

| name of organisation | main service | national or local | website | contact name | email | phone number | main services provided | languages spoken by staff/ volunteers (if appropriate) | notes |
|--|---|------------------------------|---|---|--|---------------|---|---|--|
| AFC | cost of living support - page with information for families | | https://connect.achievethechildren.org.uk/sites/resources/SitePage/Modern16542/cost-of-living-support | | | | | | |
| AFC DONS | computers and food and furniture | Kingston, Merton, Wandsworth | https://donsofficeaction.org/ | | | | | | |
| Benefits advice | Debt | national | https://www.turn2us.org.uk/ | | | | national support website for benefits, grants to help with cost of fuel etc | | |
| Catholic Children's Society | | | | | | | | | |
| Citizens Advice Kingston | Advice | local | https://www.citizensadvicekingston.org.uk/ | | form to send a message https://www.citizensadvicekingston.org.uk/contact-us/contact-for-help/ | 02031660953 | free advice on cost of living, benefits and housing | | |
| Connected Kingston | Advice | local | https://www.connectedkingston.uk/ | | | | all services in Kingston should be included in this general website, also has a translation tool | | |
| Crosslight | Debt | London | https://www.crosslightadvice.org/ | | | 0207 052 0318 | debt and money advice, and is part of the Community Money Advice Network of debt advice agencies and have an office in Twickenham. It supports people to combat debt and hardship caused by the burden of unmanageable debt and lack of financial capability | | |
| Debt Free London | Debt | London | https://debtfree.london/ | | | 0800 808 5700 | free advice on cost of living including help with fuel bills, council tax, rent | | |
| EAL Friendship | | | https://www.richmond.eal.org.uk/ | | | | | | |
| ESOL - Kingston Adult Education | ESOL | local | https://www.kingston.gov.uk/directories-record/42372/english-for-speakers-of-other-languages-esol-exst-21-1ea-27-09-2021 | Rachel Russomano for Hong Kong referrals rachel.russomano@kingston.gov.uk | adult.education@kingston.gov.uk or marta.nizbonska@kingston.gov.uk | 020 8547 6700 | ESOL | | 16th and 23rd September for HK assessments |
| ESOL - Richmond Adult Education | ESOL | local | ESOL Information, Advice & Guidance RHACC Richmond London UK | | foundationadmin@rhacc.ac.uk | | ESOL, also keen to work with schools to do ESOL classes in school, minimum 6 learners. Contact Sohail. | | |
| Eventbrite Kingston?? | food | | | | | | | | |
| Food Bank - Kingston | Food | local | https://www.trusselltrust.org/get-help/find-a-foodbank/kingston/ | | info@kingston.foodbank.org.uk | 020 8391 1100 | see link for centres and times of opening | | |
| Food Bank - Richmond | Food | local | https://richmond.foodbank.org.uk/localities/ | | foodbank@vineyardcommunity.org | 07516 936 655 | see link for centres and times of opening | | |
| FUEL | Food and holidays | local | | | | | | | |
| Homeless advice - Kingston | Homelessness | local | https://www.connectedkingston.uk/issues?search_term=housing | | | | check different links on the Connected Kingston website | | |
| Homeless advice - Richmond | Homelessness | local | https://www.richmond.gov.uk/services/housing/homelessness/creating_homelessness/if_you_are_homeless | | | | | | |
| Hygiene Bank | | | https://thehygienebank.com/site-products/london/richmond/ | | | | | | |
| Islamic Resource Centre (IRC) | Advocacy | local | https://irc.kingston.com/ | Jan Wilson (chair) Faiza | irc29@hotmail.com is best form of contact for referrals | 0208549 5499 | provides advocacy for people of all backgrounds and faiths, particularly around housing and benefits; counselling; ESOL classes (but no creche); some staff speak different languages eg Urdu, Gujarati, French, Creole. Centre is in Acre Road, Kingston. | | |
| Islington Chinese Association | Advocacy and guidance | London wide | https://islingtonchinese.com/ | | | 020 7263 5986 | special team dedicated to welcoming Hong Kongers and families can phone them for free advice and guidance | | |
| Kingston Connected Kingston warm spaces | | | | | | | | | |
| LEAH | ESOL | local | https://www.leah.org.uk/ | Jenny Irish | info@leah.org.uk | 020 8256 6144 | volunteers teach English at home or in community courses for those who cannot learn in a college e.g. disabilities, caring responsibilities, domestic violence survivors, very low English language levels. Can run ESOL in schools for minimum 8 learners, focused on "communicating with school". | | |
| Migrant Advocacy Service | Advocacy | local | https://www.migrantadvocacy.org.uk/ | Lubna Makatari | info@migrantadvocacy.org.uk | 020 3488 0638 | support with settling in, how to get around Kingston, know the system, benefits, housing etc. Leading on supporting Hong Kong new arrivals. | | Our main sessions are held between 10am-2pm on Mondays and Fridays at Kingston Council Contact Centre, Guildhall 2 (opposite the Job Centre), KT1 1EU. |
| Money Advice Service | Debt | national | https://www.moneyadviceservice.org.uk/en | | | | an independent body which gives free advice across all aspects of finance including work and benefits, pension and retirement, homes and mortgages, and debt and borrowing | | |
| Multicultural Richmond | ESOL and other family support | local | https://multiculturalrichmond.org.uk/ | Ravi Arora | ravi@multiculturalrichmond.org.uk | 020 8893 9444 | ESOL, IT for adults, elders group, works with AIC on youth projects | | |
| Roehampton Community Box Project | | | https://www.racketsubed.com/community-box | | | | | | |
| Refugee Action Kingston | Advocacy | local | https://refugeeactionkingston.org.uk/ | for referrals email admin@refugeeactionkingston.org.uk . Clients will need to register with them to access services | admin@refugeeactionkingston.org.uk | 020 8547 0115 | Refugee Action Kingston is an established local charity, with experienced staff and trained volunteers supporting refugees and asylum seekers in the Kingston area offering services including welfare and legal advice, ESOL classes, yoga, career and volunteering advice and mental health support. Currently our donations coordinator can also help with we can also help with clothing. They will not be supporting Hong Kong new arrivals- please see Migrant Advocacy Service for this group. | They have an Arabic speaking member of staff - call 020 3011 3011 or email ana.abdulkareem@refugeeactionkingston.org.uk | |
| Refugee Action Kingston | ESOL | local | https://www.refugeeactionkingston.org.uk/ | for ESOL contact Jenny | jenny.arokiasamy@refugeeactionkingston.org.uk | | | | |
| Richmond | list of all organisations that support families | local and national | https://docs.google.com/document/d/1YooCkC0O2017A8Nc7W3X0vWYm2B38/edit?usp=sharing&ouid=114118329298912129461&tpid=hp_us&sd=true | | | | includes mental health, disabilities, carers | | |
| Richmond warm spaces | | | | | | | | | |
| Richmond Furniture Trust | | | https://www.rfsonline.co.uk/ | | | | | | |
| Richmond Parish Lands | Local grants | local | http://www.rplc.org.uk/ | | email links here http://www.rplc.org.uk/contact-us | 020 8948 5701 | Emergency grants for families and funding - check you are within their boundaries and contact them for information about how to apply | | |

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| Riverbank Share and Care Collective | Lone parents support | local | https://riverbanktrust.org/ | | contact@riverbanktrust.org | 07494 276582 | Christian charity supporting lone parents of all backgrounds and faiths, works with schools, runs parenting programmes, befriending, support groups, good at signposting support as well | | |
| Stepchange | Debt | national | https://www.stepchange.org/ | | | | | | |
| Support funds for low income families Kingston | local grants | local | Application to Kingston council, must be completed by a professional | https://docs.google.com/forms/d/1F9Vp4pX4w78iqczXVzb628Bd0RLChhpaEasrT1V6A/closedfor | | | help towards costs of a number of items including fuel, clothing, food white goods. Recipients need to evidence their situation. | | |
| Support funds for low income families Richmond | cost of living | local | Application to Richmond council, must be completed by a professional | https://www.richmond.gov.uk/household_support_fund#:~:text=Richmond%20AD%20and%20Citizens%20Advice%20households%20on%20a%20low%20income | | helpline is open Monday – Friday 8am- 8pm and Saturday 8-4pm 0800158 1111, also look online | | | |
| South West London Law Centre Turn2us 6th form grants- which LAs are doing this? | benefits advice | national | www.swllc.org https://www.turn2us.org.uk/ | | | 0208 767 2777 | free and independent legal advice on social welfare issues including housing, debt, immigration and employment | | |