



Family Support Directory (Hounslow)

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Section 1: Financial Help/Cost of Living

[Riverside Vineyard](#) - This is a fantastic local Christian charity who run a number of services for the local community. They run a food/hygiene bank, Job Club, and Money Advice Sessions. They also run a weekly community wellbeing café. Please see details here and contact school for a referral.

[HACAS](#) – This is a Hounslow based Asian Community Legal Advice Service who can support in a range of different areas including employment, debt and taxes. **They have advisers who speak the following languages: Gujarati, Hindi, Punjabi, Somali, Urdu.**

[Community Solutions](#) - Community Solutions can help in a wide range of ways, including finding local support and activities, befriending, financial support, information on keeping healthy, skills and employment, mental health support to more complex issues. They offer in person support at various locations in the borough of Hounslow

[Citizens Advice Hounslow](#) - This Organisation provides free impartial advice for anyone that may need it. They have specialist that can provide support in the areas of welfare benefits, housing, employment, relationship and family issues and Immigration.

[The Salvation Army, Feltham](#) - Community Support Drop In: a weekly drop-in session providing employment support, food support, and professional advice and guidance on Wednesday 10am – 12pm

[Muslim Hands Open Kitchen](#) – Another fantastic local charity that provides hot meals 7 days a week to low income families between 1pm and 2pm. Halal food available.

[Nerve to Serve](#) - Free takeaway hot meals are being provided to anyone in need – please just turn up, you do not need to be referred.

Every Sunday: 2.30pm – 3.30pm

[Too Good to Go App](#) – Download this app on any smartphone to find food products from big brand names at significantly reduced prices. Food products can be picked up at local stores at allocated times (usually the beginning or the end of the day)

[Discretionary Local Crisis Payment \(DLCP\)](#) - The Local Authority may be able to provide you with discretionary payment to support you when you really need it most. The amount of money they provide is situation dependent. Examples of applicable households include households facing exceptional stress i.e. family/marital breakdown; households facing exceptional pressure i.e. partner or child with a disability, replacement of items damaged by a family member with challenging behaviour; households with unexpected expenses i.e. food costs will be referred to our local foodbank. Click here to find out more.

[Household Support Grant](#) - The Household Support Fund is a fund that aims to help those individuals struggling to pay for food, energy, or other essential items. This is money HM Government have awarded the council to help those most affected by the cost-of-living crisis. It is not charity and is a one off payment. The Scheme ends in March 2024.

[Green Doctor](#) - Green Doctors are expert energy advisers who help London residents save money, stay warm, and improve energy efficiency in the home.

Residents can register for a free home energy visit and tailored energy saving advice which will be carried out by certified and neutral energy advisers, called Green Doctors. Home visits will last about 2 hours on average.

[Benefits Calculator \(Turn2us\)](#) - This is a tool that explain your benefit entitlement. It also provides information about the additional financial support that may be available from the government. This includes details of one off grant payments but also more regular payments.

[Hounslow furniture recycling project](#) – This charity is based in Isleworth and runs a showroom full of furniture/electrical equipment at low cost prices. They only sell Furniture that is in good condition and they are open Mon – Friday (8:30-4:30). If you are looking for a specific item, please ring them ahead to see what they have in stock 020 8892 4916

[Free Cycle](#) - This will show free white goods/furniture in London. You can also advertise for what your looking for. It is usually self collection. If you see anything on any of these sites but you dont have the means to transport it to the property, let me know and I will see if there is anything we can do as a charity. Ive enquired into this.

[Family Fund](#) - Family Fund provides a wide range of grants to families living in England raising a disabled or seriously ill child, or young adult on a low income. **Contact school if you need support with this application.**

Greggs Hardship Fund- Greggs Hardship Fund offer grants to help people purchase individual items that can make a huge difference to family life such as washing machine for a young family, a fridge for a person needing to store insulin and a cooker for a family fleeing domestic violence. They can also fund clothing for children starting school and clothing for an interview. Contact school if you need support with this application.

Section 2: Legal Advice/ Support

Legal Aid - If you are on a low income or in receipt of welfare benefits you may be eligible for free legal representation/advice from a fully qualified lawyer/solicitor. The service can support you in a range of matters including Family mediations, SEND tribunal appeals, Judicial Reviews and some housing cases. Many families who work with Ambitious about Autism have successfully accessed this service. Feel free to contact school/sixthform if you need support with this.

Hounslow Law Centre - This is a local charity that provides free legal advice in the main social welfare areas of law including housing and Family law. 020 8570 9505 .

Citizens Advice Hounslow - This Organisation provides free impartial legal advice for anyone that may need it. They have specialists that can provide support in the areas of welfare benefits, housing, employment, family issues and Immigration

HACAS – This is a Hounslow based Asian Community Legal Advice Service who can support in the following areas: Welfare Rights, Housing, Employment, Domestic Violence, Immigration & Nationality, Debt, Taxes, Family and Relationships –**They are advisers who speak the following languages Gujarati, Hindi, Punjabi, Somali, Urdu.**

We Are Advocate - This is a national Charity that provides free legal advice for people **unable to obtain legal aid** but are also unable to afford a solicitor.

Law Works - Similarly, to the above this is a national charity that provides legal advice across a wide range of issues from volunteer lawyers. You will not be able to access this service if you are eligible for legal aid.

Mary Ward Legal Centre - The Mary Ward Legal Centre provides free, independent advice to people who live and work in London to help them access their legal rights and entitlements. We provide specialist advice in housing, welfare benefits and debt. employment, small claims, consumer & family.

[IPSEA](#) - This charity offers free, independent legally based advice and information for parents of children and Young adults with Special Educational Needs and Disabilities (SEND) mainly where it concerns their education. They have a helpline but also loads of useful info on their page in regards to the Rights and entitlements for those with SEND including Autism. .

[SHELTER](#) – This is a national housing charity who are able to advise you on your legal rights regardless of your income. They specialise in a range of housing and homelessness related cases including housing suitability, Section 21 notices (evictions) and mortgage and rent arrears.

[Special Needs Jungle](#) - Special Needs Jungle creates easy to understand resources, articles and information for parents and carers of children with special needs, disabilities and health conditions to better enable them to navigate the special needs system. This includes legal advice.

[SOS!SEN](#) – This an independent charity that offers parents of children with SEND advice and information in regards to their rights and entitlements

Section 3 : Support outside of School/Sixth form

Hounslow Holiday Activities and Food Clubs (HAF) – If your child/young person is in receipt of Free School Meals, they are also eligible to access free Holiday clubs during the holiday where they will be given a free healthy meal. School should send you an e-voucher which you can use to redeem the opportunities listed on this page. These e-vouchers should be issued prior to the Christmas, Easter and Summer Holidays. If you are worried that your child/young person would struggle to access these opportunities due to their learning needs, please contact our Welfare and Transition Officer.

TAG Youth Club – This is a weekly Youth Club that is open to children and young people from Hounslow and the surrounding boroughs. They also offer opportunities during school holidays and on weekends. The Youth Club caters for a variety of children and young people with special educational Needs (Including Mild and Moderate) . There is a fee for attending the youth club. However, if you are unable to pay this fee, there may be support available to you in the form of subsidised costs.

All Aboard Club - This organisation runs play Sessions for younger Kids with Autism and/or ADHD. A lot of them are centred around trains and transport so they would be ideal for children who have a special interest in this area. Many sessions are free or low cost. Sessions take place in various locations including Brentford, Surrey, Kew and Hounslow.

123 Magic/ Surviving Adolescence - This a behavioural support parental training programme provided by Hounslow Council. The programme aims to provide parents with strategies and confidence to deal with challenging behaviours. The programme is not Autism specific but may be helpful to **some** Autistic children/adolescence depending on the extremity of behaviour it and its causes. If you think this would be beneficial school/6thform can make a referral to the Council.

Social Workers Toolbox - This is a fantastic resource bank that Social Workers themselves often refer too when supporting families. The site provides parents with resources that support them to address such a range of topics including, sex and relationships, bullying and managing emotions. They have resources that specifically address parents of children/Young Adults with ASD and/or ADHD.

[Community Access Service \(CAS\)](#)- This is run by Hounslow Council and available free of charge to any resident 18+ who is struggling to make friends or access the community. They pair people up with similar interests and run recreational activities. This may be suitable for students who have just left 6th form.

Social Care Referral/ Child in Need (CIN Assessment) - As parents, It can sometimes be extremely difficult to meet young peoples needs because of their disability and accompanying mental health difficulties. This can become more difficult as your child gets bigger and stronger (and more hormonal) This can impact both their quality of life/ welfare and that of the whole families. If you are struggling it so important you inform school/6thform who will be able to offer support/signposting. One of the options may be a referral to Hounslow Social Care requesting a Child In Need Assessment. This may lead to extra support in the home in order to improve the welfare and outcomes of the child and the wider family. Please read more [here](#) and contact school if you feel this may be appropriate. Thresholds for this level of support are quite high but we can help provide advice, evidence and advocacy.

Section 4 : Health and Wellbeing

Generation ACTIVE - This is a local charity based in Hounslow who partner with sport/physical activity providers in order to provide inclusive and free (or sometime low cost) opportunities for Hounslow residents. They run sessions with the aim of improving mental and physical wellbeing via also bringing people together. A list of the opportunities they provide can be found here.

Beezee Bodies - This a national Charity that works in the borough of Hounslow. It offers free healthy lifestyle courses for families, young people and adults – They offer both online and in person participation opportunities.

The Positive Movement Project - This Charity offers a range of free opportunities and resources for adults within Hounslow. This includes couch to 5K programmes, estate based exercise classes, walks and other events. The aim of the project is to improve mental well being and reduce social isolation within the community. It is a great way to meet friends and get a bit fitter.

Hounslow Mind – Hounslow Mind offers a range of mental health support for both young people and adults. This ranges from workshops, helplines, 1:1 sessions, crisis support and physical activity sessions. Please explore their site for a list of all these opportunities.

EACH at The Star Centre – EACH provides a supportive drop-in centre for Hounslow adult residents with low to moderate mental health needs. The Centre Provides a safe environment for social contact, leisure activities, training (inc. maths and IT) and hot meals.

IAPT Hounslow – This is NHS Counselling Service that offer CBT to Adults living in Hounslow. It's a scheme that aims to improve the mental health outcomes for those living in the area and they offer both online and in person counselling sessions for a period of 8-12 weeks. You can self refer by clicking this link.

Hounslow Youth Counselling (HYCS) Service – This is a counselling service for 11-25 year olds in the borough. You can have sessions for 8-12 weeks at a time and via either phone call or face to face. Its self referral process so there is no need to go to a GP. Parents can support with this. They also have a self help hub on their site with loads of useful resources for young people.

Ambitious about Autism Youth Network - One of the most commonly reported feelings amongst those with Autism and their families is the feeling of isolation and loneliness. This is where Ambitious about Autism's Youth Network comes in. This network is a space for autistic young people, between the ages of 16-25 to meet other autistic young people in peer support sessions. They also run webinars and provide a fun space for autistic young people to be themselves. The network is due to open an additional service for younger age groups so watch this space.

Additionally, Ambitious also offers online support groups/forums for parents. This gives them the opportunity to connect with other parents in a similar position as themselves and gain advice in a safe and non-judgemental space. Click [here](#).

Domestic Violence Support - This site shows a list of local organisations that can support you if you are experiencing domestic violence. The list contains details of charities that cater to the needs of both men and women experiencing abuse. It also contains details for a Domestic Violence charity that aims to meet the needs of the LGBTQ+ community

Adult Mental Health/ CAMHS - For more serious and on going mental health difficulties, always visit your GP who may refer you/your young person to CAMHS/Adult Mental Health Services . In Crisis, please click [here](#) which lists all the agencies who will be able to help you.

Section 5: Autism Specific Resources

Ambitious About Autism – We offer information and resources to support Autistic young people and the parents of Autistic young people. The site contains toolkits and visual material that addresses a wide range of topics including meltdowns and shutdowns; behaviours that challenge; special interests; early years; and bullying.

The charity also runs a number of campaigns and research projects that may be of interest. As mentioned before we also run a parental support online platform.

The National Autistic Society – This is a national charity who run a wide range of services and resources including a number of helplines - you can talk to advisers that specialise in any of the following subjects; Education Rights, SEND Tribunal Appeals, exclusions, Transitions. They also offer parent to parent emotional support and provide employment support.

Autism Education Trust - This charity works towards ensuring positive educational experiences for all Autistic young people and their families. They offer many guides and toolkits including a Transition into employment toolkit and top tips for school refusal (featured on their exclusion page).

