

# MINI DIRECTORY OF SUPPORT FOR FAMILIES AVAILABLE IN THURROCK

## HELP WITH FOOD

### Community Pantries/Fridges

No voucher required. Limited number of free food items per household.

Aveley Community Hub	High Street RM15 4BX	Monday -Friday 10am-5pm
Purfleet-on-Thames Community Hub	53-54 River Court, Centurion Way RM19 1ZY	Tuesday 10am-4pm, Wednesday 10am-12noon, Thursday 10am-12noon & 2-4pm
Hardie Park Café	Hardie Road, Stanford-le-Hope SS17 OPB	Every day 11am-3pm
Beehive Resource Centre	West Road, Grays RM17 6XP	Monday-Friday 9am-4pm
East Tilbury Library	Princess Avenue, East Tilbury RM18 8ST	Tuesday & Thursday 10am-1pm & 2-5pm
Tilbury Hub	16 Civic Square, Tilbury RM18 8AD	Monday, Tuesday, Wednesday & Friday 10am-1pm & 2-5pm
Grays Library	Thameside Complex Orsett Road Grays RM17 5DX	Monday & Thursday 9am-7pm Tuesday, Wednesday, Friday 9am-5pm Saturday 9am-1pm

### **Thurrock Foodbank** - <https://thurrock.foodbank.org.uk/locations/>

E-voucher required. To find out more about the agencies that hold vouchers and how you can get help contact **Help Through Hardship 0808 208 2138 Monday-Friday 9am-5pm, closed on public holidays.**

St. Mary's Church Hall	St Mary's Church of England Dock Road Grays RM17 6EX	Tuesday 2-4pm
St. John the Baptist Church	Dock Road Tilbury RM18 7PP	Tuesday 11am-1pm
Gateway People's Centre	High Street Stanford Le Hope SS17 0EY	Wednesday 11am-1pm
Sockets Heath Baptist Church	Sockets Heath Baptist Church Premier Avenue Grays RM16 2SB	Wednesday 1-2.30pm
St. Francis Centre	St Francis Centre Somerset Road Linford SS17 0QA	Thursday 11am-1pm
All Saints Church	All Saints Church of England Foyle Drive South Ockendon RM15 5HF	Thursday 11am-1pm and Saturday 10am-12noon
St. Stephen's Church Hall	St Stephen's Church of England London Road Purfleet-on-Thames RM19 1QD	Friday 10am-12noon

Emmanuel Church	Emmanuel Church of England Sleepers Farm Road Chadwell St Mary RM16 4TP	Saturday 9.30- 11.30am
Gates of Praise International Christian Centre	79 - 83 London Road, Grays RM17 5YF	Saturday 10am- 12noon

## **Necessities UK**

### [Food and Hygiene — Necessities UK](#)

Food and hygiene bank providing emergency food and toiletries to families in need.  
The Beehive Resource Centre, West Street, Grays RM17 6XP  
T: 01375 874000

## **Healthy Start**

### [Get help to buy food and milk \(Healthy Start\)](#)

If you are pregnant or have a child under four years old, you could get Healthy Start vouchers to help buy some basic foods.

You qualify for Healthy Start if you're more than 10 weeks pregnant or have a child under four years old **and** you or your family get:

- Income Support, or
- Income-based Jobseeker's Allowance, or
- Income-related Employment and Support Allowance, or
- Child Tax Credit (*with a family income of £16,190 or less per year*)
- Universal Credit (*with a family take home pay of £408 or less per month*)

You also qualify if you are under 18 and pregnant, even if you don't get any of the above benefits.

Email [healthy.start@nhsbsa.nhs.uk](mailto:healthy.start@nhsbsa.nhs.uk) or Call 0300 330 7010

## **HELP WITH CLOTHING & OTHER ITEMS**

### **BabybankHQ**

#### [Home | The Baby Bank Hq](#)

Caters for 0-11 year olds and mums. Clothing, footwear, toys, books, bottles, baby formula milk, bath, potty, towels, nappies, menstrual products for mums.

T: 07512038713    E: [info@thebabybankhq.org](mailto:info@thebabybankhq.org)

### **Kideco**

#### [KidEco | Lakeside Shopping Centre \(lakeside-shopping.com\)](#)

Affordable baby and children clothing, footwear.

7 Lakeside shopping centre, West Thurrock, Grays RM20 2ZF

T: 07379 575792

### **Gateway People's Centre**

2 High St, Stanford-le-Hope SS17 0EY

Children and Adult clothing, footwear, toys, toiletries & homeware.

T: 01375 460164

## **Free School Uniform & Winter Coats**

Aveley Community Hub Monday-Friday 10am-5pm	High Street RM15 4BX.	Monday-Friday 10am-5pm	School Uniform and winter coats
Purfleet-on-Thames Community Hub	53-54 River Court, Centurion Way RM19 1ZY	Tues 10am-4pm, Wed 10am-12noon, Thurs 10am-12noon & 2-4pm	School uniform/footwear and winter coats
Grays Library	Orsett Rd, Grays RM17 5DX	Mon & Thurs 9am-7pm, Tuesday, Wed & Fri 9am-5pm, Sat 9am-1pm	Winter Coats only
South Ockendon Centre	57 Derry Avenue, South Ockendon RM15 5DX	Monday-Friday 10am-5pm & Saturday 10am-1pm	School Uniform only
180 Project/Community Church	Defoe Parade, Chadwell St Mary RM16 4QR	Call for opening hours and school uniform event dates 01375 484101	School Uniform/footwear

## **FAMILY SUPPORT & ACTIVITIES**

### **Ask Thurrock Young People & Families Directory**

[Listings](#) | [Ask Thurrock](#) – Parent & toddler groups, information and resources for families.

### **Family Hubs - [Family hubs](#) | [Thurrock Council](#)**

Support families with children of ages 0 to 18 years-old, or to 25 years-old for young people with special educational needs or disabilities (SEND). Services include:

- information and advice for parents and carers
- drop-in sessions and activities for parents, carers and children
- child and family health services
- family and parenting support
- child development support
- baby and child play sessions
- SEND support for children and young people

### **Steppingstones**

For children aged 0-4 years and their care givers at Salvation Army, Clarence Road Grays RM17 6RA.

Join us for play, craft, singing and snacks!

Thursdays 10-11.30am

BOOK WEEKLY [www.tinyurl.com/SteppingStonesPTG](http://www.tinyurl.com/SteppingStonesPTG)

Suggested £2 per family

### **Noah's Ark Parent and Toddler Group**

A very friendly group and we welcome everyone. Lots of different toys and books with wonderful crafts each week.

Refreshments for all - a great place to meet other parents in the local area.

Designated baby area which is safe and away from the older children.

Call 07952 826823 or [Carol.cockcroft2@btinternet.com](mailto:Carol.cockcroft2@btinternet.com)

## **Riverview Charitable Trust**

Provide a variety of free/donation only activities at St Stephens Church building, London Road, Purfleet-on-Thames RM19 1QD.

**Baby & Toddler Groups – for 0-5 years and their parents/carers** includes; healthy snack, song time, range of play and learning experiences, 1:1 support with experienced support workers, workshops and training i.e. paediatric first aid

**Youth Club – for 8-18 years health** and wellbeing projects i.e. mental health issues, sports, arts & crafts, 1:1 mentoring, accredited courses, employability support, cooking, music and more

**Girls Wellbeing Hub – ages 13-18 years.**

**Health and Fitness Programme – suitable for 8-18 year olds** Street Football (mixed age and ability). Also athletics, table tennis, tennis, badminton.

[Regular Activities - Riverview Charitable Trust](#)

Call: 01708 935478

## **ActiveAte Essex – Holiday Activity and Food (HAF) Programme**

[Essex Activate | Active Essex](#)

Free school holiday activities and food for children aged 4-16 years who are on free school meals.

## **Inspire Youth Hub**

Offers one-to-one specialist tuition in English and maths. Tuition is for young people who either:

- have anxiety
- have missed a significant amount of education
- have very low levels of English or maths

This learning can provide a route back into other education.

Tuition is available on Tuesdays, Wednesdays and Thursdays from 10am to 3pm.

[Inspire Youth Hub | Options for school leavers with special needs | Thurrock Council](#)

Call: 01375 413 735

## **The Community House**

Youth Clubs – variety of fun activities i.e. arts & crafts, games, sports, cooking.

Mondays 4pm-5,30pm 4-7 year olds & 7-10 1/2 year olds. £1 for snacks

Tuesdays 5pm-8pm 10 1/2 – 18 year olds. £2.50 per week/£10 per month for dinner. First hour is dedicated to homework.

Email: [contactus@thecommunityhouse.uk](mailto:contactus@thecommunityhouse.uk) or facebook page The Community House.

## **Family Lives Online Parenting Classes**

A great way to get advice, learn new skills and techniques in the comfort of your home and at a time and pace that suits you.

These courses are FREE

[Online parenting classes | Family Lives](#)

## **Parents 1<sup>st</sup> Essex**

Offering life changing support for mothers, fathers and babies in Essex.

[Parents1st Essex - Parents 1st](#)

FREE monthly Saturday In person workshops for expectant Dads and Non-Birthing Partners

[In-person workshops for expectant Dads & Non-Birthing Partners - Parents 1st](#)

# **HEALTH SERVICES**

## **Brighter Futures Health Families Service**

[Thurrock 0-19 Brighter Futures Healthy Families service | NELFT NHS Foundation Trust](#)

Thurrock 0-19 Brighter Futures Healthy Families Service comprises Health Visiting, School Health (historically School Nursing) including; routine hearing and vision screening, national child measurement programme, nocturnal bed wetting and toileting advice, transitional health support questionnaire year 6 and year 10 students signposting for healthy lifestyles, risky behaviours and health promotion for children, young people and their families.

Contact School Health Service - T: 0300 300 1526

Email: [thurrockschoolhealth@nelft.nhs.uk](mailto:thurrockschoolhealth@nelft.nhs.uk)

Contact Health Visiting Service- T: 0300 300 1999

Email: [BrighterFutures.HealthyFamilies@nelft.nhs.uk](mailto:BrighterFutures.HealthyFamilies@nelft.nhs.uk)

## **Health Visiting**

[Health visiting- Thurrock | NELFT NHS Foundation Trust](#)

The Health Visiting Team offer support, information and advice to all parents with children within the Thurrock area from the antenatal stage (pre-birth) to the age of 5 years old. Advice for parents includes;

- Baby and children growth and development
- Breastfeeding, bottle feeding, introduction to solid foods
- Post natal depression and parents mental and physical health
- Behaviour issues – sleeping, eating, toilet training, tantrums
- Parenting support
- Family health and relationships
- Baby and Children long term health conditions

Call: 0300 3001999

## **Perinatal Mental Health Service**

[Perinatal Mental Health Service | Essex Partnership University NHS Trust \(eput.nhs.uk\)](#)

A community-based treatment and support for mums, mums-to-be and their families.

The service is available to women during the perinatal period (during pregnancy and up to baby's first birthday some occasions the team may continue to work with you after the first birthday of your baby and this is discussed on individual basis).

Email: [perinatalteam@nhs.net](mailto:perinatalteam@nhs.net)

Phone: 01245 315637 or 01702 538170

# **HELP FOR HOMEOWNERS & PRIVATE TENANTS WITH REPAIRS AND ENERGY EFFICIENCY**

## **Well Homes**

Thurrock Well Homes is a scheme to improve the housing conditions and the health and well-being of residents living in private properties.

The Well Homes scheme:

- Help to make homes safer by reducing the risk of ill health or accidents.

- Puts residents in touch with health and lifestyle services that can improve quality of life – for example, help to stop smoking, free health checks, healthier drinking habits, weight management, vaccinations, adaptations, social groups, family support. making life easier with more independence.

Advice can be given on:

- keeping your home warm, dry and well maintained
- Fire safety/free smoke detectors
- Help with heating repairs, loft and cavity insulation
- Help to carry out repairs/insulate for home owners
- Help to deal with your landlord if you are a private tenant if they are carrying out repairs
- Health and lifestyle services listed above

[Well Homes | Well Homes in private housing | Thurrock Council](#)

**Financial Inclusion** – aims to improve health, wellbeing, finances and energy efficiency of the home for homeowners and private tenants.

- Advice on how to make your home more energy efficient and save money on fuel bills, including help to change your energy supplier or current energy contract
- Help to check you're getting the benefits to which you're entitled
- Debt management

Contact: [fo.privatehousing@thurrock.gov.uk](mailto:fo.privatehousing@thurrock.gov.uk)

## **Private Housing**

If your landlord or agent is not dealing with repairs when you report a problem, you can tell us using this link [Private housing service request | Private housing assessments | Thurrock Council](#)

You should have contacted your landlord regarding these matters already and given them an opportunity to carry out repairs before contacting the service.

**We work with landlords to make sure your home is free from serious health and safety hazards so you can remain in the property**

## **FINANCIAL HELP**

**Essential Living Fund** - [About the Essential Living Fund | Essential Living Fund | Thurrock Council](#)

Anyone can make a claim. The fund is intended to help:

You can apply for the fund for;

- a bed, settee, wardrobe or table
- furnishings such as carpets, curtains or bedding
- 'white goods' such as a cooker, fridge or washing machine
- household equipment - cooking utensils and small electrical appliances
- fuel connection or re-connection charges
- clothing and footwear
- general living expenses groceries i.e. nappies, toiletries, cleaning or hygiene products, money for pay-as-you-go fuel meters

**Fuel voucher** - [Grants and benefits to help you pay your energy bills - Citizens Advice](#)

You might be able to get help if you're struggling to afford your energy bills or top up your prepayment meter. The help you get depends on:

- how you pay for your energy
- the type of energy you use
- if you claim benefits

### **The Warm Home Discount Scheme** [Warm Home Discount Scheme: Overview - GOV.UK \(www.gov.uk\)](#)

This is a one-off £150 discount off your electricity bill. If you're eligible, your electricity supplier will apply the discount automatically to your bill. The scheme reopens every Autumn in October so it is important your provider knows your personal circumstance

### **Cold Weather Payments** [Cold Weather Payment: Overview - GOV.UK \(www.gov.uk\)](#)

If you're eligible, you'll get these payments automatically. You do not need to apply, You'll get a payment if the average temperature in your area is recorded as, or forecast to be, zero degrees celsius or below over 7 consecutive days. You'll get £25 for each 7 day period of very cold weather between 1 November and 31 March.

### **Warm Start for Families** - [Warm Start - for families with children - Warm Homes Essex](#)

Free energy advice and guidance if you are struggling to pay your energy bills and have dependent children living in your home.

### **WaterSure Scheme** - [WaterSure scheme – help with paying water bills - Citizens Advice](#)

Helps some people with their water bills. To apply for the scheme, you must be on benefits and need to use a lot of water either for medical reasons or because your household has a certain number of school-age children. You also need to be on a water meter or be waiting to have one installed.

### **Anglian Water** - [LITE and Extra Lite \(anglianwater.co.uk\)](#)

Lite & Extra Lite Social Tariff for households on low income.

T: 0800 169 3630

### **Essex and Suffolk Water** - [Financial support \(eswater.co.uk\)](#)

Essex and Suffolk Water offer a SupportPLUS social tariff to customers on low incomes who pay more than 3% of their income on water bills.

A discount (up to 50%) is provided to successful applications against the water bill based on circumstances.

### **Social tariffs: Cheaper broadband and phone packages**

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/social-tariffs>

### **Free Mobile Calls, Texts & Data** - <https://www.thurrock.gov.uk/whats-in-your-library/free-calls-texts-and-data-for-your-mobile-phone>

You may be able to benefit from this scheme – also known as 'data gifting' – if:

- you are at least 18 years-old
- you are a Thurrock resident
- you are receiving benefits or on low income
- you can't afford your phone's monthly contract or top-up charges



- you have limited or no access to the internet in the UK, either at home or when away from home
- your mobile device is either 'unlocked' or compatible with a participating company's SIM card. Contact your mobile service provider or ask library staff if you're not sure.

Currently available at Grays, Belhus, Chadwell, East Tilbury and Tilbury libraries.

## **Pre-loved household items**

### **The ReUse Partnership for affordable household items**

A Thurrock-based charity with a wide range of good quality pre-loved furniture and household items for sale at affordable prices. Including furniture, white goods and paint.

TRUP Unit 34, Thames Industrial Estate, Princess Margaret Road, East Tilbury, RM18 8RH Tel: 01375 846 702. Opening times :10am to 4pm Monday to Friday

[www.thurrock.gov.uk/reducing-waste/re-use-partnership-trup](http://www.thurrock.gov.uk/reducing-waste/re-use-partnership-trup)

### **Freecycle**

The idea of Freecycle is to recycle by giving away rather than throwing away. When someone no longer wants an item e.g. a chair, a table or fridge - they simply offer it to members of the local Freecycle group. For further information see:-

[www.ilovefreecycle.org/explore/ThurrockFreecycle](http://www.ilovefreecycle.org/explore/ThurrockFreecycle)

### **Freecycle**

It's all about reuse and keeping good stuff out of landfills. Membership is FREE and all items offered are FREE, you just arrange to collect.

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

### **Charities**

Charities may also be able to offer you help:-

[Charis Grants: Supporting Individuals and Businesses](#)

[Tackling Financial Insecurity Together | Turn2us](#)

**This document has been compiled by Well Homes, Private Housing Service,  
Thurrock Council.**

**To add information please email [fo.privatehousing@thurrock.gov.uk](mailto:fo.privatehousing@thurrock.gov.uk)**