

General Support

Agency	Summary of support provided
Early Help in Barking and Dagenham	https://www.lbbd.gov.uk/where-to-go-for-early-help-and-support-for-families Early help is the support we give to children, young people and their families where they have additional needs that aren't being met by the usual services that are available to everyone, such as health and education. When a family has additional needs, we make sure they have access to the extra support they need at the earliest possible stage so that things don't get worse.
Barking and Dagenham Family Information Service (FIS)	https://www.lbbd.gov.uk/family-information-service The Family Information Service (FIS) is a dedicated team within Barking and Dagenham council. The team provide free, confidential, impartial advice and guidance on childcare

Food Banks

Agency	Summary of support provided
London Riverside Church	Store City is our food bank that is here to help people in our community who are in need. We take referrals from local agencies and try to do as much as we can to provide both the necessary food required and ongoing support for those facing difficulties especially at this time. Parsloes Avenue, Dagenham, RM9 5PT 0208 593 2241
Trussell Trust	tel:02086 170660 / 07454 726061 email: barkingfoodbank@gmail.com
William Bellamy Community Food Hub	William Bellamy Community Hub, Frizlands Lane, Dagenham, RM10 7HX 020 8724 1924 Email: cfc.wbcc@lbbd.gov.uk Every Monday from 12:00-4:00 p.m.

Finances/Money

Agency	Summary of support provided
Citizens Advice	Access specific advice on a range of topics such as managing a mortgage, pensions and borrowing money. https://www.citizensadvice.org.uk/debt-and-money/ advice line on 0808 278 7870
Money Hub	Homes and Money Hubs are open for a drop in at Barking Learning Centre and Dagenham Library from 9am to 4pm, Monday to Friday or via homesandmoneyhub@lbbd.gov.uk .
Step Change	Free expert debt advice through their online debt help too. You can also ring Step Change for help completing the questions. https://www.stepchange.org/how-we-help/debt-advice.aspx

Childcare

Agency	Summary of support provided
Childville	Childville breakfast and after school club is a privately-run service. It is located at Becontree Primary School for children from nursery classes to year 6. Breakfast Club is open from 7.30 am till school start and After School club is open from the end of school session till 6 pm daily term time only. For more information call 07760228902
Childminders	Find local childminders in your local area. https://www.childcare.co.uk/

Mental Health

Agency	Summary of support provided
Samaritans	If you need someone to talk to or someone to listen without being judged. Tel: 116 123 Email: jo@smaritians.org https://www.samaritans.org
MIND	Tel: 0300 123 3393 Email: info@mind.org.uk https://www.mind.org.uk/information-support/helplines/
Anxiety UK	https://www.anxietyuk.org.uk/ Tel: 03444 775 774 Monday-Friday 9:30 a.m. -5:30 p.m. (except bank holidays)

Domestic Violence

Agency	Summary of support provided
Refuge	If you're experiencing domestic abuse and need help, you can contact us by calling 0300 456 0174 or emailing bdadvocacy@refuge.org.uk . https://www.lbdd.gov.uk/sites/default/files/attachments/BDDSVS-flyer-Oct-2019.pdf
DV Flag East	Free independent confidential advice on legal options to anyone experiencing domestic abuse in Barking and Dagenham and surrounding areas. http://www.dvflageast.org.uk Call: 020 8507 5994 Email: dvflageast@bdcab.org.uk
Excel Women's Centre	A community hub with an open door policy. Women and children are welcome to walk straight into the Centre to relax, for advice or for the various activities on offer. https://www.excelwomenscentre.org.uk/ Call: 020 8594 3730
For further information regarding national agencies please visit https://www.lbdd.gov.uk/domestic-abuse-and-sexual-violence	

Safeguarding (Online Safety)

Agency	Summary of support provided
National Online Safety	https://nationalonlinesafety.com/
Internet Matters	https://www.internetmatters.org/
For further information about specific online safety services please visit https://becontree.secure-primariesite.net/safeguarding-including-online-safety/	

Safeguarding (Bullying including Cyberbullying)

Agency	Summary of support provided
Childline	https://www.childline.org.uk/info-advice/bullying-abuse-safety/types-bullying/
KidScape	Provide information around bullying, online and personal safety. https://www.kidscape.org.uk/advice/advice-for-young-people/dealing-with-bullying/

Safeguarding (Prevent)

Agency	Summary of support provided
Educate Against the Hate	Messages of hate can take many forms. Extremist groups use them to recruit young people. The website has answers to common questions that parents have asked and also resources to help protect your child. https://educateagainsthate.com/parents/

Safeguarding (Female Genital Mutilation aka FGM)

Agency	Summary of support provided
Orchid Project	https://www.orchidproject.org/ The Foundry 17-19 Oval Way, London, SE11 5RR 020 3752 5505 info@orchidproject.org
Refuge	https://www.refuge.org.uk/our-work/forms-of-violence-and-abuse/fgm/
NSPCC	information or support: NSPCC FGM helpline 0800 028 3550 or email fgmhelp@nspcc.org.uk; Forward +44 (0)20 8960 4000 or email forward@forwarduk.org.uk

Safeguarding (General)

Agency	Summary of support provided
NSPCC	https://www.nspcc.org.uk/ Over 18 call: 0808 800 5000 Email: help@nspcc.org.uk Under 18 call: 0800 1111
Barking and Dagenham Social Services (MASH)	Telephone consultation with the MASH (Multi Agency Safeguarding Hub) Before you make an online referral to us, please phone us for a discussion. We will advise you whether you should report a serious concern about a child or ask for early help instead. MASH team from 9am to 4:45pm, Monday to Friday 020 8227 3811 Out of hours duty team from 4:45pm to 9am, Monday to Friday, weekends and bank holidays 020 8594 8356

For more information regarding other services that are located in Barking and Dagenham please refer to the LBBD Local Offer <https://www.lbdd.gov.uk/local-offer>