This is an overview of what support is available to residents of Waltham Forest during this challenging time and how to access this support. There is also a map and a diagram that shows how everything is connected.

LOCAL AUTHORITY

• **The Connecting Communities Team** within the Council has set up a Community Help Network and through this network they have recruited volunteers to support those aged 70+ and shielded groups [https://www.nhs.uk/conditions/coronavirus-covid-19/](https://www.nhs.uk/conditions/coronavirus-covid-19/). All referrals for these groups must go through the Community Help Network or NHS Volunteer Scheme. More information at [https://www.walthamforest.gov.uk/content/waltham-forest-council-launches-community-help-network-support-vulnerable-during-coronavirus](https://www.walthamforest.gov.uk/content/waltham-forest-council-launches-community-help-network-support-vulnerable-during-coronavirus). Referrals to the network can be made via **020 8496 3000**.

• **Social Prescribing Team and Wellbeing at Home Team (LBWF & CCG)** - Social Prescribers play an important role in connecting referrals from GP Surgeries and tapping into local resources to provide appropriate support and care to those who need it. The Wellbeing at Home Team work with vulnerable adults who may have difficulty leaving their homes to link them to services and activities to support their independence. They are currently taking referrals from health and social care professionals only.

VOLUNTARY SECTOR

• **Mutual Aid Groups** - at a grassroots level local people have mobilised and set up Mutual Aid Groups in all areas of Waltham Forest, to ensure each street has representatives looking after their neighbours. Their primary aim is to ensure support gets to everyone who needs it, regardless of whether they fall within the 70+ or shielded category. Each ward is also setting up community initiatives that encourage community cohesion and mutual support for each other at a time of great need. Where possible the Mutual Aid Groups are also making referrals to voluntary/community organisations. The Mutual Aid groups are split by Ward and can be viewed at [https://walthamforestmutualaid.org.uk/](https://walthamforestmutualaid.org.uk/)

• **Charities and Voluntary/Community Sector organisations (VCS)** - many local organisations are providing support through telephone befriending; emergency shopping deliveries and take away food supplies/packages for their own service users. You can view a list at Annex A. Some organisations such as the Citizens Advice Bureau and Age UK Waltham Forest are already working closely with the Social Prescribing Team. Most of these local organisations are providing support to any resident who is reaching out to them and also collaborating with Mutual Aid Groups. The biggest Challenge for VCS organisations currently is lack of funding.
WALTHAM FOREST WARD SUPPORT

1. Waltham Forest Council
   Community Help Network set up by the Connecting Communities Team
   HelpLine service offering support - 020 8496 3000
   www.walthamforest.gov.uk/COVID-19

2. Citizens Advice Waltham Forest
   Essential advice services via telephone, including:
   Advice Line service | Universal Credit help line | Pension Wise
   SEN/NAS | Immigration service | Social Prescribing Service
   Advice Line - 0208 439 1175
   Professionals can refer by contacting
   admin@citizensadvicewalthamforest.org.uk

3. Waltham Forest Community Hub
   Telephone befriending for young people & services
   8 am - 8 pm
   Monday to Friday from 10 am - 5 pm
   Telephone: 020 8588 9371
   Office: 020 8223 0700 – infowatchub.org
   Youth number: 0716776619

4. Age UK Waltham Forest
   Shopping, Befriending, Information, Advice, farm visits & emergency parcels.
   Waltham Forest Resource Hub North
   58 Hall Lane
   Chingford
   E4 8EB
   Monday to Friday from 10 am - 6 pm
   Or via Community Network Line - 020 8496 3000
   Email: info@ageukwalthamforest.org.uk
   www.ageuk.org.uk/walthamforest

5. OrganicLea
   Essential food production, distribution, sale & delivery. Plus a Social Prescribing Link worker providing a phone based service.
   Telephone: 020 8584 4994
   Email: info@organiclea.org.uk
   www.organiclea.org.uk

6. Highams Park Food Hub
   Delivering prepacked meals & food packages supplied to vulnerable people.
   (Supported by Charity Trust Fund.
   Sponsored & jointly managed by
   All Saints Church Waltham Forest Scouts & Highams Park Guild
   Volunteers)
   Tuesdays & Thursdays from 10.00am - 1 pm
   Telephone: 07905191246
   Please send an email to:
   highamsparkfoodhub@gmail.com

7. Al-fath Trust
   Food & household essentials
   & home deliveries from – 57 Pulham Road
   Walthamstow E17 6DF
   Telephone: 02080049912 or 07964 06282

8. Eat or Heat Food Bank
   Continuing to provide a Food Bank, but it can only be accessed by referral from one of the organisations on their website
   Please check – www.eatorheat.org
   Telephone: 0800 772 0312

9. Waltham Forest Migrant Support
   Providing advice & information for migrants
   Text your full name to +447990 594175
   & somebody will call you back.
   Please do not call this number as there is no-one to answer it.
   www.migrantuk.org

10. The HEST Project
    Focused on ensuring people on low incomes or with long-term health conditions or a disability have essential services such as water and heat
    Telephone – 0208 5301900
    www.thestproject.org.uk

11. IFI 4 - All Sufis
    Food Bank taking referrals via a completed FM100 referral form. To request this & for more information email – info@alfi4foodfund.com
    Telephone – 07539981619

12. Hornbeam
    Cafe is open as community food distribution center providing freshly cooked nutritious meals on a pay as you feel basis.
    Cafe hours for collecting meals from 12 – 3 pm weekdays
    Questions call – 07408391531
    Or email – ennerbeerw@gmail.com
    www.hornbeam.org.uk
    hornbeam-covid-19

13. Samaritans Waltham Forest
    Telephone helpline – 0845 094 5717
    www.samaritans.org/location/london/waltham_forest

14. Elm Pentacostal Church
    Food Bank based in the Elm Pentacostal church
    Open – 10am - 12pm on Wednesdays & Thursdays via appointments or drop-in
    Telephone – 0208 639 2226
    Email – contact@elmpentagon.org.uk

15. Salvation Army Leytonstone
    Supporting members of congregations & acting as a food bank in Leytonstone
    Food bank collections on Sundays 10-11 am
    Telephone – 07827 031432 or 03458 724940
    Email – mcrburrell@salvationarmy.org.uk

16. St Margaret with St Columba
    Offering a Food Share service
    Food Share – Tuesday 11am - 2pm $1.50 for a pre-packed bag of food, either fresh or dried produce.
    For more info call – 07970911319
    Email – stmartinets11@gmail.com

17. Cann Hall Mosque
    Emergency shopping & food supplies
    140 Cann Hall Road E11 3NJ
    administrative@canenhall.org
    Telephone – 0208 655 0962 / 07994 602475

18. Bukhsana Khan Foundation
    Food bank
    Open to the public for collections/donations on Saturdays – 10am - 12pm
    Williams Morris Community Centre
    6A Greenford Hill
    Walthamstow, London E17 6QG
    www.bukhsana-khanfoundation.org
    Telephone – 0798935333

19. KukroKafe Café
    Drop off point for Food bank & local Women’s Refuge – hot meals for vulnerable; part of
    Lea Bridge Mutual Aid support
    Tuesday to Saturday 12.30pm - 3pm
    3 March Lane, Leyton E10 7RJ
    Telephone – 0208 530 0972
    Email – adi@foodatkitchen.com
SUPPORT AVAILABLE

Full list at Annex A
### ANNEX A ~ List of organisations in Waltham Forest offering emergency support

*Please be mindful that capacity might be furloughed or are self-isolating*

(This list is produced by Waltham Forest Community Hub & is up to date as at time of publication)

<table>
<thead>
<tr>
<th>BOROUGH WIDE</th>
<th>Organisation/Group</th>
<th>Service</th>
<th>Area covered</th>
<th>Main contact</th>
<th>Contact details</th>
<th>Timings</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Waltham Forest Community Hub</strong></td>
<td>Telephone befriending for youth and Senior Citizens.</td>
<td>Whole borough</td>
<td>Sandra &amp; Monwara</td>
<td>020 8223 0707 <a href="mailto:info@wfchub.org">info@wfchub.org</a> Youth number <strong>07716 736315</strong></td>
<td>Monday to Friday 10am - 5pm</td>
<td></td>
</tr>
<tr>
<td><strong>Waltham Forest Council – Connecting Communities</strong></td>
<td>Community Help Network.</td>
<td>Whole borough</td>
<td></td>
<td>020 8496 3000 <a href="https://www.walthamforest.gov.uk/covid-19">https://www.walthamforest.gov.uk/covid-19</a></td>
<td>7 days a week 7am - 7pm</td>
<td></td>
</tr>
<tr>
<td><strong>Waltham Forest Mutual Aid</strong></td>
<td>Supporting with shopping, emotional support &amp; prescription collection</td>
<td>Whole borough divided into ward groups</td>
<td></td>
<td>See list under their website contact details</td>
<td>As &amp; when needed</td>
<td></td>
</tr>
<tr>
<td><strong>Citizen’s Advice Waltham Forest</strong></td>
<td>~ Benefits &amp; immigration advice line ~ SENDIASS ~ Pensionwise ~ Social Prescribing Service</td>
<td>Whole borough</td>
<td>Justina &amp; Clara</td>
<td>Advice line: <strong>0300 330 1175</strong> Help to Claim Universal Credit: <strong>020 3233 0250</strong> Webchat: <a href="https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/#h-talk-to-us-online">https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/#h-talk-to-us-online</a> SENDIASS: T: <strong>020 3233 0251</strong> Email: <a href="mailto:wfsendiass@citizensadvicewalthamforest.org.uk">wfsendiass@citizensadvicewalthamforest.org.uk</a> Direct Payment Support: <strong>020 3233 0279</strong> Email: <a href="mailto:directpayments@citizensadvicewalthamforest.org.uk">directpayments@citizensadvicewalthamforest.org.uk</a> Fee Paying Immigration: 020 8509 6432 Pensionwise: <strong>020 3233 0250</strong> Online bookings: <a href="https://www.pensionwise.gov.uk/en">https://www.pensionwise.gov.uk/en</a> <a href="https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/">https://www.citizensadvice.org.uk/health/coronavirus-what-it-means-for-you/</a> Social prescribing – referrals to email <a href="mailto:admin@citizensadvicewalthamforest.org.uk">admin@citizensadvicewalthamforest.org.uk</a></td>
<td>Professionals can refer by contacting <a href="mailto:admin@citizensadvicewalthamforest.org.uk">admin@citizensadvicewalthamforest.org.uk</a> Mon-Fri 10am – 4pm</td>
<td></td>
</tr>
<tr>
<td><strong>AGE UK Waltham Forest</strong></td>
<td>Support for senior citizens</td>
<td>Whole borough</td>
<td></td>
<td>WF Resource Hub North, S8 Hall Lane, Chingford, E4 8EU 020 8558 5512</td>
<td>Mon - Fri 10am - 3pm</td>
<td></td>
</tr>
<tr>
<td>Organization</td>
<td>Services</td>
<td>Locations</td>
<td>Contact Information</td>
<td>Notes</td>
<td></td>
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<tr>
<td><strong>Eat or Heat</strong></td>
<td>Food bank (referral only, referral form on web page – timings are for clients/volunteers to collect once referral is accepted)</td>
<td>Whole borough - 3 x locations</td>
<td>0800 772 0212 <a href="mailto:referrals@eatorheat.org">referrals@eatorheat.org</a> <a href="http://eatorheat.org/">http://eatorheat.org/</a> ~ 1A Quaker Meeting House, Jewel Road, E17 4QU ~ Salvation Army, Forest Road, E11 4PP ~ South Chingford Congregational Church, 161 Chingford Mount Rd, E4 8LT</td>
<td>Quaker Meeting House Mon 6.30pm – 7.30pm Weds 1 – 2pm &amp; 6.30 – 7.30pm. Salvation Army Thurs 10 – 11am South Chingford Congregational Church Mon 9.30 – 11.30am</td>
<td></td>
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</tr>
<tr>
<td><strong>PL8 4U Al Suffa</strong></td>
<td>Food bank (referrals only) &amp; distribution (walk in when notified)</td>
<td>Whole borough</td>
<td>Saira Mir <a href="mailto:PL84UALSUFFA@GMAIL.COM">PL84UALSUFFA@GMAIL.COM</a> 07539 364110</td>
<td>14th Walthamstow Scouts Group, 205A Wood St, E17 3NU Tues, Thurs &amp; Sat 2 – 4pm</td>
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<tr>
<td><strong>Organic Lea</strong></td>
<td>Essential food production, sale &amp; delivery Social Prescribing Link Worker - phone service</td>
<td>Whole borough</td>
<td><a href="mailto:info@organiclea.org.uk">info@organiclea.org.uk</a> 020 8524 4994 <a href="https://www.organiclea.org.uk">https://www.organiclea.org.uk</a></td>
<td>Demand is high, but answering emails &amp; calls - Please refer to website which has up to date information</td>
<td></td>
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<tr>
<td><strong>Samaritans Waltham Forest</strong></td>
<td>Telephone helpline</td>
<td>Whole Borough</td>
<td>0330 094 5717 <a href="https://www.samaritans.org/branches/leyton/">https://www.samaritans.org/branches/leyton/</a></td>
<td>24hours</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>The Heet Project</strong></td>
<td>Focused on ensuring people on low incomes or with long-term health conditions or disability have essential services such as water and heat</td>
<td>Whole Borough</td>
<td>Tom <a href="https://www.theheetproject.org.uk">https://www.theheetproject.org.uk</a> 0208 5201900 There is also access to filling in an online referral form</td>
<td></td>
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</tr>
<tr>
<td><strong>Waltham Forest Migrant Action</strong></td>
<td>Advice and information for migrants</td>
<td>Whole Borough</td>
<td><a href="https://wfma.org.uk/">https://wfma.org.uk/</a> Text only – send full name to 07496394175 Will receive a response within 72 hours</td>
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</tr>
<tr>
<td>Organization</td>
<td>Services</td>
<td>Location</td>
<td>Contact Information</td>
<td>Operating Hours</td>
<td></td>
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</tbody>
</table>
| Solace Women’s aid | Domestic violence support for women | Whole Borough | [Website](https://www.solacewomensaid.org/news/covid-19-notification-service-users)  
Helpline number: 0808 802 5565  
Email: advice@solacewomensaid.org  
Links to other organisations on website, including help in other languages: [Website](https://www.solacewomensaid.org/get-help/are-you-afraid-or-being-hurt) | Monday - Friday  
10am - 4pm  
Tuesdays 6pm - 8pm  
Rape Crisis Helpline  
Monday & Friday  
10am - 2pm  
Tuesday 10am - 1pm  
Wednesday  
6pm - 8pm  
Thursday 1pm - 5pm |
| **WALTHAMSTOW** | | | | |
| Hornbeam Centre | Hot food distribution, delivery of food parcels & hot meals | Walthamstow | Email: Anne@hornbeam.org.uk | 12 – 3pm  
7 days a week |
| Al-fath Trust | Food and household essentials and home delivery | Walthamstow | (37 Palmerston Rd, E17 6PR)  
07809 649312  
07984 062282 | As and when needed |
| Rukhsana Khan Foundation | Food bank | Walthamstow | William Morris Community Centre  
6-8 Greenleaf Rd, Walthamstow, E17 6QQ  
[Website](https://www.rukhsanakhanfoundation.org)  
07939 232 123 | Open to the public for collections/donations;  
Saturdays  
10am - 12pm |
| Higham Hill Muslim Community Trust | Delivery of hot food – working closely with Mutual Aid volunteers | Higham Hill | [Website](https://hhmct.org.uk) contains a COVID 19 page to apply for support via referral form | As & when needed |
| **LEYTONSTONE** | | | | |
| Salvation Army Leytonstone | Supporting senior members of congregation & food bank. | Leytonstone | Captain Marie Burr  
07827 031422 / 020 8558 7290  
marie.burr@salvationarmy.org.uk | Food bank donations  
Wed 10am - 12pm  
Collections  
Thurs 10 - 11am |
| St Margaret With St Columba | Food distribution – pop up shop. | Cann Hall | Father Neil Walsh & Helen  
07709 611310  
stmargarete11@gmail.com | Thursday 2 - 3pm  
£1.50 a bag then fill the bag |
<table>
<thead>
<tr>
<th><strong>Community Fridge – Transition Leytonstone</strong></th>
<th><strong>Food distribution</strong></th>
<th><strong>Leytonstone</strong></th>
<th><strong>Diana Korchien</strong></th>
<th><strong><a href="mailto:info@transitionleytonstone.org.uk">info@transitionleytonstone.org.uk</a></strong></th>
<th><strong>Food fridge not open - distribution only</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Owners of Wild Goose Bakery</strong></td>
<td>Suspended care packages. Working with Eat or Heat &amp; take Mutual Aid volunteer referrals</td>
<td>Leytonstone</td>
<td>Kirsten &amp; Vernon Steyn</td>
<td><strong><a href="mailto:info@wildgoosebakery.co.uk">info@wildgoosebakery.co.uk</a></strong></td>
<td>High Road Leytonstone, E11 <strong>07872 131108</strong></td>
</tr>
<tr>
<td><strong>Elim Pentecostal Church</strong></td>
<td>Food bank</td>
<td>Leytonstone</td>
<td></td>
<td><strong>020 8539 2286</strong></td>
<td><a href="mailto:info@elimleytonstone.org">info@elimleytonstone.org</a></td>
</tr>
<tr>
<td><strong>Cann Hall Mosque</strong></td>
<td>Emergency shopping &amp; food supplies.</td>
<td>Cann Hall</td>
<td></td>
<td><strong>145 Cann Hall road, E11 3NJ</strong></td>
<td><a href="mailto:admin@cannhall.org">admin@cannhall.org</a> / <strong>020 8555 0963 / 07984 602475</strong> As &amp; when needed</td>
</tr>
<tr>
<td><strong>LEYTON</strong></td>
<td>---</td>
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</tr>
<tr>
<td><strong>LMCA Leyton Muslim Community Association</strong></td>
<td>Shopping &amp; support.</td>
<td>Leyton</td>
<td>Ifhaker; Mahbub; Raza and Masuk</td>
<td></td>
<td>Ifhaker: <strong>07511 446605</strong> Mahbub: <strong>07803 720921</strong> Raza: <strong>07889 956381</strong> Masuk: <strong>07533 158840</strong> As &amp; when needed.</td>
</tr>
<tr>
<td><strong>KukooLala Cafe</strong></td>
<td>Drop off point for Food bank &amp; a local Womens Refuge + hot meals for vulnerable - part of Lea Bridge Mutual Aid support.</td>
<td>Lea Bridge</td>
<td>Joy</td>
<td><strong>Café Address: 3 Marsh Lane, Leyton, E10 7BL</strong></td>
<td><strong>0208 539 0732</strong> Email ~ <a href="mailto:aid@loveleabridge.com">aid@loveleabridge.com</a> Tuesday to Saturday 12.30pm - 3pm</td>
</tr>
<tr>
<td><strong>CHINGFORD</strong></td>
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<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Highams Park Food Hub</strong></td>
<td>Prepared meals &amp; food packages supplied to those local people who are vulnerable &amp; have to self-isolate.</td>
<td>Highams Park &amp; Chingford</td>
<td></td>
<td><strong>07825581216</strong> To request an application form email - <a href="mailto:highamsparkfoodaid@gmail.com">highamsparkfoodaid@gmail.com</a> Supported by Leyton Sixth Form plus sponsored &amp; jointly managed by - All Saints Church, Highams Park Covid 19 Volunteers &amp; Waltham Forest Scouts</td>
<td>Tues, Thurs &amp; Sat</td>
</tr>
</tbody>
</table>