

Ealing Borough Information Sheet

Local Council Information and Support

The main office is closed, but general switchboard/enquiries can be called on 020 8825 5000 or there is plenty of information on the website at –

www.ealing.gov.uk/info/201262/coronavirus_covid-19

Helpline number for Covid 19 and the vulnerable - 020 8825 7170.

Social Services: 0208 825 8000

Exceptional Hardship support – a fund which provides a range of support for individuals experiencing great difficulty due to COVID-19. Visit the local welfare assistance page on https://www.ealing.gov.uk/info/201073/health_and_adult_social_care/1532/local_welfare_assistance to apply online or call 020 8825 6237.

Currently, most rubbish and recycling services are running normally, however, the refuse and recycling centres are closed. Libraries, leisure centres and community centres are temporarily closed.

The council has also closed housing hubs but will continue to offer an online and telephone service - 020 8825 5387 and https://www.ealing.gov.uk/info/201088/council_housing/159/contact_us_council_housing

To report out-of-hours emergency repairs, including lift repairs, call 0800 181744 from a landline or (020) 8825 5682 with a mobile.

Other council housing contacts Monday to Friday, 9am to 5pm are:

Anti-social behaviour

Tel: (020) 8825 5994, email: safercommunities@ealing.gov.uk

Emergency out-of-hours:
(020) 8825 5000

Supermarkets and Food Deliveries

Tesco

All stores (except Express stores) prioritise the elderly and most vulnerable for one hour between 9am and 10am every Monday, Wednesday and Friday

NHS workers have a priority slot one hour before opening every Tuesday, Thursday and Sunday,

Ealing Haven Green – 0345 026 9274 Open Monday to Sunday 6-10.

West Ealing Express - 0345 675 7034 Open Monday to Sunday 6-10

Lady Margaret Road Southall - 0345 671 9594 Open Monday to Sunday 6-10

Southall King St Express - 0345 610 2825 Open Monday to Sunday 6-10

Southall North Star Express - 0345 671 9602 Open Monday to Sunday 6-10

Northolt Express - 0345 026 9170 – Open Monday to Sunday 7-10

Sainsbury's

NHS ID holders have priority Monday to Saturday 07:30 - 08:00. Elderly customers, carers and disabled customers have priority Monday, Wednesday and Friday 08:00 - 09:00.

Ealing Broadway Local - 020 8579 3248 Open Monday to Sunday 7-9.

Ealing Common Uxbridge Rd Local - 020 8993 2951 Open Monday to Sunday 7-9

South Ealing Local - 020 8579 2590 Open Monday to Sunday 7-9

West Ealing - 020 8579 5593 Open Monday to Saturday 8-8

Hayes - 020 8561 3321 Open Monday to Saturday 8-8

Morrisons

NHS hour 7am-8am Monday-Saturday

Ealing The Broadway - 0203 1319367. Open Monday to Sunday 8-8.

Lidl

Southall – Open Monday - Saturday 8-10, Sunday 11-5

Foodbanks

Food banks are designed to provide short-term, emergency support with food during a crisis. Their aim is to relieve the immediate pressure of the crisis by providing food, while also providing additional support to help people resolve the crises that they face.

Ealing Food Bank – open for clients with referrals between 10am and 12 noon, at St Mellitus Hall, 1 Church Rd, Hanwell W7 3BA on Mondays, Tuesdays, Thursdays, Fridays and Saturdays. 020 8840 9428

When you contact a foodbank direct, inform them you are a PA Housing resident. We have agreements with many foodbanks and it may assist them in deciding whether they can help you.

The Trussell Trust covers approximately 75% of the Foodbanks across the UK. If the local numbers can't provide the help and support you need, try the Trust at <https://www.trusselltrust.org/coronavirus-food-banks/> or on 01722 580180. It may help find foodbanks near to you and give you contact details to see what they are offering local residents.

Local Pharmacies

Northfield Pharmacy (W13)- 0208 567 0982.
Email: info@northfieldpharmacy.co.uk
Open Monday to Friday 8-6.30, Saturday 9-5.30

Mattock Lane Pharmacy (W13) -0208 567 9153 /0208 840 2661
E-mail mattocklanepharmacy@nhs.net
Open Monday to Friday 8.45-7 and Saturday 9-5

Boots

Ealing The Broadway - 02085670641 Open Monday to Saturday 10-5, Sunday 11-5

West Ealing – 02088400800 Open Monday to Saturday 10-5, Sunday 10-4

London Acton (High St) – 02088962081. Open Monday to Saturday 10-5, Sunday 10-4

Other Essential Shops and Surgeries

Opticians

Boots - Ealing New Broadway – 02085671235. Open Monday to Saturday 10-4

Specsavers Ealing Broadway – urgent and essential only. 020 8840 2977 or visit <https://www.specsavers.co.uk/stores/ealingbroadwa>

Specsavers West Ealing – urgent and essential services only. 020 8840 8744 or visit <https://www.specsavers.co.uk/stores/westealing>

TH Collison Southall - 020 8574 2708 or email: southall@thcollison.co.uk

Dentists

The British Dental Association has apparently advised dentists to close, so it would be best to contact your local dentist where reception or a voicemail message will advise further.

Emergencies can be registered via NHS 111 line

The Ealing Dental Practice – www.ealingdental.com

Emergency advice only on 020 85672235 or 020 85793578

St Marys Dental Surgery - www.stmarysdentalsurgery.co.uk

Registered patients in severe pain can call on 07895 808 940 between 9:30am and 3pm Monday to Friday for Triage.

South Ealing Dental Practice

Providing a remote urgent care service between 9am-1pm every day, including Saturdays and Sundays. Please call 0203 126 4397 for additional information.

General advice can be found on::

<https://www.dentistsouthealing.com/wp-content/uploads/2020/03/Homecare-advice.pdf>

White House Dental Practice Southall - 020 8843 9323

Advice over the phone and emergencies via 111

Vets

Village Vet Ealing - 020 8991 1911

Open Monday – Friday 8:30am – 7:00pm and Saturday 9:00am – 2:00pm

Alcombe Veterinary Surgery - 020 8567 4597

Replacing standard consultation service with video and telephone consultations.
Advice on video and telephone consultations on <https://youtube/oWUvNjHOfoI>

Open Monday 9:00 am to 11:00 am and 14:00 pm to 19:30 pm, Tuesday to Friday
9:00 am to 11:00 am and 15:30 pm to 19:30 pm and Saturday 9:00 am to 11:00 am
and 15:00 pm to 18:00 pm

The Avenue Veterinary Clinic - 020 8997 3788

Emergency care only

Temporary clinic hours are Monday – Friday 9:00am – 5:00pm and Saturday
9:00am – 12:00pm

Local Banks and Banking

All banks say they are busier than usual on the phone and to use online banking where possible. Caution is advised in order to avoid scams and use of cards instead of cash is also advised where possible. There is too much detail online to include here, but links to pages giving specific Coronavirus update information are below.

Lloyds – reduced branch hours 10-2 Monday to Friday. Telephone is 0345 602 1997 but phone lines are busy so they recommend calling only in an emergency and using online banking where possible. There is also an online self-service tool with drop down options to choose certain options eg requesting a new PIN.

Ealing and Southall branches appear to be open during the reduced hours.

<https://www.lloydsbank.com/help-guidance/coronavirus.html>

<https://www.lloydsbank.com/contact-us.html>

Barclays – 0345 734 5345 but busier than usual.

Monday, Tuesday, Thursday, Friday 9:30 AM to 3:00 PM, Wednesday 10:00 AM to 3:00 PM, Saturday 10:00 AM to 2:00 PM

Ealing (Broadway) and Southall branches are open, West Ealing branch is closed.

Plenty of information online and self-serve options

<https://www.barclays.co.uk/coronavirus/>

NatWest – branches are open 10-1 Monday to Friday. The Mall, Ealing and The Broadway Southall branches are open.

General phone line - 03457 888 444

Lots of information on website as to help available

<https://personal.natwest.com/personal/support-centre/coronavirus.html>

<https://personal.natwest.com/personal/support-centre/coronavirus.html#bank> for mobile, online and video banking information

There is an emergency number for NHS workers only 0800 0462 418.

HSBC – reduced branch hours 10-2 Monday to Friday and limited services. The branch locator was not available, however, to look at specific areas or branches.

03457 404 404 (8-8) and can register for mobile or online banking

<https://www.hsbc.co.uk/help/coronavirus/> for general advice and information.

Local Support

Ealing social services can be contacted on 020 8825 8000.

www.ealingtogether.org – a general collaboration between local community and voluntary groups, Ealing Council, resident associations and concerned residents that want to help. Advice line as per Council - 020 8825 7170.

Ealing Advice – a local advice service. Phone - 03000 12 54 64 or visit <http://ealingadvice.org/areas-of-advice>

Job Centres

Job centres are closed to appointments but there is advice on the DWP website –

<https://www.understandinguniversalcredit.gov.uk/coronavirus/>

Phone – 08001690190 (voicemail with a few advice pointers only)

Domestic Abuse Help

Advance Domestic Violence Service
Emails: ealingreferrals@advance.cjsm.net and
EalingReferrals@advancecharity.org.uk

Phone - 079 8411 0750

Southall Black Sisters

Support for domestic violence victims from black and minority ethnic groups and advice on immigration issues. Women-only service.

Helpline telephone: 020 8571 0800 (open Monday to Wednesday, and Friday, 9.30am to 4.30pm, closed 12.30pm to 1.30pm for lunch)

General enquiries telephone: 020 8571 9595

Eastern European Service

Support to domestic violence victims from the Eastern European Community. Women-only service.

Tel: 0772 524 5777

Email: EasternEuropeanIDVA@refuge.org.uk

Women and Girls Network

Providing advice and specialist support for victims of rape or sexual assault and operating a free domestic violence advice line. Women-only service.

Freephone advice telephone: 0808 801 0660

Email: advice@wgn.org.uk

Open Monday to Friday, 10am to 4pm, and Wednesday 6pm to 8pm

National Domestic Violence Helpline on 0808 2000 247 for information about refuges.

National LGBT Domestic Violence Helpline on 0800 999 5428.

Men's Advice Line on 0808 801 0327.

Childline on 0800 1111

Health and Wellbeing

Here are some contacts that may help with a number of health and wellbeing issues

General health: www.nhs.uk or call 111

Support for mental health issues: www.mind.org.uk/information-support/coronavirus or www.mind.org.uk or call 020 8519 2122

Senior citizen's support: www.ageuk.org.uk or <https://www.ageuk.org.uk/information-advice/coronavirus/> or call **0800 678 1602**. – open 8am to 7pm, every day of the year.

Daily Meditation – online app providing support through meditation, sleep and movement exercises: www.headspace.com or <https://www.headspace.com/covid-19>

Alzheimer's Support - advice for people living with dementia: Call 0333 150 3456 or www.alzheimers.org.uk

Paragon Asra

PA Housing



Online Counselling – Cognitive Behavioural Therapy: www.iesohealth.com or call 0800 074 5560

Domestic abuse advice: www.womensaid.org.uk or call 0808 2000 247 (women) 0808 801 0327 (men), www.refuge.org.uk and www.mankind.org.uk or call 01823 334244

Citizens Advice England www.citizensadvice.org.uk/ or call 03444 111 444

Gyms, libraries, council healthy walks and fitness classes are closed however here are some exercises you can do at home:

Over 70s Sitting exercises	https://www.nhs.uk/live-well/exercise/sitting-exercises/	Home Keeping Fit - Online only
Gym free exercises	https://www.nhs.uk/live-well/exercise/gym-free-exercises/	Cheap and fun gym-free activities to improve health and fitness.
CBeebies	https://www.bbc.co.uk/cbeebies/grown-ups/fun-exercises-to-do-at-home-with-kids	Fun exercises to do at home with kids
World Stories with Kids	https://worldstories.org.uk/	Stories available in numerous languages: https://worldstories.org.uk/library
CBBC	https://www.bbc.co.uk/cbbc	Games, quizzes and puzzles
BBC	http://www.bbc.co.uk/scotland/brainSMART/games/	Brain games for adults
Games online	https://www.chess.com/ https://www.roalddahl.com/shop/gifts-toys-and-games/roald-dahl-monopoly	Chess Monopoly (for adults & kids)
Mind	https://www.mind.org.uk/need-urgent-help/how-can-i-distract-myself/games-and-puzzles/	Distraction when you're in crisis
NHS	https://www.nhs.uk/conditions/nhs-fitness-studio/pilates-for-beginners/	Free Pilates for beginners
British Heart Foundation	https://www.bhf.org.uk/information-support/heart-matters-magazine/activity/yoga/yoga-poses	Chair based yoga