

Ealing Council resident support directory



November 2025

Ealing Council



Ealing Community Support Directory - Do Something Good

Search the directory for information, advice and guidance from organisations, support groups and charities in Ealing: dosomethinggood.ealing.gov.uk/directory/



Ealing Advice Service (EAS)

The Ealing Advice Service is a consortium of 10 local charities led by Ealing Mencap, working in partnership with Age UK Ealing.

The Advice Service can help with a wide range of issues including:

- housing
- welfare benefits
- debt
- immigration
- employment
- mental health
- disability and sensory impairment related issues
- family matters
- children with additional needs

Telephone: 020 8579 8429 (Monday – Friday, 10am to 4pm)

The Ealing Advice Service can take referrals using ealingadvice.org/ealing-advice-enquiry-form or you can email info@ealingsas.org.uk directly. They recommend that professionals use the online referral form so additional information can be passed on to the service.



Citizens Advice

Offers phone and webchat services. They also run advice centres.

Telephone: 0800 144 8848

Webchat service at

www.citizensadvice.org.uk/about-us/information/chat-with-us-online-about-debt

Monday to Friday, 8am to 7pm

Web: www.citizensadvice.org.uk/about-us/contact-us



Social Care Advice and Referral Centre

The Social Care Advice and Referral Centre can assist you to stay independent. They will carry out an initial assessment to understand the best way to help. This may be by recommending community-based support or by making a referral for a social care and/or occupational therapy assessment.

Should you feel that input from social care would be suitable for you or someone you know please complete a referral form www.ealing.gov.uk/contact-socialcare or call 020 8825 8000.



CarePlace

A directory of care and community services, information and guidance.

www.careplace.org.uk



Samaritans

Call the Samaritans free, confidential 24-hour service on 116 123 if you feel in despair and want someone to listen to you and provide emotional support.



Culture directory

To find out about cultural activities taking place in Ealing please see:

ealingculture.org/whats-on/





Ealing Family Information Service (FIS)

Information, advice and guidance for children, young people and families across Ealing. They provide information such as:

- Ofsted registered childcare providers, e.g. nurseries, childminders, holiday schemes and more
- free early years childcare for 2, 3 and 4-year olds
- information on the Holiday Activities and Food (HAF) Programme
- information on parenting support - including parenting courses
- how to access services and support for families living with special educational needs and/or disabilities (SEND)
- how to access family support services
- how to access Early Help

Directory of support

www.ealingfamiliesdirectory.org.uk

The directory includes information about:

- the Holiday Activities and Food programme (HAF)
- the 'Local Offer' - this is all the services and provisions available to children and young people aged 0-25, and families 'locally' who are living with special educational needs and disability (SEND)
- where to find your nearest children's centre

Telephone: 020 8825 5588

Email: children@ealing.gov.uk



Ealing Parent & Carer Forum

If you care for a child or young adult with additional needs in education, health or social care the EPCF is for you.

Email: info@epcf.org.uk

Web: www.epcf.org.uk



Ealing Children's Integrated Response Service

Ealing Children's Integrated Response Service (ECIRS) acts as a single front door for all enquiries and referrals into Ealing children's services from professionals/practitioners and the public, where there are concerns about the welfare or safety of a child or young person (pre-birth to 18 years).

If at any time you become concerned that a child has been harmed or is at risk of harm – call ECIRS immediately on 020 8825 8000 (24 hours for emergency calls). If a child is in immediate danger call the police on 999.

How to make a referral

Referrals can be made by telephone on 020 8825 8000, email ECIRS@ealing.gov.uk

You can make a referral online: ealing.gov.uk/ecirs

Young people

Young Ealing Foundation Directory for children and young people activities:

youngealingfoundation.org.uk

There are 4 youth centres in the borough: www.youngealing.co.uk/youth-centres



Ealing Community Benefits Team (CBT)

Provides information and advice in relation to UK welfare benefits.

Benefits advice line for Ealing residents: 020 8825 8555

Monday to Thursday, 10am to 4pm (except bank holidays)



National Debtline

National Debtline offers phone and webchat services in England and Wales.

Telephone: 0808 808 4000

Monday to Friday, 9am to 8pm. Saturday, 9:30am to 1pm

Web: www.nationaldebtline.org



Ealing Local Welfare Assistance payments

If a resident is struggling with buying essentials, they can apply for a Local Welfare Assistance payment to help with paying for living expenses, for example: food, gas or electricity. This is a one-off payment intended to help to get through a crisis.

A Local Welfare Assistance payment can also help vulnerable people with large household appliances. These are one-off awards to help residents stay in the community or help them settle into a new home

www.ealing.gov.uk/info/201305/other_financial_support/1532/local_welfare_assistance



Cost of living support and advice

For cost-of-living advice and support please see the Ealing Council website:

www.ealing.gov.uk/costofliving

If you are struggling to pay your rent, please find advice here:

www.ealing.gov.uk/rent



Money Advice Services

If you have questions about budgeting or managing your money, Money Advice Services is an independent service set up by the government. They help people make the most of their money and provide free, unbiased money advice - online, over the phone and face to face.

Go to www.moneyadvice.org.uk or phone them on 0300 500 5000.



London Community Bank

London Community Bank is a financial cooperative, which uses the regular savings of its members to provide the means to fund loans for other members. Anyone who lives or works in Ealing is eligible for free membership.

Find out more at London Community Bank or phone 020 8756 3864.





Turn2us

Turn2us is a national charity who provides practical help to people who are struggling financially. Head to their site to find a useful benefits calculator and details of grants available.

Check out www.turn2us.org.uk or call them on 0808 802 2000.



Step Change

They offer free, flexible debt advice to anyone who needs it.

Got money worries and not sure where to start? The easiest way to get started is online at www.stepchange.org/setting-expectations.aspx. It's free and available 24 hours a day, 7 days a week.

Contact 0800 138 1111. Monday to Friday, 8am to 8pm and Saturday, 9am to 2pm.

Ealing Somali Welfare and Cultural Association

Provides advice and information on housing, immigration, health, benefits, domestic violence, racial harassment, asylum.

Golf Links Community Centre, Fleming Road, Southall, UB1 3PE
Mondays, Tuesdays, Wednesdays and Fridays, 10am - 4pm

Tel: 07476 337736

Email: eswca@hotmail.com

Web: www.eswca.org



Southall Community Alliance

Southall Community Alliance provides various services to both the community groups we work with and to the general public. Free hot desk space for voluntary groups. Access to free IT and office support resources. Meeting space for organisations and local residents. Fundraising assistance for black minority ethnic and refugee (BMER) community groups working in Southall. They are based at Southall Town Hall.

Telephone: 020 8574 8855

Email: southallcommunityalliance@hotmail.com

Web: www.southallcommunityalliance.com

Afghan Families Project Ealing

Provides support to families in Ealing from the Afghan community.

Telephone: 07587 373 436 or 01163 666087

Email: navidas@familylives.org.uk



Asian Family Counselling Service

Asian Family Counselling Service (AFCS) provides individual, couple and family counselling to the Asian community in the UK in Hindi, Punjabi, Urdu and Gujarati.

Telephone: 020 8571 3933 or 020 8574 0912

Email: admin@asianfamily.co.uk

Web: www.asianfamilycounselling.org



Recovery Intervention Services Ealing (Rise)

Rise works with a number of agencies to support the residents of Ealing who are experiencing difficulties with drugs and/or alcohol.

RISE provides a range of intensive community-based support, treatment and rehabilitation services tailored to an individual's needs. It also helps to support the person's friends and family.

RISE is a service commissioned by Ealing Council. It is free, confidential and available to anyone aged 18 or over who lives in Ealing. RISE has several hubs throughout the borough.

Telephone: 020 8567 4772 or 08001958100 (24-hour line).

Email: Ealingrise@cgl.org.uk

Web: www.changegrowlive.org/service/ealing-rise/southall



West London Mental Health Trust

Contact the trust for mental health support and advice.

<https://www.westlondon.nhs.uk/our-services/adult/mental-health-services>

Telephone: 0800 328 4444 (24 hours a day, 7 days a week)

Child and adolescent mental health services (CAMHS)

They work with children and young people to promote emotional wellbeing and provide treatment for mental health problems.

Telephone: 020 8354 8160

Ealing Autism Hub

The Autism Hub is a single point of access for referrals, service users, and their families on waiting lists for autism assessments in Ealing.

It's open to all ages and staff work closely with the child development team, child and adolescent mental health services (CAMHS) neurodevelopmental team, and the adult autism assessment service.

Web: Ealing Autism hub: www.westlondon.nhs.uk/our-services/adult/ealing-community-partners/referral-hub/ealing-autism-hub

Email: wlm-tr.ealingautismhub@nhs.net





Mind Ealing Advice Service

Mind provide an advice service for adults living in Ealing experiencing mental health issues.

Please call Mencap on 020 8579 8429 pressing option 1 between 10am and 4pm, Monday to Friday.

Mind also provide a directory of mental health services:
www.wellbeingwestlondon.org.uk



West London
NHS Trust

Wellbeing and Recovery College

The Wellbeing and Recovery College is a great resource for adults with free courses to support wellbeing and the self-management of mental health difficulties.

www.westlondon.nhs.uk/our-services/adult/mental-health-services/recovery-college

Young People – Mental Health Support

The Circle Cafe is a resource for children and young people (and their parents) to go to if in need of mental health support. It is an alternative to A&E and they offer short term intervention, advice and guidance: www.hfehmind.org.uk/get-support/service-for-schools/support-for-children-young-people/circle-cafe-childrens-hub/

The cafe is situated at The Circle, 46 South Ealing Road, Ealing, W5 4QA. The circle is open 365 days a year. Monday to Friday, 2pm to 10pm



Best For You – Mental Health Support for young people

For information about mental health support available in Ealing for young people please visit: www.bestforyou.org.uk/mental-health-support-in-ealing/



Kooth

The Kooth team provide free, safe and anonymous online support and counselling for young people. Kooth is available as an app for young people. www.kooth.com



A range of information about health and wellbeing can be found on the council website:

www.ealing.gov.uk/publichealth



Ealing Smokefree Service

The smokefree service offers:

- **8-week personalised quit plan**
One-to-one behavioural support with Tobacco Dependence Specialists. Tailored sessions usually last around 30 minutes weekly (initial session 45 minutes)
- **free nicotine replacement therapy (NRT)**
Includes patches, gum, lozenges—and is vape friendly (vaping is supported as a quitting aid)
- Specialists use proven strategies to help manage cravings and lifestyle adjustments
- **specialist support for targeted groups**
Including pregnant individuals, those with mental health diagnoses or symptoms, workers in manual jobs, people in deprived areas, individuals with long term cardiac or respiratory conditions, substance users, rough sleepers, BAME, LGBTQ+, and Polish communities

Clinics and locations

Sessions are available face to face or remotely, with flexible scheduling (Monday to Friday). Local drop-in clinics include:

- **Acton** – Acton Health Centre (W3 8QE), Wednesdays 1–4 pm
- **Greenford** – The Green (UB6 0BP), Thursdays 9 am–5 pm
- **Perivale** – Community Hive Library, Tuesdays 10 am–2 pm
- **Southall** – Featherstone Road Health Centre, Fridays 9 am–5 pm

Additionally, several Ealing pharmacies can advise on NRT or dispense it without clinic attendance

How to access the service

- **self refer** via the online form on the West London NHS Trust/Ealing Community Partners
- **walk in to partner pharmacies** for NRT advice and pick up

Contact details:

Telephone: 020 8354 8889

Email: wlm-tr.hls@nhs.net

www.westlondon.nhs.uk/our-services/adult/ealing-community-partners/adult-services/community-health/smokefree-service



Sexual health and contraception services

Sexual Health London provides, free, NHS home STI testing, regular and emergency contraception. Their online STI service is for people who have mild or no STI systems and would like to get themselves checked. You can also request free regular and emergency contraception by completing a simple, secure, online consultation.

www.shl.uk



Ealing sexual health and contraceptive services

London Northwest Healthcare Trust provide local clinical services if you do have symptoms or need to be seen, information on how to contact them and local services see <https://shc.lnwh.nhs.uk/>

On the NHS services website you can also find other open-access clinics, as well as other NHS services

www.nhs.uk/nhs-services/sexual-health-services/find-a-sexual-health-clinic/

Support services for people living with HIV



Living Well

Living Well provides a wide range of health and wellbeing support options to people living with or affected by HIV in Ealing. One-to-one and group-based services on offer include counselling, life coaching, wellbeing workshops, self-management support, peer mentoring and welfare and benefits advice. All our services are free to eligible residents and can be accessed online, over the telephone or face-to-face

Telephone: 020 3137 3373
www.livingwellcic.com/ealing/



Positively UK

Positively UK offers peer-led support, advocacy, and information to empower individuals living with HIV to effectively navigate every aspect of their diagnosis, care, and life with HIV.

www.positivelyuk.org/



Sheltered housing

Ealing Council provides 34 sheltered schemes across the borough. This is housing specifically for residents who are 60 or over (we may consider people younger if they have a chronic illness/disability). The schemes are made up of individual flats and each has a communal area for residents. Support is provided by sheltered housing officers who are available Monday to Friday between 8am and 5pm.

If you would like to find out more about sheltered housing, please contact patelmo@ealing.gov.uk or call 020 8825 5000.



Ealing Council - adult social care

The advice and referral centre can help you to access the most appropriate support.

Telephone: 0208 825 8000 (option 2)
www.ealing.gov.uk/lwa



Healthy Homes Ealing Helpline

The Healthy Homes Ealing service is the main support tool available to Ealing residents for help with energy concerns.

Free consultations (either at home or via telephone) are offered to help improve the energy efficiency and safety of your home. Our expert Green Doctors can offer advice on staying warm in winter and cool in summer, referring you to available grant programmes for works, or assisting in help with tariff switching, managing arrears, or making referrals to other agencies.

Call the free Healthy Homes Ealing advice line on 0800 083 2265 (Monday to Friday, 9am - 5pm) for advice on how to stay warm, conserve energy, and information on support programmes that you may be eligible to apply for.

Or you can arrange a free consultation online:

<https://groundwork.my.salesforce-sites.com/enquiry/>



Ealing Council Adaptation Services

If you require adaptations to support you to stay in your home please find further information on our website www.ealing.gov.uk/adaptations

Telephone: 020 8825 8000

Email: sscallcentre@ealing.gov.uk



Age UK Ealing

Age UK Ealing operate a range of services to promote independence and well-being for older people throughout Ealing.

Age UK Ealing offers a free and confidential information and advice service for older people, their families and carers in Ealing.

Information and advice

Monday to Friday, 10am - 4pm (closed between 1pm and 1.30pm)

Telephone: 020 8567 8017

Email: reception@ageukealing.org.uk

Web: <https://www.ageuk.org.uk/ealing/>

Age UK Digital Support

Age UK also provides digital support for Ealing residents. The service is completely free and is aimed at those aged 50+ that live in Ealing.

What they offer:

- 6-week programme for beginners and improvers
- Monday workshop
- technology loan scheme
- data bank as part of the National Data Bank with Good Things Foundation

Locations:

- Greenford Community Centre
- Ealing Central Library
- Acton Library
- Northolt Library
- Perivale Library

Email: digitalinclusion@ageukealing.org.uk

Telephone: 020 8578 2712 - option 8



Support for Carers - Ealing Carers Partnership

Ealing Carers Partnership offers support services to unpaid carers aged 18+ living in Ealing.

Telephone: 020 3475 9891

info@ealingcarerspartnership.org

Web: www.ealingcarerspartnership.org/

Blue Badge: The scheme helps people with a disability or a health condition, which affects their ability to walk, to park closer to their destination.

www.ealing.gov.uk/bluebadge

Disabled Bays: If you have a blue badge, you can apply for a disabled parking bay to be marked outside your home or on your street. www.ealing.gov.uk/disabled-bay

Disabled Freedom Pass: available to London residents over the age of 66 with eligible disabilities for free travel on most public transport in London at any time.

www.ealing.gov.uk/freedom-pass



Dementia Concern

Provides a variety of free support available Mondays to Fridays, 9am to 5pm as well as day centre support over the weekends located in Greenford, Acton and Northfields.

Address: 223 Windmill Road Ealing, London W5 4DJ

Telephone: 020 8568 4448

Website: www.dementiaconcern.co.uk



The Alzheimer's Society

They offer advice on things such as getting diagnosed, caring strategies, how to access social care, remaining independent for as long as possible, making a Lasting Power of Attorney (LPA) amongst many other things.

Dementia Support Line

Telephone: 0333 150 3456

Day centres

Age UK Ealing - Provides older adults with both practical assistance and a chance to socialise. The day centre offers a wide variety of activities which promotes health and wellbeing.

Address: 170 Oldfield Lane South, Greenford, UB6 9JS

Telephone: 020 8567 8017

Website: www.ageuk.org.uk/ealing/activities-and-events/day-centre

Mondays and Thursdays, 9:30am to 4pm

Michael Flanders Centre

Local authority day centre for those 55 and older, with a diagnosis of dementia including physical disabilities.

Address: Church Road, Acton W3 8PP
 Telephone: 020 88257875 or 020 8825 9118
 Email: sscallcentre@ealing.gov.uk
 Mondays to Fridays, 8.30am - 4pm

Southall Day Centre

Offering a wide range of activities for older adults including exercise sessions that are dementia friendly.

Address: 43 Shackleton Road, Southall UB1 2QH
 Telephone: 020 8843 1893
 Mondays, Tuesdays, Wednesdays, Fridays 9am to 5pm

Hanwell Neighbourly Care drop-ins

For the elderly (not specifically for dementia but all welcome including carers) - quizzes, bingo and exercise classes. Drop-ins at 3 locations in Hanwell:

- North Hanwell Baptist Church W7 1BW
- The William Hobbayne Centre W7 2HB
- St Thomas's Church Hall W7 2AD

Telephone: 020 8813 1225
 Email: info@hanwellncs.org.uk

St Barnabas Church Memory Cafe

Regular events, including crafts, singing, bingo, quizzes, drama and games. General advice about memory issues and where to get help.

Address: St Barnabas Church, Pitshanger Lane, Ealing W5 1QG
 Telephone: 020 8998 4079
 Email: parish.office@barnabites.org
 Website: www.barnabites.org/node/79
 Available on Thursdays, 10:30am to midday



Ealing Carers Hub

Offers online, telephone and in-person appointments at the Carers Hub or in your own home. For a wide range of advice, support and access to dementia support services contact the Carers Hub.

Address: Sycamore Lodge, Edgecote Close, Ealing W3 8PH
 Telephone: 020 3137 6194
 Email: info@ealingcarers.org.uk
 Website: www.ealingcarers.org.uk

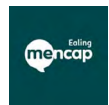




Rehousing support

If you are a council tenant and you are finding that your current property no longer meets your needs due to disability or ill health, please contact your housing officer. You can apply for a transfer to a property that would suit your needs. You will need to supply any relevant medical information to help us to assess your need.

www.ealing.gov.uk/transfer



Ealing Mencap

Supports local people with learning and other disabilities to live as independently as possible

Advice line: 03000 125464, Monday to Friday, 10am - 4pm

Website: www.ealingadvice.org/



Ealing Foodbank

There are a range of foodbanks across Ealing. Find your nearest foodbank here:

<https://ealing.foodbank.org.uk/locations/>

Telephone: 020 8840 9428

Email: info@ealing.foodbank.org.uk

Web: <https://ealing.foodbank.org.uk/>



Domestic abuse support

Please see the council website for a range of support that is available.

www.ealing.gov.uk/info/201085/domestic_violence_and_abuse

National Domestic Violence Helpline

If you are a woman experiencing domestic abuse. You can talk confidentially to someone about your situation and to find out what your options are.

National Domestic Violence Helpline - 0808 2000 247 (freephone 24 hours)

Web: <https://www.nationaldahelpline.org.uk/>

Southall Black Sisters

Supports Black (Asian and African-Caribbean) women experiencing any form of gender related violence. They run an advice, advocacy and resource centre in West London which provides a comprehensive service to women experiencing violence and abuse and other forms of inequality.

Telephone: 020 8571 0800 (Monday to Friday 10am - 4pm)

Mens Advice Line

If you are a man experiencing domestic abuse, you can contact the Men's Advice Line on 0808 801 0327

National LGBT Domestic Violence Helpline

If you are in a same-sex relationship you can call the National LGBT Domestic Violence Helpline on 0800 999 5428.



Lease – The Leasehold Advisory Service

They can provide independent advice to leaseholders.

Web: www.lease-advice.org

