



General Support & Advice While School is Closed

Ealing Family Information Service

For information, support or advice over the summer you can contact Ealing Family Information Service. They can direct you to activities, support and signpost you to what you and your family need while school is closed. You can search the Ealing Families Directory here: [Ealing Families Directory](#) | [Family Information Service](#).



Guide to Family Support Services

An electronic guide to key services, groups and organisations that may be useful for families living in the London Borough of Ealing. Click here to access the guide or use the QR code: [Ealing Families Directory](#) | [Guide to Family Support Services \(2025 Edition\)](#)

Ealing Community Hubs

If you need help to use or access any Ealing Council Service you can visit one of the Community Hubs. There are 7 Community Hubs, you can find the full list along with opening times here: [Visit us](#) | [Visit us](#) | [Ealing Council](#). Please check Christmas opening times before you visit.

Community Support Directory

The community support directory Voluntary and community organisations provide a wide variety of support across the borough. Find out what is available near you. Go to www.dosomethinggood.org.uk/directory For further advice call 020 8825 7170.

Ealing Advice Service

Free advice service offering information and guidance on social welfare issues including benefits, landlords and tenancies, homelessness, debt management, employment, family and immigration, legal services. **When phone lines are closed for Christmas you can search online.**

020 8579 8429 (option 1)

0300 012 5464 (Mon-Fri, 10am to 4pm)

www.ealingadvice.org

Financial Support and Advice

The **Ealing Cost of Living Online Hub** has up to date information on support from Ealing Council, the government and trusted third parties.

www.ealing.gov.uk/costofliving

If you need to speak to someone urgently, please call the contact centre on 020 8825 7170.

The **Local Welfare Assistance Team** offer help to those experiencing a financial crisis. Visit the website to find out about any financial support you may be able to claim and the criteria for this help.

020 8825 6237 (Mon-Fri, 9am to 5pm)

localwelfareassistance@ealing.gov.uk

www.ealing.gov.uk/housingv (then click on 'Benefits and financial support')

Winter Help

A round up of winter services, help and support available across the borough for residents. Including staying warm, help with energy bills, warm spaces and things to do with kids.

[Winter help](#) | [Winter help](#) | [Ealing Council](#)

Support with Housing

If you are a council tenant you can visit your local **Housing Hub**. Find the full list here. [Housing hubs](#) | [Housing hubs](#) | [Ealing Council](#). For non-council tenants your first point of contact should be your landlord.

Ealing Housing Demand Service provides information on all housing issues and access to other services, emergency accommodation and help if you think you may be losing your home.

020 8825 8888 (Mon-Fri, 9am to 5pm). Housing Demand will be closed 25th December to 31st December.

Shelter Housing can give advice and specialist support to help those at risk of homelessness.

Under 25: 020 3393 0923 & Over 25: 0344 515 1540 (Mon-Fri, 9.30am to 5pm)

londonservices@shelter.org.uk

www.shelter.org.uk

Food Support

Ealing Foodbank has locations in Greenford, Hanwell, Acton, Northolt, and Southall and work on a referral and voucher system. You can find the Christmas opening times for the Foodbank here:

[Christmas 2025 Opening Hours - Ealing Foodbank](#)

The Ealing Food Partnership has produced a food map of nutritious, free or inexpensive food throughout the borough. You can access it here: [Project: Ealing Food](#) | [Ealing Food Partnership - Community Maps](#).

Health and Wellbeing Support

Urgent Mental Health Support

24 hours a days, 7 days a week 24/7 crisis line for people of all ages - children, young people and adults. The lines are free to call and can provide advice to those in a crisis. These crisis lines are supported by trained mental health advisors 365 days a year.

Ealing, Hounslow and Hammersmith & Fulham 0800 328 4444

Best For You exists to make it easier to find the support you need. It includes information about mental health, digital tools for anyone in the UK, and personalised mental health services for young people in North West London.

[Best For You NHS](#)

Circle Café

In the moment mental health support for children and young people. Circle is a hub space and café that offers support for young people in Ealing who are at, or near crisis point with their mental health. Contact by phone or email or drop in during opening hours.

Circleteam@HFEHMind.org.uk

0203 475 0060

[Circle - Hammersmith, Fulham, Ealing and Hounslow Mind](#)

We are open 365 days a year: Mon-Fri 14:00-22:00 / Drop in 14:30-18:00 / Appointments 18:00-21:00.

Weekends and Holidays 12:00-20:00 / Drop in 12:30-16:00 / Appointments 16:00-19:00

Kooth is a free, safe and anonymous online mental wellbeing community including live chat with the team, discussion boards, magazine with helpful articles and a daily journal a magazine

[Home - Kooth](#)

Young Minds useful guides and information for parents on supporting their child or young persons mental health and a parents helpline.

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

[0808 802 5544](tel:08088025544) Monday - Friday 9:30am - 4:00pm.

Ealing Safe Space is a local hub for anyone who feels they are nearing crisis point, including carers.

Friendly staff will listen and help you get the support you need. **Drop in** to the Safe Space between **2pm-10pm, 7 days a week, 365 days a year.** (Last Drop-in by 9:30pm). **Phone line** is open from **2pm to 10pm.**

Safe Space Ealing, The Lido Centre, 63 Mattock Lane, W13 9LA

0207 471 0583

Childline Free, confidential counselling and advice service for children and young people by phone or web chat.

0800 1111

www.childline.org.uk

Samaritans

24 hours a day, 365 days a year. Call 116 123 (Free from any phone)

www.samaritans.org

Shout

For immediate support text SHOUT to 85258 to chat to a trained and supervised volunteer. Free, confidential and available 24 hours a day, 365 days a year.

www.giveusashout.org

NHS Health Services

For medical help that is NOT a 999 emergency call the NHS 111 team free of charge 24 hours a day, seven days a week - dial 111.

It is important that families register with a GP and a dentist and for parents / carers to take responsibility for ensuring they take their children to a GP when necessary and to a dentist regularly and when advised. Search for your nearest dentist, GP, hospital, optician, pharmacy, mental health services and more. www.nhs.uk/service-search

Support for Families with children with Special Needs and Disabilities

Ealing Local Offer offers information, advice and guidance on Special Educational Needs and / or Disability (SEND) services and support within the London Borough of Ealing.

localoffer@ealing.gov.uk

www.ealinglocaloffer.org.uk

Mencap Parent Support Team offers free emotional and practical support for Ealing parents and carers of individuals with Learning Disabilities and/or Additional Needs.

parentsupport@ealingmencap.org.uk

Ealing Contact support families of children with additional needs and / or a disability.

0808 808 3555 (National number)

ealing@contact.org.uk

www.contact.org.uk

Challenging Behaviour Foundation Information, email network and family support phone line for families caring for a child or adult with a severe learning disability whose behaviour is challenging.

0300 666 0126

support@theCBF.org.uk

www.challengingbehaviour.org.uk

Support to stay safe and happy

Parenting Support

Family Lives offers a free and confidential helpline service offering emotional support, information, advice and guidance on any aspect of parenting and family life by phone, email or online chat. Family Lives also offers a range of parenting programmes.

0808 800 2222 (freephone) (Mon-Fri, 9am to 9pm, weekends 10am to 3pm)

0744 144 4125 (WhatsApp Messaging, Mon-Fri, 9am to 9pm)

askus@familylives.org.uk

www.familylives.org.uk

Keeping Safe Online

Children may spend more time than usual online during the holidays. Get advice and support to help them stay safe here: [Staying safe online in the summer holidays - UK Safer Internet Centre](#)

Ealing Children's Integrated Response Service (ECIRS) If you have a concern about the safety or welfare of a child or young person you can contact ECIRS. You can get in touch yourself or ask a professional that is working with you to make a referral or call the service on your behalf.

020 8825 8000 (Mon-Fri, 9am to 5pm or 24 hours for urgent situations)

ECIRS will be closed on 25th, 26th Dec and 1st January but urgent matter will be dealt with by the Emergency Duty Team.

ecirs@ealing.gov.uk

If a child is at risk and immediate help is needed call the Police on 999.

Things to do with kids

[10 FREE things to do in London at Christmas with kids \(2025\)](#)

[20 awesome things to do in London with kids in December 2025](#)

[Where can kids eat free or cheap this Christmas? | CAP UK](#)