

# Ealing & Acton Support Enterprise (EASE)

Supporting asylum seekers and refugees in a thriving local community

IF YOU ARE HOMELESS YOU DO NOT NEED TO REGISTER FIRST AND YOU CAN VISIT US EACH WEEK.

## Welcome

Welcome to Ealing! The borough is one of the most diverse and multi-ethnic places in London – there is every nationality here so you can definitely find people and places that are familiar to you and where you can feel at home. We are also the greenest borough in London – with huge parks you can visit freely, take a break and see the seasons change.

This is a local guide to the area, for asylum seekers and refugees. It is produced by the Ealing & Acton asylum seekers' community drop-in based in Acton. All information was correct at time of writing, but things may change, **so please check before you go.**

### About EASE

We are a local community group run for and with asylum seekers & refugees in Ealing and Acton

#### What we offer:

- A drop-in for asylum-seekers & refugees living in the London Borough of Ealing every Thursday morning (10.30am –1pm).
- A delicious lunch cooked by volunteers from across the community (including asylum-seekers)
- Shopping vouchers and free groceries
- English classes run by qualified teachers as well as conversation over lunch.
- Help & advice on a range of issues, including accommodation, transport, training & education
- We are close to buses no 70, 95, 207, 260

#### To visit us:

- You must be living in the borough of Ealing.
- You will need to register first. We will email you within three weeks to invite you to come to the drop-in. You will be able to visit us every two weeks.

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## Transport

Acton public transport includes buses and trains. Bus stops near The Stay Club North Acton are Friary Road Stop E (for buses 95 and 260), Friary Road Stop F (for the 260 bus) and Gypsy Corner Stop D (for buses 218, 266, 440 and N266).

The nearest train station is Acton Main line. Trains on the Elizabeth line can be taken from here; these currently run between 6:00 AM to midnight on Monday to Saturday and between 8:00 AM and 11:00 PM on Sundays.

See the TFL website for bus and tube routes and timetables. [Keeping London moving - Transport for London \(tfl.gov.uk\)](https://www.tfl.gov.uk/keeping-london-moving-transport-for-london)

Citymapper is also a useful app for planning journeys on public transport.

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### Food Banks

**FoodCycle White City** offers a free community meal every Saturday at 1:00 PM in the Our Lady of Fatima Parish Centre, Commonwealth Avenue, London, W12 7QR. This centre can be reached by taking the 95 bus from Friary Road Stop E to White City Estate Stop ZZ (followed by a short walk). No booking or referral is needed.

**Acton Homeless Concern** offers free meals and food in central Acton from two centres - Emmaus House and the Damien Centre. Everyone is welcome. See their website for more details.

**Ealing Food Bank** offers emergency food distributions on Fridays between 12:30 PM and 2:00 PM at the Oak Tree Anglican Fellowship, 216 High St Acton, W3 9NX. You must have a referral to collect food from this food bank. Further information can be found on their website:

<https://www.trusselltrust.org/get-help/find-a-foodbank/ealing/>

### Asylum & Refugee Support Centres

**The Acton Gardens Community Fridge** offers a free food collection service every Tuesday at 3:00 PM at the Acton Gardens Community Centre, Unit A, Munster Court, Bollo Bridge Rd, London W3 8UU. This service runs on a drop-in basis - no booking or referral is needed to collect food from here.

The Acton Gardens Community Centre can be reached by taking the 266 Bus from the Gypsy Corner Stop D to King Street Stop D, followed by a 10-minute walk.

[Community Fridge | Acton Gardens CC \(theagcc.co.uk\)](http://theagcc.co.uk)

**Notre Dame Refugee Centre Drop-In Café** Maison Pierre Chanel, 16 Leicester Square, WC2H 7LET Tel: 020 7440 2668/020 7440 2669. Run an advice line (020 7440 2669) on Mondays, Wednesdays and Fridays from

10.30 to 13.30 and a drop-in centre on Mondays and Thursdays from 10.00 to 14.00. Services provided include job advice, advice regarding admin such as opening a bank account and booking an appointment with a GP, a befriending scheme, counselling and representation in refugee settlement applications.

**Cardinal Hume Centre.** Working mainly with homeless, those in poverty, they also do immigration advice and casework. Contact for advice is 0207-227-1673. 3-7 Arneway Street, off Horseferry Rd, Victoria, London SW1P 2BG. The Centre's welcome hub (same address) is also open 9.30am-3pm, Monday-Friday.

**Liberal Jewish Synagogue Drop-In** 28 St. John's Wood Road, London, NW8. A family Drop-In Centre the first Sunday of every month 2.30pm-4.30pm for destitute asylum seekers (children and parents only). Hot food, clothing, food vouchers and travel expenses. You must bring: your Home Office letter of first refusal, and identification documents for yourself and your children.

**Refugee Council Freephone helpline** Tel: 808 808 2255 (calls from mobiles are free) Information for refugees and asylum seekers.

**New North London Synagogue (NNLS) Drop-In For Destitute Asylum Seekers.** Run a monthly drop-in on the first Sunday of every month 2pm – 4.30pm. Nearest tube: East Finchley (Northern Line), then bus 263 or a short walk. Offer refreshments, lunch, clothes, medical consultations and legal signposting. Call before your first intended visit to check on capacity for new clients.

**Asylum Aid.** They are based at 20 Penfold Street, London NW8 8HJ and offer legal casework for individual asylum seekers. They have scarce resources so contact them by phone to check on their capacity 020 7354 9631.

**WLS family drop-in:** for asylum-seeker families with children under 16. 33, Seymour Place W1H 5AU. Marble Arch tube. Once a month on the third Sunday 2.30–4pm: food vouchers and

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travel money; nappies, toiletries, STs and baby clothes provided. Plus school uniform and coats in season.

### Healthcare

When you move to Ealing you must register with a local doctor. This will give you access to primary healthcare. See here to find a GP close to you. You may need to keep calling to get an appointment with your doctor. You can also register with a new GP online: <https://eastlondonregistergp.nhs.uk/start>

### Pharmacies

**Jallas Pharmacy** is located near the Acton Main Line tube station, at 311-313 Horn Ln, London W3 0BU. It is open from 9:00 AM to 7:00 PM Monday-Saturday and closed on Sundays. Telephone number: 020 8992 6558.

**Zahra Pharmacy** on Acton High Street (72 High Street, Acton, London, W3 6LE) has longer opening hours; it is open between 9:00 AM and 9:00 PM Monday-Friday, between 9:00 AM and 8:00 PM on Saturday and between 9:00 AM to 6:00 PM on Sunday. Phone number: 020 8993 8499

### Markets and Shops

Tesco is in North Acton and Ealing Broadway  
**Strawberry Local** is a convenience store 5-minute walk away from the North Acton Stay Club.

**Acton High street** has many different shops from around the world, including lots of different grocers, general stores, textile and fabric shops, pharmacies and hairdressers. Many of the fruit and vegetable shops offer 'bowls' for just £1. Acton High Street is a 2-minute walk from King Street Bus Stop D (the 218 bus can be taken from Gypsy Corner Stop D to King Street Stop D).

A full list of shops and businesses on Acton High Street is available here:

<https://www.allinlondon.co.uk/regions/acton/streets/high-street?page=1>

**The Oaks Shopping Centre, Acton** is situated on Acton High Street. It is newly refurbished and there to serve the local community in the heart of Acton. It has many shops including Lidl, Poundland and Iceland which are economy food stores. It is open from 8am-10pm on weekdays, 9am-10pm on Saturdays and 10am-6pm on Sundays. You can access The Oaks via Acton High Street or Churchfield road.

**Al Noor** (166 High Street, London) is a food shop on Acton High Street which sells Halal meat at the butcher's counter.

**Acton Market** runs from Wednesday-Friday on The Mount, outside Morrison's supermarket in central Acton. There are stalls for clothes, food, shoes, toys and local products. There is a fantastic fruit and vegetable stall which is open in the mornings. Everything is sold in bowls which (mostly) cost just £1.

**Shepherd's Bush Market:** open from Monday-Saturday. It has a huge range of food, fruit, vegetables, clothes, materials and household items from around the world. Getting there:

By bus: Goldhawk Road 94 / 237 Uxbridge Road 207 / 228 / 260 / 283 / 607

By tube: Shepherd's Bush Market Station – Central Line (1 minute walk) Goldhawk Road Station (1 minute walk) Shepherd's Bush Station (10 minute walk)

### Local Schools

When you arrive in Ealing, you will need to apply for your children to attend school. All children have the right to attend school. You must apply to the council online. **You will need to apply for an 'in-year admission.** The council will contact you by email with a reply – but it may take a few weeks. If you have not heard from them we can help follow up. To find out which schools are near to you and to apply for a school place in Ealing go here: <https://www.ealing.gov.uk/info/201116/in-year-admissions>

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### Places of Worship

**Acton Mosque** is the main mosque in Acton and is located on Acton High Street at 2-5 Oldham Terrace, Acton, London, W3 6LS.

**Masjid Ezzeitouna** is a nearby Mosque located at 6 Western Ave, East Acton, London W3 7UD.

**The Central Gurdwara (Khalsa Jatha) London**, 62 Queensdale Road, London W11 4SG, is a Gurdwara in Notting Hill which can be reached by bus.

**The Shri Kanaga Thurkkai Amman Temple**, also known as Ealing Amman Temple, is a Hindu temple in West Ealing, at 5 Chapel Road Ealing London W13 9AE.

There are local Church of England (Protestant) Churches all over the borough.

### Local Activities

The borough of Ealing has the most green parks and green spaces in London. They are very beautiful and have lots of places for children and families to play and explore. And they are all free to visit. Many of the parks also offer free activities and many have outdoor gyms, too.

**Friars Gardens** is a small park with a community garden, a wildflower meadow and an adventure trail for children.

<https://www.goparks.london/park/friar-s-gardens/>

**Acton Park** is a large park with a children's playground, free tennis and basketball/football courts, a skate park and a café. Acton Park also has free outdoor gym equipment, available for anyone to use between 10:00 AM and 5:00 PM.

[https://www.ealing.gov.uk/info/201136/parks\\_in\\_the\\_borough/661/acton\\_parks/2](https://www.ealing.gov.uk/info/201136/parks_in_the_borough/661/acton_parks/2)

**Walpole Park** is by Ealing Broadway. It is beautiful with ponds, as well as a playground for older and young children. They run sessions twice a week for volunteers to help maintain the gardens.

It also has the **Pitzhanger Manor museum** and Soanes museum built by the famous 19<sup>th</sup>

Century British architect, John Soanes. It is free to residents, so take details of where you are living. Art Gallery with lovely art, sculpture architecture, and photography exhibitions.

Wednesday-Sunday, 10am-5pm.

**Park Runs:** Free 5000m group runs every Saturday at 9:00AM in **Gunnersbury Park parkrun** and **Wormwood Scrubs Park**. Runners and volunteers are both welcome.

**Acton Park** runs a free weekly 2000 m **Junior parkrun** for children aged 4-14 years, every Sunday at 9:00 AM.

**Parkplay** [park-play.com](http://park-play.com) runs a free games session for children and parents in Southall and Osterley every Saturday at 9.30am. It is free to go, but you should register first.

**Dukes Meadows Park** has a free water play area, an adventure playground for children and a large meadow that can be used for football. Dukes Meadow Park is in Chiswick and can be reached by the E3 bus.

#### Gunnersbury Park and Museum

A beautiful park open every day 7am-dusk – free. Plus, Gunnersbury Park Museum open Tuesday-Sunday, 10am-4.30pm. A lovely museum about the history of Ealing, with historic kitchens from Victorian times. Free entry.

E3 Bus route or Acton Town tube station

[www.visitgunnersbury.org](http://www.visitgunnersbury.org)

#### Chiswick House and Gardens

A beautiful historic house and stunning gardens in Chiswick. Open 7am-dusk every day. Free entry. On the E3 bus route.

[www.chiswickhouseandgardens.org.uk](http://www.chiswickhouseandgardens.org.uk)

**Everyone Active sports and leisure centre** is the public sports and leisure centre in Acton, with a gym and a swimming pool. **They will provide one free swim and one free gym visit for each asylum seeker or refugee and they will also give membership at a reduced cost.** Please contact EASE (07467 614 600) so we can send you a letter you can show to reception to claim your free access or reduced membership.

**ActOne Cinema**, in Acton, The Old Library, High St W3 6NA is offering reduced cinema tickets for guests at The Stay Club. Film

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Screenings are on Monday-Thursday, and there is a special parent and baby screening at 11:30 AM on Tuesdays. It is our local community cinema in Acton showing current releases and children's films. Local asylum seekers and refugees can visit for £3 only if you bring a Home Office proof of status letter to buy tickets. EASE also arranges free cinema trips to the cinema.

## Children's Centres

[Acton Park](#) has a children's centre on East Acton Lane, Acton, W3 7LJ. During the summer school holidays the centre runs Open Access Play for children between the ages 0-12 years. There are also free groups and activities for parents/carers and children (including arts and crafts activities and cooking classes) – free registration is required to access these.

The following [webpage](#) has a link to the Ealing Children's Centres registration forms (and more information about services and activities).

[The Maples Children's Centre](#) (East Churchfield Road, W3 7LL) just a few minutes from the hotel. This runs Baby Time Play groups for babies who are 1 year old and younger every Wednesday between 1:15 PM to 2:30 PM (term time only). Maples Children's centre advises coming early to avoid disappointment since the sessions get full quickly. Telephone: 0208 743 7128

**Free Childcare:** 2-year old children may be eligible for free childcare at a children's centre – eligibility can be checked using the following Ealing Council [webpage](#).

[Acton Park Children's Centre](#) (East Acton Lane, W3 7LJ) offers a varied programme for families with babies and toddlers

- Phone number: 020 8743 6133
- Email: [Poormang@ealing.gov.uk](mailto:Poormang@ealing.gov.uk)

Check out the website via the link above for the latest Activities Newsletter.

## Libraries

**Acton Town Hall Library** is located in the Everyone Active Centre, Acton High St, London, W3 6NE. It is open between 10:00 AM and 7:00 PM on Tuesdays, Wednesdays and Thursdays, between 10:00 AM and 5:00 PM on Mondays, Fridays and Saturdays, and is closed on Sundays. Offers free story-time sessions (for children under 5-years old) at 10:30 AM on Fridays. In these sessions library staff will read popular children's books to children aged 5 years and under. These are drop-in sessions and so there is no need to register, however they work on a first come, first served basis so there may be limited spaces.

Storytime sessions are also held at **Ealing Central Library** at 11:00 AM on Fridays, and at **West Ealing Library** at 10:00 AM and 10:45 AM. There are also free Rhymetime sessions for babies and toddlers, with nursery rhymes and songs at **Ealing Central Library** at 11:00 AM on Fridays and at **Greenford Library** at 11:00 AM on Wednesdays.

## Psychological and Trauma Support

Life in the UK can be difficult, particularly if you are new to the area. It can be difficult getting support for any psychological trauma you have been through because there is so much demand for services. Some suggestions are below. But also keep thinking about what you can do for yourself – Get out into Ealing's beautiful parks, start some volunteering, so you can do something with your time, practice English and get experience of living in Ealing and of course, visit EASE! **PLEASE DON'T KEEP QUIET – LET US KNOW IF YOU WANT HELP. We can suggest where you can go for more help. A few suggestions are below:**

**Your GP:** try asking your GP to refer you for mental health or counselling support. You could be lucky. The GP at least should be able to direct you to other services that might help.



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**Volunteering:** we really encourage you to volunteer. This is great for your mental health, your English speaking skills and will help you get a reference once you have the right to work and start looking for a job. At EASE we can have up to 10 volunteers from our members, so ask if you want to volunteer with us – but you must commit to be with us each week. We have contact with a range of other local volunteering opportunities, so please come and ask if you would like more information!

**Mental Health Integrated Network Teams (MINT):** Community-based teams that focus on supporting people's mental health, alongside their physical health and social care needs. The teams work closely with GPs, social services, the voluntary sector and other organisations to offer treatment and care in a more integrated - or joined up way. Referral is by your GP. Not EASE.

**Social Prescribing, Acton–** an NHS scheme which offers local link workers ('social prescribers') who then work with the you to develop a personalised care & support plan. Speak to us at EASE so we can refer you.

**Mental Health Helpline: Freephone 0800 328 4444.** Offers help & advice in a crisis from trained mental health advisers and clinicians. It's available 24 hours a day, 7 days a week, 365 days a year.

**Improving Access to Psychological Therapies (IAPT).** IAPT Ealing offers talking therapies for people over 18 who have a GP in the London Borough of Ealing. Sessions are structured and take place over a short time, usually about 8 weeks to 10 weeks. Therapy is offered in different ways: face to face, in groups, over the phone, using video chat on your mobile device, smartphone or computer. You can ask your GP to refer you or make a referral online for yourself. Telephone: 020 3830 5640.

**Ealing Safe Space,** They're a local hub for anyone who feels they're nearing crisis point, based at The Lido Centre, 63 Mattock Lane, W13 9LA. Operates a drop in service 7 days a week, between 3-7pm 7 days a week. Or else you can make a formal appointment for between 7pm–10pm either by calling 0207 471 0583 (open 12noon-10.30pm daily) or completing an on-line referral form [hfehmind.org.uk](http://hfehmind.org.uk).

The **Helen Bamber Foundation:** a charity that provides specialist therapy support for victims of torture and trafficking. You can self-refer via an online application form. Referrals | Helen Bamber. Or if you would like EASE to manage the referral for you please ask.

**The Refugee Council** provides specialist mental health support to help refugees rebuild their lives, including the London Therapeutic Adult Counselling Service. **If you would like to be referred for support please advise EASE and they will make the referral for you.**

**Freedom from Torture** help people recover from post-traumatic stress disorder (PTSD), depression, anxiety and other problems caused by trauma. They offer trauma specific therapies, as well as psychodynamic, systematic, integrative and group therapies. They also provide an interpreting service to people receiving therapy from them. Phone: 0207 697 7777 or make an online referral.

**Papyrus** A confidential support and advice service **HOPELINE247** for young people struggling with thoughts of suicide, and for anyone worried about a young person. Open every day, all year.  
Call: 0800 068 41 41  
Text: 07860 039967  
Email: [pat@papyrus-uk.org](mailto:pat@papyrus-uk.org)

**The Samaritans:** Free 24 hour support. A safe place to talk about whatever's getting to you. They won't judge or tell you what to do, they will listen to you.

Email: [jo@samaritans.org](mailto:jo@samaritans.org)

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Call: 116 123

**Shout Crisis Text Line** “Shout” offers a confidential and free 24/7 crisis support for times when you need immediate assistance. Text **"SHOUT" to 85258**. An counsellor will then call you back.

**Salvation Army** (Human Trafficking) You will be assigned a personal support worker either at a new safe place or else where you're currently staying. They will work with you to create an individual plan of support, informed by their guidance & expertise. Phones: 0800 808 3733

### **The Jasmine Project (Ealing)**

<https://eachcounselling.org.uk/jasmine/>

For women with multiple needs, Offers free and confidential counselling and group support. To access it you must be a woman 18+ and living in Ealing. Counselling is available in English, Punjabi, Polish and French. Tel: 020 8577 6059

## LGBTQ+ support and networks

**Micro Rainbow** An organisation to support LGBTQI who asylum seekers and refugees in the UK. It Offers **safe houses** for LGBTQI asylum seekers and refugees; support, social networking, and activities in London

**Helpline for LGBTQI Migrants:** A phonenumber for *first time* callers operates from Monday to

Friday from **2pm – 5pm. 0800 3585851**. The number is free to call.

If you need a translator, please email [social@microrainbow.org](mailto:social@microrainbow.org) to arrange this *in advance*.

**Email contact:** When emailing make sure to include your full name, where in the UK you are living, your phone number and if you require a translator for the language you speak.

**Say it Loud Club Services:** A member-led organisation that helps LGBTQ+ refugees rebuild their lives in a supportive environment through: mentoring, social events, workshops and networking and support to access legal aid, housing and mental health

To make an appointment send a request on line via <https://sayitloudclub.org/contact-us/>

**African Rainbow Family (ARF)** You don't have to be from Africa to qualify for their services.

Signposting to immigration and other advice, counselling, social events, financial support, buddying support, support for those with no recourse to public funds. You can self-refer, providing as much information on your status as possible, via the following form:

<https://africanrainbowfamily.org/forms/>

**NOTE:** as of Oct24 there is a considerable waiting list of people and ARF are estimating it may take up to 2 months to receive your registration call after submitting your referral.

**General Enquiries** can also be sent electronically via their ‘Contact Form’ at the following link:

<https://africanrainbowfamily.org/contact-form/>