

## Useful Contacts

Disclaimer: All of the following information is subject to change:

### **Hounslow Council:**

For all issues relating to services provided by Hounslow Council, please either visit their website on <https://www.hounslow.gov.uk/site/> or call Customer Services on: 020 8583 4000

For any out of hours emergencies, please either visit Hounslow Council's website or call: 0208 583 2222

### **For advice regarding homelessness:**

#### **Shelter England:**

<http://england.shelter.org.uk>

#### **Helplines open:**

8am-8pm weekdays

9am-5pm Weekends

If **non-urgent** just needing information and not at immediate risk – call **0808 800 4444**

#### **Urgent:**

Nowhere to sleep or might be homeless soon

You have somewhere to sleep, but nowhere to call home

You are/could be at risk of harm

You feel very overwhelmed about your housing situation

**Call – 0808 1644 660**

**London Advice Line (If you're over 25yrs old):** 0344 515 1540, if you're under 25yrs old: 020 3393 7590)

**Emergency helpline:** 08081 644 660

### **Street Link:**

Website: <http://www.streetlink.org.uk/> Telephone: 0300 500 0914 Email: [info@streetlink.org.uk](mailto:info@streetlink.org.uk)

### **Crisis:**

Website: <http://www.crisis.org.uk/> , email: [enquiries@crisis.org.uk](mailto:enquiries@crisis.org.uk) or telephone: 0300 636 1967

### **For immigration matters:**

#### **Ealing Equalities Council:**

Ealing Equality Council (EEC) is a charity and has been active in the promotion and advancement of equality and human rights for all. We've been providing advice and advocacy in both generalist and specialist and retain the services of both solicitors and qualified barristers to provide free legal advice.

Website: <http://ealingequalitycouncil.org.uk/>

Address: Lido Centre, 63 Mattock Ln, London W13 9LA Phone: 020 8280 2250

Open Hours: 10:30am–1pm, 2–3:30pm

### **Ealing Law Centre:**

Ealing Law Centre provides free specialist legal advice and representation for those in need in the London Borough of Ealing and beyond.

<http://ealinglawcentre.org.uk.gridhosted.co.uk/>

Telephone: 020 8579 4598 or email: [info@ealinglaw.org.uk](mailto:info@ealinglaw.org.uk)

**The Law Society:**

The Law Society is the independent professional body for solicitors in England and Wales.

Website – Public advice page: <https://www.lawsociety.org.uk/for-the-public/>

Phone: 020 7242 1222 (Opening hours): Monday to Friday, 9am–5pm

**Home Office:**

Website: <https://www.gov.uk/government/organisations/home-office>

Email: [public.enquiries@homeoffice.gsi.gov.uk](mailto:public.enquiries@homeoffice.gsi.gov.uk) or telephone: 020 7035 4848

**First-tier Tribunal (Immigration and Asylum Chamber):**

We are responsible for handling appeals against some decisions made by the Home Office relating to: permission to stay in the UK, deportation from the UK, entry clearance to the UK First-tier Tribunal (Immigration and Asylum Chamber)

Email: [customer.service@hmcts.gsi.gov.uk](mailto:customer.service@hmcts.gsi.gov.uk) or telephone: 07300 123 1711

**Asylum Aid:**

Phone: 020 7354 9631 Advice Line: 020 7354 9264 (Open Hours: 9:30am–5:30pm)

Website: <http://www.asylumaid.org.uk/>

**Office of the Immigration Services Commissioner (OISC):**

The OISC regulates immigration advisers, ensuring they are fit and competent and act in the best interest of their clients.

Website: <https://www.gov.uk/government/organisations/office-of-the-immigration-se...>

OISC Regulated Immigration Adviser Finder: [http://home.oisc.gov.uk/adviser\\_finder/finder.aspx](http://home.oisc.gov.uk/adviser_finder/finder.aspx)

**For matters relating to welfare benefits:**

**PIP (Personal Independence Payment):**

Website: <https://www.gov.uk/pip/overview>

General Enquiries telephone: 0345 850 3322, text phone: 0345 601 6677 (Mon to Fri, 8am to 6pm)

**DLA (Disability Living Allowance)**

If you were born on or before 8 April 1948; Telephone: 0345 605 6055 or Text phone: 0345 604 5312

Monday to Friday, 8am to 6pm

If you were born after 8 April 1948; Telephone: 0345 712 3456 or Text phone: 0345 722 4433

Monday to Friday, 8am to 6pm

Website (for Adults): <https://www.gov.uk/dla-disability-living-allowance-benefit>

Website (for children): <https://www.gov.uk/disability-living-allowance-children>

**DWP (Department for Work and Pensions)**

Website: <https://www.gov.uk/government/organisations/department-for-work-pensions>

Address: Caxton House Tot hill Street London SW1H 9NA

**Job Centre Plus:**

Website: <https://www.gov.uk/contact-jobcentre-plus>

Local Branch finder: <http://los.direct.gov.uk/default.aspx?type=1&lang=en&AspxAutoDetectCooki...>

**Carer's Allowance:**

**General enquiries;** Telephone: 0800 731 0297 or Textphone: 0800 731 0317 (Monday to Thursday, 8:30am to 5pm), Friday (8:30am to 4:30pm)

**Universal Credit (UC):**

You may be able to claim Universal Credit if you're on a low income or out of work.

Website: <https://www.gov.uk/universal-credit>

UC Guidance Website: <https://www.gov.uk/guidance/universal-credit-how-it-helps-you-into-work>

**Care & mental health:**

**Carer's UK:**

Website: <http://www.carersuk.org/help-and-advice/talk-tous?gclid=CLj11Y7Y09ICFVEz...>

Telephone: 0808 808 7777

**ChildLine:**

Telephone: 0800 11 11

Website: <https://www.childline.org.uk/>

**Samaritans:**

Telephone: 116 123 (UK) or email: [jo@samaritans.org](mailto:jo@samaritans.org)

**The National Care Line – care and support for the elderly:**

Email: [office@thenationalcareline.org](mailto:office@thenationalcareline.org) or telephone: 0800 0699

Website: <http://www.thenationalcareline.org/>

**Hounslow One Stop Shop (Advice and support for victims of domestic violence and gender based abuse)**



<https://www.careplace.org.uk/Services/13197/Hounslow-One-Stop-Sh>

The Hounslow One Stop Shop is a free confidential advice and support service for women and men experiencing or at risk of, gender based violence which may include:

- Domestic violence
- Sexual assault and abuse
- Forced marriage
- Honour-based violence
- Female genital mutilation (fgm)
- Prostitution and sexual exploitation
- Human trafficking and modern slavery
- Stalking

Trained staff and advisors also offer face-to-face advice on safety and accommodation, as well as legal and childcare matters. The team of agencies who make up One Stop Shop can signpost to other support services available outside the drop-in's opening hours.  
Drop-in service every Wednesday

The weekly drop-in service is open between **10am** and **12 noon** every **Wednesday** at Route 36 on Bath Road. No appointment necessary.

**Mobile - 07810 031780**

**Telephone - 020 8247 6163**

If you need help in an emergency, call 999 immediately.

For free 24 hour telephone advice call the National Domestic Violence Helpline on 0808 2000 247