



esos

Ealing Specialist Advice Service



**Free & confidential advice
for people with additional needs**

esas - an advice service for people with additional needs in Ealing

The Ealing Specialist Advice Service (esas for short) offers free and confidential advice and support. We can assist with:

- 🌀 Form filling
- 🌀 Understanding letters
- 🌀 Written & online applications
- 🌀 Preparing for appeals (unfortunately we are not able to offer representation at hearings or tribunals)
- 🌀 Online bidding for social housing
- 🌀 Assistance with telephone calls

We can offer advice in areas like:

- 🌀 Housing issues
- 🌀 Welfare benefits, including ESA, PIP, AA, Pension Credit, Housing Benefit, Tax Credits & Universal Credit
- 🌀 Transport and travel, including Blue Badge Applications
- 🌀 Health & Social Care advice, including Direct Payments, managing personal budgets, and communicating with local Social Services
- 🌀 Disability rights

🌀 Eligibility

To be able to get support from **esas** you will need to be a carer or adult who lives in Ealing and has additional needs. This could include:

- 🌀 Learning disabilities or learning difficulties
- 🌀 Physical disabilities
- 🌀 Sensory impairments
- 🌀 Mental health issues
- 🌀 Autistic spectrum conditions
- 🌀 Long-term medical conditions
- 🌀 Age related needs

If we are unable to help you we will make sure we signpost or refer you to another organisation who might be able to help. If you have been placed in temporary accommodation in or by a neighbouring borough there are restrictions to the service we can offer. Please call the service for more information.

🌀 Appointments & Advice Surgeries

The main office at Age UK Ealing is open for 15 minute drop-in enquiries and booked appointments at the following times:

Mon: 10am – 4pm

Thurs: 10am – 4pm

Tues: 10am – 4pm

Fri: 10am – 1pm

Wed: Closed (appointments only)

The office is closed on weekends, Bank Holidays and the period between Christmas and New Year. For enquiries requiring more than 15 minutes ESAS can arrange an appointment with an advice caseworker. Bookings can be made in person at the office, by telephone or email. Professionals making a referral to the service should download, complete and return the referral form on the ESAS website.

Contact Us:



Post: **Ealing Specialist Advice Service**
c/o Age UK Ealing
135 Uxbridge Road
West Ealing
W13 9AU

Phone: **020 8579 8429**
Online: **info@ealingsas.org.uk**

Text: **07837 186 733**
www.ealingsas.org.uk

Ealing Specialist Advice Service is delivered in partnership by:



and is funded by:

