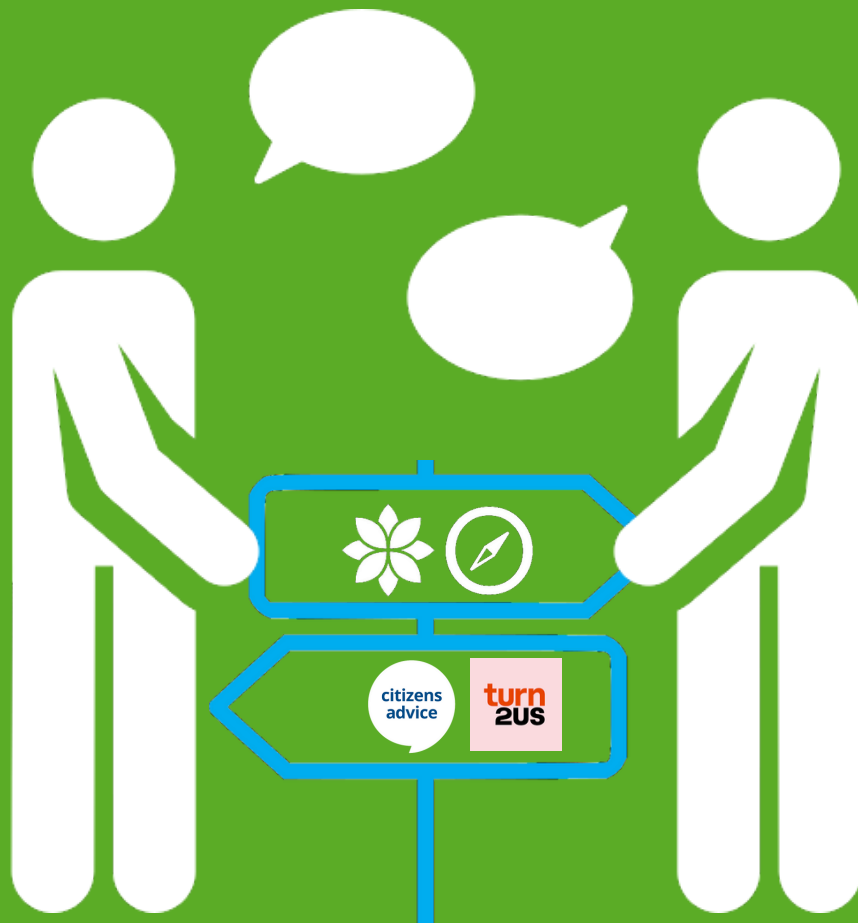


Support Resources



COMMUNITY HUB



One stop shop for residents to access
Epping Forest District Council and
external local services for help and advice



Civic Offices, 323 High St, Epping CM16 4BZ

Epping Forest District Council Services -
01992 564000

The Epping Community Hub is a one-stop shop providing access to a wide range of services for help and advice.

Full range of services available, timetable and further information is available at:

www.eppingforestdc.gov.uk/community/epping-community-hub/

Any agencies on this leaflet that attend the hub will have ** after their name.

HOUSING SUPPORT



Peabody Essex Outreach Service**

Peabody offers a short-term support service to people aged 16+ living within the Essex area who are experiencing a range of problems that are impacting their health, financial and housing wellbeing.

Call: 0800 288 8883

Website: peabodycareandsupport.org.uk



GENERAL SUPPORT

Citizens Advice **

We provide free, confidential and impartial advice and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face. We're an independent charity and part of the Citizens Advice network across England and Wales.

If you or someone you know could benefit from this service please call 0808 278 7855

**citizens
advice**



DRUG & ALCOHOL SUPPORT



Futures in Mind
Supports recovery from substance, alcohol misuse and poor mental health;

groups, activities, mentoring, befriending.

Call: 01376 316126

Website: futuresinmind.org.uk



DEBT & BENEFIT SUPPORT



Free Advice and a range of solutions to help you pay, manage or write off debt

Call: 0800 138 1111
Website: stepchange.org

NATIONAL DEBTLINE

Free and independent debt advice over the phone and online.

Call: 0808 808 4000
Website: nationaldebtline.org

turn 2US

Benefits Calculator will tell you which means-tested benefits you may be entitled to, including tax credits.

The Grants Search can help you look for funds that might be able to give you a grant or other types of help
Website: <https://www.turn2us.org.uk/>

Buckhurst Hill Money Advice Service
Free advice to anyone struggling with budgeting debt or money problems



Call: 07722 461130
Email: bhmoneyadvice@service@gmail.com

DOMESTIC ABUSE SUPPORT



Essex Compass **This is a freephone number that can offer the best advice on further steps to refuge. including: Safe Steps and Changing Pathways

In case urgent help is required, the police should be called.
Call: 0330 333 7444 (8am to 8pm weekdays, 8am to 1pm Weekends)
Website: essexcompass.org.uk



Galop
Hate Crime, Domestic Abuse and Sexual Violence support services to LGBT+ victims/survivors.

Call: 0800 999 5428
Website: galop.org.uk

PETS



PDSA
The PDSA provides free or low cost help for pets in need depending on circumstances.

Call: 0800 917 2509 (9am-5pm Mon- Friday)
Website: pdsa.org.uk/taking-care-of-your-pet/our-services

MENTAL HEALTH SUPPORT



Samaritans
Whatever you're going through, a Samaritan will face it with you. They're here 24 hours a day, 365 days a year.

Call: 116 123
Website: samaritans.org



Mind
Mental Health services information and signposting.

Call: 01371 876 641
Website: mindinwestessex.org.uk/



Alzheimer's Society **
Support for people affected by dementia and Alzheimer's disease through Local support groups and activities.

Dementia Connect support line :
0333 150 3456
Website: www.alzheimers.org.uk/



FINANCIAL SUPPORT



Waltham Abbey Financial Wellbeing Hub - A one stop shop for those struggling with money worries.
Every Tuesday 9:30am to 2pm
Leisure centre, Hill House, Waltham Abbey

Essex Essential Living Fund If you are struggling to manage with energy or water bills, food or other household essentials Essex Essential Living Fund may be able to help.



Call: 0300 7900124 (8.45am - 5.15pm Monday - Friday)

Website: southend.gov.uk/extra-financial-help/essential-living-fund

 [Epping Forest District Council](https://www.eppingforestdc.gov.uk)

Benefits Teams**, Information and assistance on ways to apply online, includes Universal Credit, Housing Benefits, Exceptional Hardship Payment, and legacy benefits:

<https://www.eppingforestdc.gov.uk/benefits/>

YOUNG PERSON'S CONCERNS



Young Minds

Supports wellbeing and mental health of children and young people. Free 24/7 support for young people experiencing a mental health crisis; text YM to 85258.

Parent helpline for questions about a child or young person's emotional wellbeing, mental health condition or behavior.

Call: Parent helpline 0808 802 5544

Email: ymentquiries@youngminds.org.uk

Website: [youngminds.org.uk](https://www.youngminds.org.uk)

The Box

Support for young people, currently offering online and telephone counselling to help you talk about the things that concern you;



Website: theboxepping.org.uk

Spark

Information, mentoring and counselling for young people 11 - 23 years who are struggling with anxiety, depression, mental health, friendship or school work problems currently online and by telephone.



Call: 020 85086743

Email: spark@worthunlimited.co.uk

Website: [worthunlimited.co.uk/spark](https://www.worthunlimited.co.uk/spark)

FAMILY HEALTH & RELATIONSHIPS

Essex Family Wellbeing **

Free child health and development services, including health visiting, community health and parenting support, and services for children with special needs.



Call: 0300 247 0014

Website: essexfamilywellbeing.co.uk



Families in Focus (Essex)

Caring and practical support for families of children and young people with disabilities and additional needs.

Call: 01245 353575

Website: familiesinfocusessex.org.uk

Community 360 Essex Family Support Service**

Free support for families with children and young people from 8 - 19 years, to improve relationships, behaviour and emotional health.



Call: 01206 505250

Website: community360.org.uk/efss



EFDC Booking Live Activities

Find local classes and activities within the Epping Forest District through Epping Forest District Council online through their booking website.

<https://eppingforestdc.bookinglive.com/>

ACTIVITIES

Active Essex

School holiday activities for all the family from primary age upwards, plus information on other home exercise and outdoor activities. Free and paid activities available, book online.

Website: activeessex.org



Essex Youth Service

Help for young people 13-25yrs get the most out of school, work and life. They offer online courses and leisure activities plus help with employment, education and training.

Call: 0800 7076384

Website: youth.essex.gov.uk

YOUTH SERVICE

Essex Libraries

Free to join via website. Access to books, audio, comics, magazines and newspapers are all available online free to enjoy on your phone, tablet or computer. Some emergency public computer access is available at some libraries by appointment.

All libraries run stay and play sessions for young children.

Call: 0345 603 768

Website: libraries.essex.gov.uk



ADDITIONAL NEEDS SUPPORT

Family Lives

Helpline for parents where children have additional needs or where families are struggling to cope and need a friendly voice of support.

Call: 0808 800 2222

Email: askus@familylives.org.uk

Website: familylives.org.uk

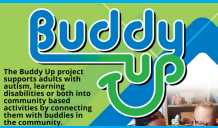


Buddy Up

The Buddy Up project supports adults with autism, learning disabilities or both into community based activities by connecting them with buddies in the community.

Email otimotheou@eppingforestdc.gov.uk

Call [07729 109006](tel:07729109006)



VAEF**

Activities, services and support for people with Learning an Physical disabilities and those who are older or Isolated. VAEF can also offer Benefits advice to housebound Epping Forest residents.

Call: 01992 910 701/

Email: admin@vaef.org.uk



Essex County Council - Family Services

The Council Provides services for children in need, that means children with special needs or disabilities, families who need support, and children or young people at risk of harm. The Council can provide a key person to help you find the solutions to your problems.

Call: 0345 603 7627 and ask for the Consultation Line for advice and information

Website: essex.gov.uk/get-support-from-childrens-social-care



MIGRANT SERVICES

Integration Support Services

Our mission is to support the successful integration of migrants, refugees, asylum seekers and BAME community members. We are registered with the Office of the Immigration Services Commissioner (OISC). We are authorised to provide immigration advice and services.

Call: 01279 639442

Email: info@iss.org.uk



ABOUT EPPING FOREST FOODBANK

Epping Forest Foodbank (EFFB) thinks that no one in our community should have to face going hungry, which is why we provide three days' nutritionally balanced emergency food and support to local people who are referred to us in crisis.

All of the food we distribute is generously donated to EFFB by the local community and volunteers of all backgrounds help to sort, pack and distribute food parcels to local people in need.

We would love to hear your thoughts on your experience with us, to share them please go to rb.gy/05jlyt or scan the QR code using your smartphone.



Help through Hardship is the free helpline for people struggling to afford the basics across England and Wales. The helpline is run by the Trussell Trust in partnership with Citizens Advice.

Callers to the helpline receive income maximisation and benefits advice, signposting to other specialist advice (e.g. debt, housing, immigration), and a referral to a food bank, if needed.

Ring the helpline on 0808 208 2138. It's open from 9am to 5pm, Monday to Friday and you can talk to one of their trained advisors in the privacy of your own home.



Where can I use a foodbank voucher?

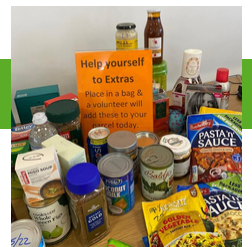
Any Trussell Trust Network foodbank distribution centre including...

Tuesday 10am-12pm Epping Community Hub
Civic Offices 323 High St, Epping CM16 4BZ

Wednesday 10am-12pm St Mary's Church
201 High Rd, Loughton IG10 1BB

Saturday 10.30am-12pm St John's On The Broadway
66 Broadway, Debden, IG10 3ST

Deliveries within Epping Forest District
By arrangement with referral agent



eppingforest.foodbank.org.uk



info@eppingforest.foodbank.org.uk



0300 102 9808

Epping Forest Foodbank is a Charitable Incorporated Organisation
Registered charity number 1182270
Registered in England and Wales