Useful Links for Advice and Information

Find a service that offers advice on subjects such as money and welfare, parenting or transport. You can look for different services such as:

* Family Information Service
* Family Fund
* Family Action
* Citizens Advice Bureau
* [Advice, Information & Support Services](https://www.localoffertowerhamlets.co.uk/organisations?page=5&search_organisation%5Bcategory_ids%5D%5B%5D=3294)

# Citizens Advice

With effect from Tuesday 17th March 2020, we are postponing all face-to-face activities. This means that no more face-to-face client interviews will take place and we will instead conduct telephone client interviews, emails and Microsoft Teams.

Clients can contact us by email to [advice@eastendcab.org.uk](mailto:advice@eastendcab.org.uk), SMS by texting HELP to 07860041410 (charges apply). We will also provide a phone number to contact us, and we will respond to our clients’ needs and request.

We are offering call-backs or email advice for clients dropping in this week.

Our evening Pro bono clinics have also been suspended for face to face for the time being but all clients with pre booked appointments will be contacted by telephone client interviews, email, or Microsoft Teams, and the important work we do will continue.

# Food bank and Food Hubs

To help support families with school aged children over the summer the Council has set up several hubs distributing meals and activity packs.  Food will change daily and there is no limit to how many days a child can access food.  All meals are vegetarian and are a mixture of ready to eat hot food and prepared chilled meals that can go in the microwave or the oven.

Parents will be asked to complete a short form with the child's details and a track and trace form.  We kindly request that adults wear a mask when collecting food.

* [Food Banks](https://www.localoffertowerhamlets.co.uk/pages/local-offer/covid-19/money-matters)
* [Food Hubs](https://www.towerhamlets.gov.uk/lgnl/health__social_care/health_and_medical_advice/Coronavirus/Schools/Free_school_meals.aspx)

Tower Hamlets Law Centre

Housing Advice team

020 7538 4904

St Anne’s Street, off 789 Commercial Road, E14 7HG

[www.thlc.co.uk](http://www.thlc.co.uk)

[Shelter](https://england.shelter.org.uk/get_help/local_services/london)

London Advice lines; for under 25s – 0330 053 6091

for over 25s – 0344 515 1540

<https://england.shelter.org.uk/get_help/local_services/london>

### EDUCATIONAL RESOURCES

Educational Resources provided by John Galloway and Hilary Norton

* [ICT, Special Needs and Inclusion](https://ictandinclusion.edublogs.org/2020/03/16/sites-for-learning-at-home-for-send-children-and-young-people/)

### Useful Numbers

|  |  |
| --- | --- |
| Department | Contact Number |
| Adult Social Care | 020 7364 5005 |
| Appropriate Adult | 0333 2424 999 |
| Attendance and Welfare | 020 7364 3427 |
| Benefits | 020 7364 5001 |
| Children with Disabilities | 020 7364 2724 |
| Children Looked After | 020 7364 5503 |
| Child Protection | 020 7364 3444 |
| Child Performance Licence | 020 7364 3435 |
| COVID -19 / Dfe Helpline | 0800 046 8687 |
| Early Years | 020 7364 1553 |
| Early Help Hub | 020 7364 5744 |
| Fostering & Adoption | 020 7364 5318 or 020 7364 5335 |
| Leaving Care | 020 7364 1140 or 020 7364 1091 |
| Maintenance Allowance | 020 7364 6171 |
| MASH | 020 7364 5601 or 020 7364 5607 |
| Parental Engagement Team | 020 7364 1952 |
| Parents Advice Centre - SENDIASS | 020 7364 6489 |
| Pupil Services | 020 7364 4301 |
| Pupil Services – Nursery | 020 7364 3837 or 020 7364 4606 |
| Pupil Services – Reception | 020 7364 3837 or 020 7364 6196 |
| Pupil Services – Secondary | 020 7364 4307 or 020 74364 5860 |
| Tower Hamlets Local Offer | [www.localoffertowerhamlets.co.uk](http://www.localoffertowerhamlets.co.uk) |
| 30 Hours Free Childcare | [www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk) |