



## Where to get extra support

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**Raven Housing Trust**

Offers a wide range of support services; you can speak to Money-wise for help and support with fuel, heating, bills, debt and managing your money or changes to benefits. They offer eviction support and routes into employment.

Customer Services 03100 123 3399  
Email: [raven@ravenht.org.uk](mailto:raven@ravenht.org.uk)  
Mon-Fri 8.00am-5.00pm  
[www.ravenht.org.uk](http://www.ravenht.org.uk)

The **Moneywise** team are able to help you maximise your income.  
Tel: 0344 411 1444 or  
Community Debt Advice based in Redhill on 01737 877 558.  
You can contact the Moneywise Team on 0300 123 3399 or [Moneywise@ravenht.org.uk](mailto:Moneywise@ravenht.org.uk)

**Citizens Advice Bureau:** 0800 144 8848



**Reigate & Banstead Borough Council**  
Community Helpline:  
01737 276000 or SMS text 07834 624468  
(in emergency, outside of office hours call 0151 221 2938)

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**Job Centres**

Now open 10am - 2pm during the pandemic.

You can contact Jobcentre Plus about new benefit claims, existing benefit claims and changing or cancelling an appointment. Find out about the benefits and support you're entitled to including; Tax Credits, Universal Credit, Income Support, Jobseekers Allowance, ESA and Pension Credit.

If you cannot use digital services at all, Universal Credit applications can still be made over the phone  
Telephone: 0800 328 5644

<https://www.understandinguniversalcredit.gov.uk/already-claimed/helpline/>



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**Children and Family Health Surrey**  
**0-19 advice line:**

Tel: 01883 340922

Families with children from birth to 19 years old can call our Surrey-wide 0-19 Advice Line on: 01883 340 922  
The advice line is available from 8am to 5pm, Monday to Friday (excluding bank holidays).

<https://childrenshealthsurrey.nhs.uk/services/advice-line>



Provides support on all aspects of child health, development and parenting; child development - sleep and your baby - growth - infant feeding - healthy eating - coping with a crying baby - speech and communication - minor illnesses - introducing family foods and solids - behaviour - immunisations - emotional wellbeing - school nurse



## Where to get extra support

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### Foodbanks

**Loveworks** - Provides emergency food parcels for people and families in crisis.

If you are in urgent need call Reigate and Banstead Borough Council helpline.

Tel: 01737 276000 Mon-Fri 9am - 5pm  
or [www.reigate-banstead.gov.uk/coronavirus](http://www.reigate-banstead.gov.uk/coronavirus) and click on 'I need help'.  
They can issue an emergency food parcel and then refer you to a food bank. Also prescription collection & befriending service.

Otherwise you can contact Citizens Advice, your school, Family Centre or support worker who can then refer you.

**St Matthew's Redhill** - Tel: 07849 253085 or email: [admin@redhillfoodbank.org.uk](mailto:admin@redhillfoodbank.org.uk)  
Open every Monday, Wednesday and Friday from midday to 2.00pm. No drop in. Contact them to get a voucher.

**Horley Foodbank** - [horleyfoodbank@gmail.com](mailto:horleyfoodbank@gmail.com)

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### Local Family Centres

**The Red Oak Family Centre**  
Radstock Way, Merstham, RH1 3NH  
T: 01737 645908 E: [info@theredoak.org.uk](mailto:info@theredoak.org.uk)  
Follow us on [facebook/theredoak](https://www.facebook.com/theredoak)  
[www.theredoak.org](http://www.theredoak.org)

**Welcare**  
Welcare House, Redhill, RH1 1BU  
T 01737 780884  
[welcare.org](http://welcare.org)

**YMCA Horley Family Centre**  
YMCA East Surrey, Horley Old Fire Station, RH6 7JA  
T 01293 820068  
[ymcaeast Surrey.org.uk](http://ymcaeast Surrey.org.uk)

**Epsom Downs Family Centre**  
Epsom Downs, KT18 5RJ  
T 01737 851079 / 851085  
[www.epsomdowns.surrey.sch.uk](http://www.epsomdowns.surrey.sch.uk)

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### Community Fridge -

Wednesdays 1-3pm @ Merstham Hub, take a bag along and grab fruit/veg & other items for free!

### Friends of Merstham:

If you need a chat, want to ask a question or find a service, call the free phone number Mon-Fri 10am-4pm 0800 6890 618 to speak to Friends of Merstham.  
[facebook.com/friendsofmerstham](https://www.facebook.com/friendsofmerstham)

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### Family Support



We work with families with children aged 0-11 years old. The Red Oak Family Centre have a team of family support workers who offer families individual packages of care whether at home or in the centre providing support and guidance in a range of areas. Ask to speak to the team if you feel this could benefit you or your family.

Referral to Specialist Services / advice and Information / food bank vouchers are available from the centre for those experiencing financial difficulty. Please ask for details / parenting courses / family play sessions / child and family health / child development and school readiness / Healthy Start vitamins are available from the centre.



## Where to get extra support

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**The Surrey Family Information Service**

Access helpful information for families, find services and resources in the community.

<https://www.surreycc.gov.uk/people-and-community/families/support-and-advice/keeping-your-family-safe/coronavirus-covid-19-resources-and-helpful-information>



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**Home-Start**

Home-Start is a local charity providing friendship, emotional and practical help to parents with at least one child under 5 years old. It provides support to families which are experiencing a wide range of difficulties such as isolation, low self-esteem, mental health issues and those experiencing parenting difficulties. They work alongside parents in their homes to help raise their self-confidence. The emphasis is on parents helping parents.



Tel: 01737 770220  
Email: [info@home-starteastsurrey.org.uk](mailto:info@home-starteastsurrey.org.uk)  
[www.home-starteastsurrey.org.uk](http://www.home-starteastsurrey.org.uk)

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**Mary Frances Trust**

A mental health and emotional wellbeing charity for adults in Surrey. Supports people, inspiring them to find ways to restore and maintain their mental wellbeing. For anyone over 16 living in Surrey and experiencing any form of mental or emotional health issues can access the service.



Peer Support and Self-Help groups / Post natal groups / Advice and Information / Crisis Support

Tel: 01372 375400  
Email: [info@maryfrancestrust.org.uk](mailto:info@maryfrancestrust.org.uk)  
[www.maryfrancestrust.org.uk](http://www.maryfrancestrust.org.uk)

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**Domestic Abuse Support**

If you are being frightened, hurt or abused by a partner or family member call:  
East Surrey Domestic Abuse Services:  
01737 771350 / Text 07860 039720  
Surrey Domestic Abuse Helpline: 01483 776822  
24hr National Domestic Abuse Helpline: 0808 2000 247  
Domestic abuse is a crime.  
Call 999 if you feel your life is in immediate danger.





# Where to get extra support

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## Mental Health and Drug and Alcohol Support

For crisis support, please contact:  
The Mental Health Crisis Line on 0300 456 8342  
The Samaritans on 116 123 or your GP.  
You could also visit a local 'safe haven' for support.  
For immediate support if you cannot keep yourself safe call 999 or go to A&E.



**24hr NHS helpline: 0800 915 4644**

## Catalyst Drug & Alcohol Services

Tel: 01483 590150  
TEXT: 07909 631623  
Email: info@catalystsupport.org.uk  
www.catalystsupport.org.uk  
Catalyst are still offering outreach support during the current lockdown, while also supporting clients safely by digital and online means.



## DHC Talking Therapies

Tel: 01483 906392

A free NHS service, confidential and available throughout Surrey for 17+ registered with a Surrey GP. Designed to help with common mental health problems inc. cbt & counselling for depression. You can ask your GP to refer or refer yourself. This is not a crisis service. Safe Havens are still open for those experiencing a mental health crisis as well as Virtual safe havens.



**Talk to us today**  
**01483 906 392**  
Or visit  
**dhctalkingtherapies.co.uk**

## Evolve - support group

Are you Pregnant or Baby under 18 months?  
This is a free 6-week group to support maternal & paternal wellbeing. The group is focused on the principles of Cognitive Behavioural Therapy



Starts Tues 26th January, 6 week group (with one week break for Feb half term) Time: 10.30 -12:00  
Via Zoom

## Safe Havens

Open for people experiencing a mental health crisis every single night 6pm-11pm, 365 days a year. Each safe haven has an online portal where you can also speak to a support worker or mental health nurse from your own home.

Find your local safe haven:  
<https://www.sabp.nhs.uk/our-services/mental-health/safe-havens>

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