

Physical & Mental Health support and Drug & Alcohol Services

Change, Grow, Live; Drug and Alcohol Service

Free, safe and confidential drug and alcohol service. You can talk freely and without judgement. This service is available for all adults, children and young people of Waltham Forest. Drop in's are Monday, Tuesday, Thursday & Friday 9.30 – 3pm
Wednesdays 12.30 – 3pm

☎ 0203 826 9600

✉ CGL.WalthamForest@cgl.org.uk

Jane Atkinson Health and Wellbeing Centre

Provide a single telephone number for anyone enquiring about mental health services in Waltham Forest, urgent mental health assessment where needed and management of referrals to other specialist mental health services.

Access assessment and brief intervention team

📍 The Jane Atkinson Health and Wellbeing Centre (Thorpe Coombe Hospital site), 714 Forest Road, Walthamstow, E17 3HP

☎ 0300 300 1570 - Opt 4

✉ WFMHSPAEnquiries@nelft.nhs.uk

Opening times: 9am - 5pm, Monday to Friday

Mental Health Direct

☎ 0800 995 1000

Whipps Cross A and E

📍 Whipps Cross Road, Leytonstone, E11 1NR

☎ 020 8539 5522

Waltham Forest Talking Therapies:

☎ 0300 300 1554, option 4 for help face-to-face, online, over the phone, or on a video call

Walk in Centres:

Oliver Road Emergency Health clinic

📍 75 Oliver Road, London, E10 5LG

☎ (020) 8430 8282

Social prescribers

Social prescribing link workers connect people to community-based support, including activities and services that meet practical, social, and emotional needs that affect their health and wellbeing. This includes connecting people to statutory services for example housing, financial and welfare advice. Ask at your GP Practice to be referred to the Social Prescriber or email below for more info:

✉ social.prescribing@walthamforest.gov.uk

Food

PL84U al-suffa

Cross-community interfaith initiative providing hot meals and companionship, food bank, clothes bank and pampering sessions for the elderly, homeless and people in need of all faiths and beliefs. Monday & Wednesday drop in's from 12-2pm

✉ PL84UALSUFFA@gmail.com

☎ 07539364110

Rukhsana Khan Foundation

Food bank: Saturdays 11:00am-12:00pm at the William Morris Community Centre.

📍 6-8 Greenleaf Rd, Walthamstow, London E17 6QQ

Hornbeam Cafe

Thursday: Community Living Room! Free meal and connection to local services - 11am-3pm

Friday: 11am - 3pm

Saturday: 11am - 3pm

Lunch (Brunch on Saturdays) served from 12pm - 2:45pm

📍 458 Hoe St, Walthamstow, E17 9AH

Eat or Heat

Referral only by social worker or other professionals. Local food bank offering food support for residents and families in the borough for a limited period.

📍 Jewel Road 1a, London, E17 4QU

✉ info@eatorheat.org

St Mary's Community Meals

Alternate Wednesdays and Saturdays mornings; 10am to 12pm. Support with form filling, registering for services or getting online. Not an advice service, but they are able to signpost to services across the borough and beyond. No referral needed.

📍 Bishop's Close, London, E17 9RP

☎ 02085201430

✉ hello@stmaryswalthamstow.org

Holy Trinity Church Community Food Share-

Open every Tuesday morning, 11am-12pm . No referral needed.

📍 Holloway Road, Leytonstone, London, E11 4LD

☎ 020 8988 0360

✉ info@e11holy.org.uk

Higham's Park Food Aid

Provides food and household essentials for individuals and families in the E4 area.

📍 All Saints Church, Church Avenue, Highams Park, E4 9QZ. Tuesday 11am - 1pm, Wednesday 11:30am - 4pm (Hub Cafe), Thursday 11am - 1pm

Support & Advice

Early Help Community Drop Ins

Help with information about local services, support for parents, community activities, and help to use online services and more.

DROP IN FROM 9.45-11.15AM

📍 Tuesday - Queens Road Family Hub
215 Queens Road E17 8PJ

📍 Wednesday - Chingford Library,
Station Road, E4 7EN

📍 Thursday - Walthamstow Library
High Street E17 7JN

📍 Friday - Leytonstone Library
6 Church Road, E11 1HG

📍 Migrant Community Drop-in
Wednesday 1-2:30pm

📍 The Welcome Hub (First Floor)
Leabridge Library
Leabridge Road E10 7HU

Citizens Advice Waltham Forest

Provide free, confidential and impartial advice and campaign on big issues affecting people's lives.

☎ 08000 234 974

Monday to Friday 10-2pm

Forest Churches Emergency Night Shelters (FCENS)

Winter Night Shelter/ Drop-in centre providing assistance and advice.

📍 24 Brookscroft, 640 Forest Rd, opposite Walthamstow Town Hall and next to YMCA.

☎ 07739 870 411

Monday to Friday 10-3pm

Waltham Forest Community Hub

Working alongside solicitors from Hackney Community Law Centre to provide legal housing advice for residents of the borough.

☎ Advice line 07743 099963

The lines are open Tuesday and Wednesday from 10:00 - 14:00.

Shelter

Provide housing and support service; over the phone, online and legal advice.

☎ Emergency Helpline: 0808 800 4444

Online Housing Advice

Online Webchat (Mon-Friday, 8-6pm)

Website for more information

Families

Lloyds Park Baby Bank

Help out with things like baby clothes, buggies, cots, baby mattresses and consumables like nappies and wipes.

Calendar access scan here:

Use your phone camera to scan QR Codes



SCAN ME

Domestic Abuse Support

Solace in Waltham Forest (SASS)

Advocacy:

Short to medium term support to people of any gender identity affected by domestic and sexual violence across all risk levels.

Monday to Friday 9-5pm

☎ 07340 683382



walthamforestIDSVAservice@solacewomen.said.org

Marketplace:

Range of therapeutic support services via one referral route. Made up of several approved providers and aims to help those affected by domestic abuse, sexual abuse and harmful practices to recover and continue with their lives.



WFTherapeuticMarketplace@solacewomen.said.org

Ashiana Network

Helping women and girls at risk of domestic violence and abuse.

☎ 24 HOUR HELPLINE: 0808 2000 247

☎ 020 8539 0427

✉ info@ashiana.org.uk



SCAN ME

Violence against Women and Girls



vawg@walthamforest.gov.uk

Scan QR for VAWG Leaflet

Image Key:

Email address-

Location-

Telephone number-



SCAN ME

Scan for interactive map

Why am I in Temporary Accommodation (TA?)

- The council uses TA while they carry out homelessness assessments.
- When the assessment is completed you will be told the outcome. If the council decides there is a duty to find housing for you, you may stay in TA until suitable housing is available.
- There is no limit on how long you might stay in TA but it must be suitable for your needs and those of your family.

What sort of accommodation is TA and where is it?

- It varies from hotels and B&Bs, hostels and private housing leased from private landlords.
- You might be moved to different types of TA over a period of time. You are responsible for your moving costs.
- The TA offered might not be in Waltham Forest, but it must be suitable for your needs and its location should be taken into account.
- Scan below for further information from Shelter:

Use your phone camera to scan QR Codes



Who pays for my TA?

- You are responsible for paying for your Temporary Accommodation
- As part of the sign up process for TA, you will be given forms to claim financial help with your rent.
- You should seek urgent advice on making a claim for housing benefit or universal credit.
- If you have to pay council tax and utility bills, you will be informed when you sign your accommodation agreement.

What should I do if I'm placed out of Waltham Forest?

Due to the shortage of temporary and permanent accommodation in Waltham Forest if you are offered Temporary Accommodation it is likely to be out of borough

- Get advice to plan for children to attend school nearby
- Register to a GP nearby- scan here:



SCAN ME

Contact Support.Resettlement@walthamforest.gov.uk or call 020 8496 3000 and ask for the team by name.

For Emergency Out of Hours Call: 020 8496 3000

Changes to your household

- If a member of your household leaves or someone joins the household to stay or live with you, or if you become pregnant, you will need to inform the council in writing immediately.

Email housing.advice@walthamforest.gov.uk

You've probably had a stressful day...

Experiencing homelessness can be very traumatic and isolating, and you might be feeling quite anxious. This is totally understandable and normal.

Members from the Waltham Forest Temporary Accommodation Action Group have put this guide together to try to make things a bit easier for you as you navigate Temporary Accommodation.

Co-produced by:



WF Community Hub



What if my TA isn't suitable?

- The council must offer TA which is suitable.
- Factors like affordability and location should be taken into account.
- You might be placed in a hotel or B&B accommodation. If you have children or are pregnant this shouldn't last for longer than six weeks except in an emergency.

If you think your TA is unsuitable for your needs, you should report it to the council. Speak to your case worker to request a suitability review.



Ending TA

- You might be offered a long term tenancy agreement. If you are thinking about refusing the tenancy get urgent advice.
- If you don't live in your TA, the council may end the placement and close your case

Repairs and Maintenance

- Report repair issues to the accommodation provider as soon as possible
- Contact details are provided in your occupation agreement.
- You will be expected to pay for any damage caused by a member of your household.

