info@trinityhp.org.uk</b>	Hayes, but borough wide	Low cost furniture, household appliances, TV/audio, small electricals, garden and DIY tools, bikes and office furniture. No referral necessary.

## Health

Theme	Contact Details	Area	Notes
<b>National Careline</b>	<b>0800 0699 784</b> <b>www.thenationalcareline.org</b>	National	Information about care and support for older people, their carers and their families. No referral needed.
<b>Crossroads Care West London</b>	<b>020 8570 6963</b> <b>lyn.hammond@crossroadscarewestlondon.org</b>	Borough wide	Information and support to carers on: carers rights; welfare benefits; carers assessments and information for working carers. No referral needed, call for information.
<b>Young Carers Association</b>	The Southville Centre, Southville Road, Bedfont TW14 8AP <b>020 8583 5862</b> <b>youngcarers@hounslow.gov.uk</b>	Borough wide	Provides information, advice, support and fun social activities for Hounslow's young carers between the ages of 5 and 18 years old.
<b>Royal National Institute for Deaf and Hard of Hearing People (RNID)</b>	<b>0808 808 0123</b> <b>informationline@rnid.org.uk</b> <b>www.rnid.org.uk</b>	Borough wide/ national	Provides free, confidential and impartial information to deaf and hard of hearing people, their families, friends, and professionals. Information provided on: hearing aids, health care, benefits and services, deaf awareness, communication, equipment, rights and tinnitus. No referral needed.

## Health

Theme	Contact Details	Area	Notes
<b>Visions</b>	Da Spot Lampton Road, Hounslow TW3 1JG <b>020 8583 6440</b>	Borough wide	Visions provides support to young people under the age of 18 who have been affected by drugs and alcohol, including young people who have experienced the negative effects of parental substance misuse. The service offers advice, counselling, education, one-to-one key working, and group-based support.
<b>Hounslow Youth Counselling Service</b>	<b>020 8568 1818</b> 78 St John's Road, Isleworth, TW7 6RU Text <b>020 8568 1818</b> Email via webpage <a href="http://www.hycscounselling.co.uk/12/Contact-Us.html">www.hycscounselling.co.uk/12/Contact-Us.html</a>	Borough wide	Free confidential service for all young people living, working or studying in the London Borough of Hounslow. Offers one-to-one counselling for young people aged from 11 to 25 inclusive. Young people from all sections of the community welcomed and we do not discriminate on the grounds of gender, ethnicity, race or religion.
<b>iHEAR Partnership</b>	Pharmacia House 1 Prince Regent Road Hounslow TW3 1NE <b>020 8538 1150/1171</b>	Borough wide	<ul style="list-style-type: none"> <li>• Drug and alcohol service that provides:</li> <li>• Assessments</li> <li>• Harm reduction</li> <li>• Mutual aid and peer-led support</li> <li>• Health and wellbeing services including mental health</li> <li>• Access to detox and rehab packages.</li> </ul>
<b>Hounslow 24/7 helpline</b>	<b>0800 043 6575 (free from any landline)</b>	Borough wide	A dedicated 24/7, 365 days a year FREE phone number, for people concerned about their drug or alcohol use. The service is also for parents and carers and provides confidential information, and support.



## Health

Theme	Contact Details	Area	Notes
<b>Alcoholics Anonymous</b>	<b>0845 769 7555</b>	National	National alcohol helpline, operating 24-hours a day. A free, confidential advice and information service for people with alcohol misuse problems. Regular group meetings are held in Hounslow.
<b>Narcotics Anonymous</b>	<b>0300 999 1212</b>	National	National drugs helpline, operating 24-hours a day. A free, confidential advice and information service for people with drug misuse problems. Regular group meetings are held in Hounslow.
<b>Talk to FRANK</b>	<b>0800 77 66 00 (free from any landline)</b>	National	National drugs helpline, operating 24-hours a day. Talk to Frank offers FREE and confidential information on drugs and drug-related problems.
<b>CrimeStoppers</b>	<b>0800 555 111</b>	National	If you believe somebody is dealing or manufacturing drugs, call Crime Stoppers anonymously.
<b>Mental health</b>	<b>GP help line:</b> Service users can access a 24-hour support line on <b>020 8354 8404</b> . Monday to Friday: 9am to 5pm (excluding bank holidays). Looking to offer evening appointments in the future.	Borough wide	<b>Crisis assessment clinic for urgent assessments</b> Open for walk-in patients from 9am to 4pm. Assessment Team Lakeside, Twickenham Road, Isleworth TW7 6AF. <b>Out of hours emergencies</b> In an emergency outside normal hours, patients should go to the Accident and Emergency (A&E) department at West Middlesex Hospital.

## Health

Theme	Contact Details	Area	Notes
<p><b>Mental health</b></p> <p><b>The mental health services in Hounslow are run in partnership with the West London Mental Health Trust.</b></p>	<p>Assessment Team Lakeside Twickenham Road Isleworth TW7 6AF <b>020 8483 1556</b> <b>Switchboard: 020 8483 1500/1400</b> <b>hounslowassessmentteam@nhs.net</b> An assessment service will be offered from alternative venues for those who find it difficult to travel.</p>	<p>Borough wide</p>	<p>Community based mental health team providing assessment and care for people with severe and enduring mental health problems, and for those not receiving support from other mental health services. Depending on level of need, the following services can be arranged:</p> <ul style="list-style-type: none"> <li>• Crises/duty service</li> <li>• Day services offering drop-in, activity groups and work projects</li> <li>• Accommodation with different levels of support</li> <li>• Help with getting a place in hospital during mental health crises</li> <li>• Help at home as an alternative to hospital</li> <li>• Help for people in hospital to return home</li> <li>• Support for homeless people with mental health problems</li> <li>• Support for carers caring for people with long-term mental health problems. Your needs can also be assessed and reviewed on a regular basis</li> </ul>

## Health

Theme	Contact Details	Area	Notes
<b>Domestic Violence</b>	<p>020 8583 2503  <a href="mailto:community.safety@hounslow.gov.uk">community.safety@hounslow.gov.uk</a>  <a href="http://www.hounslow.gov.uk/domestic_violence">www.hounslow.gov.uk/domestic_violence</a></p>	Borough wide	<p>Domestic violence is a serious crime which affects all types of communities.            If you wish to report or discuss your situation, please contact any of the numbers below:</p> <ul style="list-style-type: none"> <li>• <b>Police Community Safety Unit</b> 020 8247 6583</li> <li>• <b>Domestic Violence Outreach Service</b> 020 8247 6466 (Mon-Fri - 9am to 5pm)</li> <li>• <b>Victim Support (24 hours)</b> 0845 3030 900</li> <li>• <b>Freephone 24 hour National Domestic Violence Helpline</b> 0808 2000 247</li> <li>• <b>Broken Rainbow - lesbian, gay, bisexual and transgender</b> 0300 999 LGBT (5428) (Mon 2pm-8pm, Wed 10am-1pm, Thur 2pm-8pm)</li> </ul>
<b>Independent Age</b>	<p>Counsel and Care,            6 Avonmore Road,            London W14 8RL            Advice line, <b>0845 262 1863</b>  <a href="mailto:advice@independentage.org">advice@independentage.org</a>  <a href="http://www.independentage.org">www.independentage.org</a></p>		<p>Advice and information for vulnerable older people on issues including community care, hospital discharge, continuing care, charitable help.</p>

# Housing

Theme	Contact Details	Area	Notes
<b>LB Hounslow Housing Options and Solutions Service</b>	Civic Centre, Lampton Road, Hounslow, TW3 4DN <b>020 8583 4422</b> <b>housing.customerservices@hounslow.gov.uk</b> <b>www.locata.org.uk/hounslow</b>	Borough wide	Provides housing advice and options to residents who may be looking for accommodation options on an emergency or longer term basis.
<b>Various housing providers' give advice</b>	See individual housing provider websites	Borough wide	You must be a resident of the housing provider. Contact your housing officer for additional support and advice.
<b>Shelter</b>	Free advice helpline <b>0808 800 4444</b> <b>http://england.shelter.org.uk</b>	Borough wide/ national	Very informative website with downloadable information sheets. Plus, free advice line for home owners or the homeless. Support with finding a place to live, housing benefit.
<b>Housing Benefits advice</b>	<b>www.gov.uk/housing-benefit/overview</b>	National	You could get housing benefit to help you pay your rent if you're on a low income and it can pay for part or all of your rent. How much you get depends on your income and circumstances. You can apply for housing benefit whether you're unemployed or working. You may also be able to get help with your rent if your benefits stop.

# Housing

Theme	Contact Details	Area	Notes
<b>Gov.uk Housing Benefits overview</b>	<a href="http://www.gov.uk/housing-benefit/overview">www.gov.uk/housing-benefit/overview</a>	National	Overview of housing benefit nationally and recent changes to welfare reforms.
<b>Hounslow's Supporting Peoples programme</b>	Supporting Independence Service London Borough of Hounslow, Civic Centre, Lampton Road, Hounslow TW3 4DN <b>020 8583 3942</b> <a href="mailto:Supporting.independence@hounslow.gov.uk">Supporting.independence@hounslow.gov.uk</a> <a href="http://www.hounslow.gov.uk/supporting-independence">www.hounslow.gov.uk/supporting-independence</a>	Borough wide	The Supporting People programme funds supported housing and other housing related support services for people who need help to develop independent living skills or maintain independence in the community. Access is by referral to the Supporting Independence Service.
<b>Rough Sleeper hotline</b>	Streetlink <b>0300 500 0914</b> <a href="http://www.streetlink.org.uk">www.streetlink.org.uk</a>	National	Use the Rough Sleeper hotline, to report rough sleepers and they will forward this information to the relevant outreach service.
<b>Alone In London</b>	9am - 4pm Monday to Friday. <b>020 7278 4224</b> <a href="mailto:enquiries@als.org.uk">enquiries@als.org.uk</a> <a href="http://www.aloneinlondon.org">www.aloneinlondon.org</a>	National	For young people who are homeless or at risk of homelessness the service provides initial advice about what young people should do and local services.
<b>Hounslow churches homeless night shelter</b>	Shelter Project Hounslow c/o Christ Church, Turnham Green, Town Hall Avenue, Chiswick W4 5DT <a href="mailto:andreelee@bigfoot.com">andreelee@bigfoot.com</a>	Borough wide	Seasonal free night shelter during winter months. Accommodation provided in churches across the borough on a rotating weekly rota.

## Legal support and advocacy

Theme	Contact Details	Area	Notes
<b>Legal Advice Service</b>	Referrals through CAB and Hounslow Homes only (see money advice and support).	Borough wide	Service provided in the areas of welfare benefits and debt for residents who are disadvantaged or unable to act for themselves, and cannot afford a solicitor and are not eligible for legal aid. Services include representation at tribunals/upper tribunal when benefits are thought to have been incorrectly refused or awarded, and representation at county court for residents facing eviction or repossession of their home due to rent/mortgage arrears. Commissioned by Hounslow Council.
<b>Legal Aid</b>	Telephone: <b>0845 345 4 345</b> Minicom: <b>0845 609 6677</b> Monday to Friday, 9am to 8pm Saturday, 9am to 12:30pm Calls cost 4p a minute from a BT landline. Mobile calls usually cost more.	National	Legal aid can help you pay for legal advice, mediation or representation in court if you can't afford it. This could include help for housing, debt, family or education problems. You can also get legal aid if you're accused of a crime. You can't use legal aid for most work problems, unless you've been discriminated against.
<b>Age UK Hounslow</b>	Email enquiry form on website <b>020 8560 6969</b> <b>www.ageuk.org.uk</b>	Borough wide - offices in central Hounslow, Chiswick, Brentford and Feltham	Advocacy, information and advice (among a wide range of other services) No referral needed.

## Legal support and advocacy

Theme	Contact Details	Area	Notes
<b>Centre for Armenian Information and Advice (CAIA)</b>	Mr Misak Ohanian 105 Mill Hill Road, Acton N3 8JF <b>020 8992 4621</b> <b>info@caia.org.uk</b> <b>www.caia.org.uk</b>	Acton, but borough wide access	Provision of welfare, educational and cultural services, advocacy, information and advice. No referral, ring to make an appointment. Some Armenian connection necessary.
<b>SFIDA</b>	49-53 Multicultural Centre Derby Road, Hounslow TW3 3UD <b>020 8940 4349</b> <b>m.sfida@yahoo.co.uk</b> <b>kadine@btinternet.com</b> <b>www.sfida-challenge-women-s-grap.com</b>	Central Hounslow, but borough wide access	Advocacy, information and advice for east European residents. No referral needed, ring to make an appointment. Some eastern European connection necessary.
<b>Speak Out in Hounslow</b>	Van Gogh House Business Centre, 10 Holme Court, 158-160 Twickenham Road, Isleworth, TW7 7DL <b>020 8758 2048</b> <b>speakoutinhounslow.org</b> 9-4pm Monday - Friday	Borough wide	Advocacy support for people with learning disabilities. No referral needed, ring to make an appointment.
<b>Voiceability</b>	Tel: <b>0300 330 5471</b> Text: <b>07860 022939</b> <b>hounslowadvocacy@voiceability.org</b> <b>voiceability.org/ in_your_area/london/ hounslow</b>	Borough wide	Advocacy service for residents including those with a learning disability or mental health need and deaf and hard of hearing clients. This service also acts as a gateway into a specialist service when the needs of the resident or the complexity of the issue require this.

## Legal support and advocacy

Theme	Contact Details	Area	Notes
<b>Disability Network Hounslow</b>	The Star Centre 63-65 Bell Road Hounslow TW3 3NX <b>020 8577 0956</b> <b>vice-chair@disabilitynetworkhounslow.org</b> <b>www.disabilitynetworkhounslow.org</b>	Borough wide	Advice and information for disabled people, their families, carers and professionals on benefits and other support services. No referral needed. Contact for appointment.



## Money advice and support

Theme	Contact Details	Area	Notes
<b>Hounslow Council</b>	Provision of information and support on website <b><a href="http://www.hounslow.gov.uk/advice_and_benefits">www.hounslow.gov.uk/advice_and_benefits</a></b>	Borough wide	Various support and information on benefits, debt, money management. Online benefits calculator.
<b>CAB Hounslow</b>	2nd Floor, The Centre, High Street, Feltham, TW13 4GU <b>020 8572 1082</b>  2nd Floor, Treaty Centre, Hounslow <b>020 8572 1082</b>  Chiswick Town Hall, Heathfield Terrace, Chiswick, W4 4JN <b>020 8572 1082</b>	Borough wide outreach (four sites) and Feltham High St, Hounslow Treaty Centre, and Chiswick offices	The citizens advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.  Contact CAB for opening times.  A Hounslow commissioned service.
<b>Hounslow Community Association Limited</b>	9 Montague Road, Hounslow <b>020 8572 1092</b> <b><a href="mailto:devamareemootoo@yahoo.co.uk">devamareemootoo@yahoo.co.uk</a></b>	Central Hounslow	Debt/money advice, general advice, information and support. No referral, ring to make an appointment.
<b>Entitled to</b>	<b>Benefits calculator</b> <b><a href="http://www.entitledto.co.uk">www.entitledto.co.uk</a></b>	National	Up-to-date information about benefit entitlements via an online questionnaire.

## Money advice and support

Theme	Contact Details	Area	Notes
<b>Thamesbank Credit Union</b>	<b>020 8756 3865</b> <b>admin@cus.coop</b>	Borough wide	Thamesbank is a financial cooperative that provides members with a savings account and a source of affordable credit.
<b>Money Advice Service</b>	<b>0300 500 500</b> <b>www.moneyadviceservice.org.uk</b>	National	Free, confidential support on money issues. Open access website with helpful tools eg action plans, budget plans, health checker.
<b>National Debt Line</b>	<b>www.nationaldebtline.co.uk</b> or call National Debtline free on <b>0808 808 4000</b> Monday - Friday 9am-9pm Saturday 9.30am-1pm	National	The helpline that provides free confidential and independent advice on how to deal with debt problems.
<b>My Money Steps</b>	<b>www.mymoneysteps.org</b>	Borough wide	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.
<b>Business Debtline (BDL)</b>	<b>0800 197 6026</b> free from landlines <b>www.bdl.org.uk</b> Mon - Fri 9am to 5.30pm	National	Offers debt advice for self employed people. Specialist advisers can help with your queries. BDL is a charity - part of the Money Advice Trust (MAT) - formed in 1991 to increase the quality and availability of free, independent money advice in the UK.

## Money advice and support

Theme	Contact Details	Area	Notes
<b>Step Change</b>	<b>0800 033 4321</b> <a href="http://www.stepchange.org/Home.aspx">www.stepchange.org/Home.aspx</a> free from landlines (request call back from mobiles) Mon-Fri 8am-8pm; Sat 9am-4pm.	National	Offers expert, tailored advice and practical solutions to problem debt. Whether it's what to expect when you can't afford to pay your debts, how to create a personal budget, or practical solutions for dealing with your debt.
<b>Pension Service (over 60s)</b>	<b>0800 991234</b> <a href="http://now.gov.uk">now.gov.uk</a> free from landlines	National	The pension service provides a wide range of information about the state pension, pension credits, winter fuel payments and related benefits.
<b>DWP - Benefit Enquiries</b>	<b>0800 88 22 00</b> - Enquiry line <a href="http://www.gov.uk/browse/benefits">www.gov.uk/browse/benefits</a> Winter fuel payment <a href="http://www.gov.uk/winter-fuel-payment">www.gov.uk/winter-fuel-payment</a> Cold weather payment <a href="http://www.gov.uk/cold-weather-payment">www.gov.uk/cold-weather-payment</a> Warm home discount scheme <a href="http://www.gov.uk/the-warm-home-discount-scheme">www.gov.uk/the-warm-home-discount-scheme</a> Green deal scheme <a href="http://www.gov.uk/green-deal-energy-saving-measures">www.gov.uk/green-deal-energy-saving-measures</a> Renewable heat premium payment <a href="http://www.gov.uk/renewable-heat-premium-payment">www.gov.uk/renewable-heat-premium-payment</a>	National	For general information on all benefits and the support available from central government.

## Money advice and support

Theme	Contact Details	Area	Notes
<b>DWP Short term advance benefit payments</b>	Apply via any Job Centre Plus <a href="http://www.dwp.gov.uk/docs/budgeting-short-term-advances-guidance-las.pdf">www.dwp.gov.uk/docs/budgeting-short-term-advances-guidance-las.pdf</a>	National	When someone makes, or is about to make, a new claim to benefit, they can sometimes encounter a period of financial need before receiving their first payment of benefit. Short-term advances of benefit help claimants through these periods (recovered from subsequent payments of benefit).
<b>Tax Credits</b>	The Credit Office, Preston, Lancashire PR1 0SB <b>0845 300 3900</b> Text phone: <b>0845 300 3909</b> <a href="http://www.taxcredits.inlandrevenue.gov.uk">www.taxcredits.inlandrevenue.gov.uk</a>	National	Depending on your circumstances and income levels, you could be entitled to Child Tax or Working Tax credits.

## Money advice and support

Theme	Contact Details	Area	Notes
<b>Discretionary Local Crisis Payments (DLCP)</b> <b>Hounslow Council</b>	Local Welfare Provision Officer Revenues and Benefits Client Unit London Borough of Hounslow Civic Centre, Lampton Road Hounslow TW3 4DN <b>020 8583 2000</b> <b>helpinghand@hounslow.gov.uk</b>	Borough wide	This scheme helps households to; establish themselves in the community following a stay in institutional or residential care; remain in the community instead of entering institutional or residential care; eases exceptional pressures and stress and avoid serious risk to health and safety where it may be prevented.  DLCPs are available to those households which are: already in receipt of income support, income-related employment and support allowance, income-based jobseeker's allowance, pension credit, or payment on account of one of these benefits or their replacement under Universal Credit. Already in receipt of Housing Benefit and Council Tax Support.
<b>Energy Saving Advice Service</b>	<b>0300 123 1234</b> Monday to Friday, 9am to 8pm Saturday, 10am to 2pm	National	You may get all or part of the cost of: loft or cavity wall insulation boiler repairs or replacements. Needs a referral through the telephone helpline.
<b>Council Tax Discounts and Rebates</b>	Revenue Services, Civic Centre Lampton Road, Hounslow TW3 4PJ <b>020 8583 4242</b> <b>counciltax@hounslow.gov.uk</b>		Depending on your circumstances you could be entitled to a discount on your council tax.

## Money advice and support

Theme	Contact Details	Area	Notes
<b>Disabled Facilities Grant</b>	<b>020 8583 3876/3877</b>	Borough wide	Grant from the council to improve home facilities.
<b>Disabled Perons's Railcard</b>	<b>0845 605 0525</b> <b>www.disabledpersons-railcard.co.uk</b>	National	Enables a disabled passenger and one carer to travel by rail at a rate reduced by one third.
<b>Disabled Person Freedom Bus Pass</b>	Freedom Pass London Councils, 59 1/2 Southwark St, London SE1 0AL <b>0845 275 7054</b> <b>www.freedompass.org</b>	Borough wide	Free travel on public transport for people with a disability.
<b>Family Fund</b>	Unit 4, Alpha Court, Monks Cross Drive, Huntingdon, York YO32 9WN <b>08449 744099</b> <b>info@familyfund.org.uk</b> <b>www.familyfund.org.uk</b>	National	Grants to families caring at home for a severely disabled or seriously ill child under 16. Payments can be made for clothing and bedding, driving lessons, the purchase of household appliances, outings etc.
<b>Hounslow Council Social Services Waiver Scheme</b>	<b>020 8583 3045</b> <b>www.hounslow.gov.uk</b>	Borough wide	In certain circumstances charges for care services can be reduced or even waived altogether where people are having real and unavoidable difficulty in meeting the payments.

## Training, skills and employment

Theme	Contact Details	Area	Notes
<b>Job Centre Plus</b>	<p>10 Montague Road Hounslow TW3 1LE Telephone: <b>0845 604 3719</b> Textphone: <b>0845 608 8551</b> Jobseeker's allowance - <b>0845 603 6347</b> Income support - <b>0845 603 6347</b> Employment and support allowance - <b>0845 603 6347</b> Incapacity benefit - <b>0845 603 6347</b> Social fund - <b>0845 603 6967</b> Maternity allowance - <b>0845 608 8610</b> Lines are open Monday to Friday, 8am to 6pm - lines are normally less busy before 9am Bereavement benefits - <b>0845 608 8601</b> Industrial injuries disablement benefit - <b>0845 603 1358</b> Lines are open Monday to Friday, 9am to 5pm Find a job - <b>0845 606 0234</b> Make a new benefit claim - <b>0800 055 6688</b> Lines are open Monday to Friday, 8am to 6pm</p>	Borough wide	<p>Jobcentre Plus provides: Help looking for work Advice on claiming working age benefits Support returning to work Programmes and services, including access to work <b>Better Off Calculation;</b> Job Centre Plus advisers can let you know whether you will be financially better off returning to work. It provides:</p> <ul style="list-style-type: none"> <li>• Travel to interview scheme</li> <li>• Pathways to work</li> <li>• Jobpoints</li> <li>• Work trial</li> <li>• Training</li> </ul>

## Training, skills and employment

Theme	Contact Details	Area	Notes
<b>Volunteer Centre Hounslow Commissioned by Hounslow Council</b>	45 Treaty Centre, High Street, Hounslow TW3 1ES <b>020 8570 5083</b> <b>info@volunteerhounslow.org.uk</b>	Borough wide	Match individuals to volunteering opportunities, making the most efficient use of the voluntary sector's collective resource Hounslow Roks (Online equipment exchange) encourages collaboration and makes your surplus capacity work for you. The Think Business! project is tailor-made for groups of volunteers looking for short term challenges or team building days. Try E4Y for volunteering around youth events. No referral needed.
<b>Remploy</b>	<b>0300 456 8035</b> <b>louise.hill@remploy.co.uk</b> <b>www.rempoy.co.uk</b>	Borough	Provider of specialist employment support for people in receipt of disability or health-related benefits. Recruitment advisors support includes: confidence building, confidential one-to-one advice, training skills and development, help to write a CV and access to the latest vacancies with local employers.
<b>Care to Learn</b>	Learner Support helpline <b>0800 121 8989</b> Monday to Friday, 9am to 5pm	National	If you're studying and aged under 20 at the start of your course, Care to Learn can help pay for your childcare costs while you're learning. It's only available for courses in England that have some public funding. This can include courses in school and college 6th forms.



## Training, skills and employment

Theme	Contact Details	Area	Notes
<b>Childcare and tax credits</b>	<a href="http://www.gov.uk/childcare-tax-credits">www.gov.uk/childcare-tax-credits</a>	National	You could get extra tax credits to help pay for some of your childcare costs while you're working.
<b>Childcare Grant</b>	<a href="http://www.gov.uk/childcare-grant">www.gov.uk/childcare-grant</a>	National	Full-time higher education students with children can apply for a Childcare Grant of: up to £148.75 a week for one child up to £255 for two or more children The grant helps with childcare costs for children under 15, or under 17 if they have special educational needs.
<b>Parents' Learning Allowance</b>	<a href="http://www.gov.uk/parents-learning-allowance">www.gov.uk/parents-learning-allowance</a>	National	Full-time students with children could get up to £1,508 a year to help with their learning costs.
<b>Action Acton</b>	93a Inwood Road Hounslow TW3 1XH <b>020 8538 0073</b> <b>Marcin.Lewandowski@actionacton.com</b>	Borough wide	Provider of specialist training and English for speakers of other languages (ESOL). You will need a referral from Job Centre Plus for some courses.
<b>Twinings Enterprise</b>	Suite A, 2nd Floor 84 Uxbridge Road Ealing W13 8RA <b>020 8840 8833</b> <b>a.webb@twiningenterprise.org.uk</b>	Borough	Support for people with mental health needs to find and maintain work and learning opportunities.

## Training, skills and employment

Theme	Contact Details	Area	Notes
Reed	Ashley House 86-94 High Street Hounslow TW3 1NH <b>020 8538 2830</b>	Borough wide	Works in co-operation with Jobcentre Plus, specialist organisations and local partners to find lasting solutions for moving people into sustainable employment, changing lives and local communities for the better.
West Thames College	London Road Isleworth, TW7 4HS <b>020 8326 2000</b> <b>www.west-thames.ac.uk</b>	Borough wide	The College runs a range of skills and training programmes leading to employment and apprenticeships, we work in partnership with jobcentreplus to support people into employment. A team of qualified careers advisers can give one-to-one advice on available options.

There are over 900 voluntary and community organisations working across Hounslow to support residents. In addition to the groups listed above there are many that offer generic support and advice to specific communities or to residents with specific needs, and many offer support in a range of languages. Please use the databases below to search for other available services.

### Other useful databases:

#### Family Service directory -

Hounslow Council managed directory of services that support families in the borough. Some free, some at cost. Visit [fsd.hounslow.gov.uk](http://fsd.hounslow.gov.uk)

#### Voluntary and Community Sector (VCS) database -

VCS managed (self input) detailing VCS groups' services across the whole borough. Visit [www.hounslow.gov.uk/voluntary\\_sector](http://www.hounslow.gov.uk/voluntary_sector)

#### Help in Hounslow - [helpinhounslow.org.uk/](http://helpinhounslow.org.uk/)

#### Boro Booklet - Thames Valley Housing - [tvha.co.uk](http://tvha.co.uk)



# Notes

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