

Dear Friend

It seems every organisation is putting out a lot of information on places to go to for help or information. This document draws on many newsletters and websites to pull together some of the most useful information and telephone numbers for people in the London Borough of Hounslow.

It is not exhaustive and may over the coming days or weeks need to be changed or augmented, but even if it answers one person's need it is worth doing.

Hounslow Rotary Club takes no responsibility for the accuracy of this information .(it was a cut and paste exercise.)

1. LONDON BOROUGH OF HOUNSLOW

Important services that keep the borough running, including waste collection, street cleaning, bulky waste collection, mobile and online library services, continue as normal.

https://www.hounslow.gov.uk/info/20018/council_tax_and_benefits/2116/financial_support_and_advice_for_those_in_need

Discretionary Local Crisis Payments

ONLINE APPLICATION FORM

This scheme is in place to:

- help households to establish themselves in the community following a stay in institutional or residential care
- help households remain in the community instead of entering institutional or residential care
- ease exceptional pressures and stress on households; and
- avoid serious risk to health and safety where it may be prevented.

[Find out more](#)

Council Tax support scheme

We have our **council tax support scheme** for people on a low income.

APPLY ONLINE

Discretionary housing payments

This is to help customers on low income with a rental liability.

[Apply online](#)

Out of hours emergencies

Before you contact our out-of-hours – please be sure that your problem cannot be dealt with during normal office hours or that you cannot make other arrangements.

For an emergency only, please call: **020 8583 2222**.

Monday to Thursday: 5pm to 9am Friday: 4.45pm through to Mon 9am

Council Tax

You will have received your council tax bills for 2020/21. You need to pay your council tax in line with the instalments outlined on your bill.

Rent

You will have received your new rent cards for 2020/21. You need to continue to pay your rent weekly/monthly as outlined on your rent card.

The Council want to emphasise that residents who are currently able to pay their council tax and rent should continue to do so in the safe knowledge that if the time comes that they can't, the council will do its best to help and support them.

In addition, we're urging residents facing difficulties with these bills to contact the council rather than to simply build up arrears.

Contact details are available on our web site www.hounslow.gov.uk or on your council tax bills.

Difficult in paying an invoice

Please call us to discuss if you are experiencing problems in paying. We will work with you to reach a solution. Email us on Finance.income@hounslow.gov.uk or leaseholdincome@hounslow.gov.uk

Telephone: 0203 949 7732

Customer financial affairs

Will continue to monitor their most vulnerable cases. Ensure that customers debit cards have enough money to buy their essential shopping and anything else they need. The teams contact details are:

cfas@hounslow.gov.uk

Telephone: 020 3949 7735

Citizens Advice Bureau

The Citizens Advice Bureau (CAB) are also available to advise and support our residents.

The CAB can be contacted on 0300 330 1185.

If you need to provide documentary evidence to the CAB, they have asked that you scan paperwork and send this to them by email to: referrals@hounslowcabs.org.uk remember to include your name, address and telephone number.

You can also send a request for a call back to referrals@hounslowcabs.org.uk The CAB aim to respond within 48 hours where possible. They will attempt to call you back three times.

You can access most council services online: www.hounslow.gov.uk or by phone 020 8583 2000. Find out more [here](#).

Direct links to services are below:

- [Council Tax](#)
- [Benefits](#)
- [Homelessness](#)
- [Tenancy and Housing repairs](#)
- [Recycling and rubbish](#)
- [Environment](#)
- [Streets](#)
- [Planning and Building](#)
- [Adult Social Care](#)
- [Children and Families](#)
- [Schools, Children, and Families](#)

Council Tax support

During the current coronavirus crisis we will look sympathetically on any resident struggling with their Council Tax payments and will treat each situation on a case by case basis. In the first instance we will extend the instalments from 10 to 12 months and we will work with individual customers by reviewing their income and expenditure and then agreeing a suitable repayment plan which can be reviewed regularly. More information and support [available here](#).

2. FOODBANK

<https://fsd.hounslow.gov.uk/kb5/hounslow/fsd/service.page?id=2lcDAbSWacE>

Please note that to access emergency food and support you must have a completed referral voucher provided by a professional registered Referral Partner. You cannot self-refer, you need to talk to a Referral Partner so that they can complete a referral voucher for you.

If you are seeking help: to find a Referral Partner who is able to provide you with a referral voucher please contact Oonah Lacey on **07718 263614** or the office during our opening times on **07719 891787**. You must live in the London Borough of Hounslow and be in need of emergency food. □

If you are not working with an agency and are need of food, contact your nearest foodbank to find out how you can be referred to their services.

Hounslow

- [St Paul's Church Food Bank](#) **St Paul's Church**, Bath Road, Hounslow West, TW3 3DA

Isleworth

- [Bridgelink Food Bank](#) Bridgelink Community Centre, Summerwood Road, Isleworth

Feltham

- [Feltham Food Bank](#) 102 Hounslow Road, Feltham, TW14 0AX
- Brentford
[Hounslow Community Foodbox \(Brentford\)](#) **Brickfield Community Centre, Brickfield Close, Brentford TW8 8JN**

Clothing banks

Similar to foodbanks, there are a number of local organisations that offer clothes for babies and children as well as toys and baby equipment. Again a referral is generally required and you can find out more from the organisations directly listed below.

- [Family Store](#)
- [Storehouse](#)

Hot meals

[Open Kitchen Hounslow](#) run by Muslim Hands offers a hot meal for anyone between 12 noon to 2pm and 6pm to 8pm daily.

[Salma Food Bank](#) - **0 7 7 6 7 1 6 4 2 4 6** now covering West London. Interim food supplies delivered to you in emergency situations when your local food bank is not available.

3. SAFETY

NHS 111

NSPCC 0808 800 5000

Police non-urgent 101

Samaritans 116 123 or 0330 094 5717

Silent 999 add 55 at prompt 999 + 55

Gas Emergency 0800 111 999

Mind 0300 123 3393

National Domestic Abuse Helpline 0808 2000 247

SCAMS

If you think you've been scammed, CONTACT YOUR BANK then report it to Action Fraud on 0300 123 2040 and if you need advice, call the Citizens Advice Consumer Helpline on 0808 223 1133. If you are in immediate danger, contact the police on 999.

DOMESTIC ABUSE

The council has produced a leaflet which provides contact numbers for support services and safety advice for people experiencing domestic abuse during lockdown. If you, or someone you know, is in an abusive relationship please see the leaflet [here](#), download it if you can. If you know someone who might benefit from this information, try and find a safe time to talk to them about it when their abusive partner or family member is not around.

Phone lines may be busier than usual at the moment, if you don't get through to a service please keep trying.

Hounslow Domestic and Sexual Violence Outreach Service and One Stop Shop Monday - Friday 9am - 5pm Email: Community.Safety@hounslow.gov.uk **One Stop Shop** venue temporarily closed 07810 031 780

National Domestic Abuse Helpline Available: 24/7 0808 2000 247

Victim Support West London Available: 24/7 0808 168 9111

Women and Girls Network & Rape Crisis Monday - Friday 10am - 12.30pm
2.30pm - 4pm Late opening Wednesday 6 - 9pm 0808 801 0770

Men's Advice Line Monday and Wednesday 9am - 8pm Tuesday, Thursday and Friday 9am - 5pm 0808 801 0327

Southall Black Sisters Monday - Friday, 9am - 5pm 020 8571 9595

National LGBT Domestic Abuse Helpline Monday, Tuesday and Friday 10am - 5pm Wednesday and Thursday 10am - 8pm 0800 999 5428

NSPCC Available: 24/7 0808 800 5000

4. YOUTH AND ADULT MENTAL HEALTH AND SERVICES

<https://www.hfmind.org.uk/get-support/service-for-schools/youth-services-support-directory/>

4.1. LOCAL

Hounslow Youth Counselling Service offer free support to 11-25 year olds. Just pick up the phone to HYCS to request free 1-2-1 counselling support if you are 11-25 and live, study or work in Hounslow Borough. Call us on 020 8568 1818 or find out more from [their website](#). If you need urgent help text 85258. All texts are answered by trained volunteers, with support from experienced clinical supervisors. Texts are free from EE, O2, Vodafone, 3, Virgin Mobile, BT Mobile, GiffGaff, Tesco Mobile and Telecom Plus

West London CAMHS (Children and Adolescent Mental Health Service)

Mental health assessment and treatment for children, young people (0-18), and their families.
020 8483 1979

<http://www.westlondoncamhs.nhs.uk/>

The First team (Early Intervention in Psychosis Service)

Early intervention teams working with young people (14-35) experiencing their first episode of psychosis.

020 7386 1160

<https://www.cnwl.nhs.uk/services/mental-health-services/community-recovery/early-intervention/>

Brook Information, support and signposting service for young people under 25 on sexual health. Also run a confidential enquiry service via the [Brook website](#).

Frank Honest information about drugs and drug use.

Call 0300 123 6600 Call FRANK 24 hours a day, 7 days a week.

Text 82111. Text a question and FRANK will text you back.

Women & Girls Network

A free, female only service that supports women and girls who have experienced violence or are at risk of violence.

020 7610 4678

<http://www.wgn.org.uk/>

Muslim Youth Helpline 0808 808 2008 (Area served London)

Helpline providing culturally sensitive support to Muslim youth under the age of 25. Outreach services including family mediation, face to face counselling and befriending. See www.myh.org.uk for more information.

Runaway Helpline Call/text 116000 is here if you are thinking about running away. You can also contact the Helpline if you are worried that someone else is going to run away or if they are being treated badly or abused. You can call or text for free, 24 hours a day. It's all confidential.

4.2 NATIONAL

Mind

Information for young people about mental health and wellbeing and how to find support.

Infoline: 0300 123 3393

<https://www.mind.org.uk/information-support/for-young-people/>

Elefriends

A supportive online community where you can be yourself. A safe space to listen, share, and be heard for people over 18. Managed by Mind.

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

Samaritans

Free 24 hr helpline providing support to anyone in emotional distress. 116 123

<http://www.samaritans.org/>

Childline Free 24 hr helpline, email service, online and phone counselling for children and young people under 19. Ring 0800 1111 <https://www.childline.org.uk/>

Young Minds

Information for young people about mental health conditions and seeking help. Helpline for parents/carers. Information for young people, carers and professionals about mental health campaigns.

0808 802 5544

<https://youngminds.org.uk/>

Rethink Mental Illness

Advice and Information Service that offers practical help on a wide range of topics such as the Mental Health Act, living with mental illness and medication.

<https://www.rethink.org/>

HopeLineUK

Advice and support to help anyone under 35 stay safe from suicide. Advice also available for anyone concerned that a young person might be thinking about suicide.

0800 068 4141, or text 07786 206967

<https://papyrus-uk.org/hopelineuk/>

The Mix

Helpline, email, live chat, telephone counselling service and crisis text line for anyone wanting support under 25. The Mix is here to help you take on any challenge you're facing – from mental health to

money, from homelessness to finding a job, from break-ups to drugs.

0800 808 4994

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

Kooth

Free, safe and anonymous online counselling support for young people between 11 – 18. Counsellors available every day until 10pm. <https://www.kooth.com/index.html>

Anxiety UK

Support for anyone diagnosed with an anxiety condition.

03444 775 774

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

BEAT

Helpline, webchat, information and online support groups for anyone under 18 with an eating disorder.

0808 801 0711

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

HopeAgain

Support for young people when someone dies. A safe place where you can learn from other young people how to cope with grief and feel less alone

0800 808 1677

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

NHS Go

Confidential health advice and support for 16-25s. App available for iOS and Android.

<https://nhsgo.uk/>

Switchboard

Switchboard provides a listening service for LGBT+ people on the phone, by email and through Instant Messaging.

0300 330 0630

<https://switchboard.lgbt/>

CALM

The campaign against living miserably for men is leading a movement against suicide. Support available for men aged between 15-35.

0808 802 5858

<https://www.thecalmzone.net/>

OCD Action

Support for people with Obsessive Compulsive Disorder.

0845 390 6232

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

Bipolar UK

Support for people living with manic depression/bipolar disorder.

<https://www.bipolaruk.org/>

Safeline

Young people's helpline supporting survivors of sexual abuse and rape.

0808 800 5007

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

Students Against Depression

A website created for students offering advice, information, guidance and resources to those affected by low mood, depression and suicidal thinking.

<https://www.studentsagainstdepression.org/>

Law Stuff

Free legal information for children and young people.

<https://lawstuff.org.uk/>