



Multi-agency Early Help Assessment (MEHA)

Directory of Services

UNCLASSIFIED

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Owner: Kelli Scott, Head of Service for Early Help, Children with Disabilities and Prevention and Youth Justice Services

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Contents

1. ADHD, ASD & Additional Needs	4
2. Early Help	22
3. Domestic Abuse	32
4. Community Services	40
5. Education and Employment	54
6. Health and Wellbeing	70
7. Support and Advice for Parents and Carers	119
8. Specialist Support for Victims	128

1. ADHD, ASD & Additional Needs

Service	Provision	Telephone	Email	Website
ADDISS (National Attention Deficit Disorder Information and Support Service)	The UK's national ADHD charity providing information and specialist ADHD support to 1000's of people every year. They provide people-friendly information and resources about attention deficit hyperactivity disorder to anyone who needs assistance - parents, sufferers, teachers or health professionals.	020 8952 2800	info@addiss.co.uk	www.addiss.co.uk

<p>ASSIST Team (Autistic Spectrum Service for Information Support and Training)</p>	<p>ASSIST work in a proactive, supportive and preventative way with families and providers, so that autistic children and young people living in the Wokingham Borough can be the best they can be.</p> <p>The approach to intervention is holistic, creative and directed by the needs of the individual and those around them. The service provides information, support and training to assist children and their families, both pre and post diagnosis.</p> <p>Criteria: Who is this service best placed to support?</p> <p>Universal</p> <ul style="list-style-type: none"> • Anyone who has an interest in autism or feels that the strategies shared might be useful, is welcome to attend a workshop. <p>Targeted</p> <ul style="list-style-type: none"> • Children up to 18 years old, with a diagnosis of autism or who are on 	<p>0118 908 8053</p>	<p>assist@wokingham.gov.uk</p> <p>Pamela.breslin@wokingham.gov.uk</p>	<p>Wokingham Directory ASSIST Team (Autism Spectrum Service for Information Support and Training)</p>
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	the pathway for an autism assessment, who are resident in the Wokingham Borough.			
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Blue = national; Green = local

Private: Information that contains a small amount of sensitive data which is essential to communicate with an individual but doesn't require to be sent via secure methods.

	<ul style="list-style-type: none"> • Parents of children with a diagnosis of autism or who are on the pathway for an autism assessment, who would like to attend parent programmes and drop-in sessions. • Those living with, caring for or working with a child/young person diagnosed with autism, who following the need being identified through a formal assessment, would benefit from focused support. <p>Referral Process: Self-Referral – direct to the service.</p> <ol style="list-style-type: none"> 1. All people on the autism spectrum and their families can access universal services, information and support in relation to the condition of autism e.g., health and education services for all, post-diagnostic information, support groups and workshops. 2. Some people on the autism spectrum and their families would like more in-depth support to understand and manage autism within their family, school or leisure environment e.g., autism specific parent programmes and autism advice within meetings. Full details of the support groups, workshops and parent 			
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	<p>programmes can be found on the ASSIST Team website.</p> <p>Referral Required:</p> <p>3. A few people on the autism spectrum and their families will want and/or need focused work and intervention to enable the child/young person to continue living with their family or to enable the child/young person to stay at their current school. Where identified through a formal assessment, ASSIST will either work directly or alongside others, analyse why there are difficulties and identify how adults can implement strategies and support a positive outcome.</p> <p>Referrals to ASSIST for focused 1:1 support must be made via the Duty Triage and Assessment team (Also known as the Front Door).</p> <p>Phone (0118) 908 8002 Email: triage@wokingham.gov.uk.</p>			
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National Autistic Society	Charity for people on the autism spectrum and their families. They provide information, support and pioneering services, and campaign for a better world for people with autism.	0808 800 4104		www.autism.org.uk
Berkshire Autistic Society	Charity providing comprehensive services for all ages of people with autism, their families, carers and professionals working in the field. Services include a daily helpline, regular newsletters, social and leisure activities for children and adults and professional speaker evenings. With our dedicated staff and volunteer network, we continually strive to work in partnership to improve the services available to those affected by autism.	0118 959 4594	contact@autismberkshire.org.uk	www.autismberkshire.org.uk/contact
Berkshire Phab	Berkshire Phab is a charity that helps disabled and non-disabled people share experiences and socialise, share experiences, and enjoy activities designed for all abilities. We are open four days a week as a drop-in club for adults, and every Saturday for children and young people in our youth club.	0118 916 8412 0118 916 8413	info@berkshirephab.org	http://berkshirephab.org

British Dyslexia Association - Wokingham & Reading	BDA offers advice, helpline, publications for parents, teachers and other adults. Lobbies for improvement in education and support for the dyslexic community.	0118 966 2677	info@dyslexiahelpbda.demon.co.uk	www.bda-dyslexia.org.uk
Building for the Future	A building where families can meet and children are celebrated. Where parents can support each other and find out information about raising their disabled child. Where siblings can make friends with each other, and grandparents can chat over a cup of coffee. A place where disabled children can play be properly included, be able to access everything and where they will be valued and truly accepted for who they are.	07393 407 169	admin@bftf.org.uk	www.totalgiving.co.uk

<p>CAN (children with Additional Needs) network and CAN Card</p>	<p>The CAN Network is an information and support service for children with additional needs and their families who live in Wokingham. The CAN Network maintains a database of children to help shape service provision and support families.</p> <p>The CAN Network offers a range of benefits to families including:</p> <ul style="list-style-type: none"> • Weekly news emails, including children's events, training workshops and the transition to adulthood. • A CAN Card, to access concessions at local and national leisure facilities. • A CAN Passport, an 'all about me' book created individually for each child. • Signposting to other, appropriate services. • Information and Advice Sheets. 	<p>0118 974 6818</p>	<p>CAN.network@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk</p>
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Children with Disabilities Service	The Children with Disabilities Service encompasses the Social Work Team & the Occupational Therapy Team. Helps parents with accessing short breaks & activities, accessing vital food & medicines, offers advice in gaining additional help & funding	0118 974 6890	DctDuty@wokingham.gov.uk lddservice@wokingham.gov.uk cwdadmin@wokingham.gov.uk	www.wokingham.gov.uk
Contact a Family	Contact a Family is a national charity for families with disabled children. They provide information, advice and support, bring families together and campaign to improve services.	020 7608 8700	info@cafamily.org.uk	www.cafamily.org.uk
Dingley Family and Specialist Early Years Centre	Dingley provides a place where children (from birth to five) with additional needs and disabilities, can develop skills through play under the supervision of qualified staff.	0118 327 7424 07940 259355	admin.wokingham@dingley.org.uk	www.dingley.org.uk

Greenslade Support Solutions	<p>Greenslade is committed to meeting the needs of people with learning disabilities, mental health issues, physical disabilities and children and their families within a supportive and safe environment that encourages and maximizes independence and empowers everyone to take control over their lives.</p> <p>We support people in their own homes and in their communities working with them to achieve positive outcomes such as employment, attending college, leisure and social activities and dealing with the challenges that we all face in our daily lives</p>	0118 986 1135	greenslade@radius.co.uk	www.radius.co.uk
The Hyperactive Children's Support Group	<p>Provide information and advice to Parents, Carers and Professionals seeking solutions for children and young people who may be affected by Hyperactivity and/or ADHD.</p> <p>Includes information on diet for hyperactivity.</p>	01243 539966	hacsg@hacsg.org.uk	www.hacsg.org.uk

<p>Short Breaks and Early Help for Children with Disabilities</p>	<p>Support children with disabilities and their families where additional assistance is required to meet their need (i.e., where this is more than universal services can provide), at the earliest opportunity, preventing the need for escalation to Social Work support services.</p> <p>The service works with families to:</p> <ul style="list-style-type: none"> • Assess the need for and help identify short break provisions required by the child and their family. • Develop a Short Break Support Plan with the family. • Review the Short Break Support Plan at appropriate intervals to ensure it still meets the needs of the child and their family. <p>Referrals to the Short Break and Early Help Team must be made via the Duty Triage and Assessment team (Front Door). Phone: (0118) 908 8002 Email: triage@wokingham.gov.uk.</p> <p>Professionals should complete a Multi-Agency Referral Form (MARF).</p>	<p>(0118) 9746881 or (0118) 974 6890</p>	<p>ShortBreaksCoordinator@wokingham.gov.uk</p>	<p>Further information about Short Breaks can be found in the</p> <p>Short Breaks Statement V1.4 (Jan 2022) (14).pdf</p> <p>Short Breaks and respite services - Wokingham Borough Council</p> <p>Wokingham Directory Short Breaks Service and Early Help Team</p>
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	<p>Referrals for Short Breaks can be made directly by parents using the Short breaks self referral form - Wokingham Borough Council</p>			
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<p>FIRST Team</p>	<p>The Family Intervention, Resources and Support Team (FIRST) provide information, workshops and training to parents and professionals around sleep, anxiety, and behaviour. The team comprises of two qualified Sleep Practitioners, one Behaviour Practitioner and one Family Support Worker, who families with implementing the strategies where this is required. Parents can self-refer.</p> <p>Self-Referral: Direct to the service.</p> <ol style="list-style-type: none"> 1. All people who are supporting a child with a disability and who may benefit from information and support in relation to sleep and behaviour, can attend workshops. 2. Some people who are supporting a child with a disability and who would like more in depth support to understand and manage sleep and/or behaviours, can attend a formal course on the subject. <p>If supporting a family to self-refer, the family should be aware of and give consent to their information being held by the FIRST team. FIRST can then inform families of specific events. Information leaflet and</p>	<p>0118 974 6000</p>	<p>first@wokingham.gov.uk</p>	<p>Wokingham Directory Family Intervention Resources & Support Team (FIRST) - supporting families with sleep and behavioural issues</p> <p>Wokingham Directory Sleep and behaviour support workshops for parents and carers who have a child has additional needs</p>
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	<p>details of next programmes will be sent to family once contact information is received. Full details of the support groups, workshops and parent programmes can be found via the FIRST website.</p> <p>To self-refer to FIRST, please contact the service using the FIRST team contact details listed.</p>			
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	<p>Referral required:</p> <p>3. A few people supporting children with disabilities will want and/or need 1:1 focused in-depth support to enable the child/young person. Where identified through attendance at a FIRST course or where an urgent need is identified as part of an assessment, FIRST will either work directly with a family or alongside other professionals where appropriate, to support them to make changes to the child’s sleep or behaviour.</p> <p>Via Duty Triage and Assessment Referrals to FIRST for focussed 1:1 support must be made via the Duty Triage and Assessment team (Front Door). Phone (0118) 908 8002 Email: triage@wokingham.gov.uk.</p> <p>Professionals should complete a Multi-Agency Referral Form (MARF).</p>			
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<p>Promise Inclusion (formerly Mencap)</p>	<p>Promise Inclusion is affiliated to National Mencap but is an independent charity. It provides help, support and advice to individuals with learning disabilities, their unpaid carers and their families. Services provided include monthly carers lunches, coffee mornings, family liaison, subsidised outings, leisure activities, sibling support and autism awareness training.</p>	<p>0300 777 8539</p>	<p>admin@wokinghamencap.org admin@bracknellmencap.org</p>	<p>www.WokinghamBracknellMencap.org</p>
<p>SENDIASS Special Educational Needs and Disability Information Advice and Support Service</p>	<p>The Special Educational Needs and Disability Information Advice and Support Service (SENDIASS) is a statutory service which is run at 'arm's length' from the Special Educational Needs decision makers. They provide free, confidential, impartial advice and guidance to parents with initial education concerns about their child, through to those with and Education, Health and Care Plan.</p> <p>SENDIASS listen to worries or concerns and provide a range of flexible services which include training and help with the following:</p> <ul style="list-style-type: none"> To understand and write reports and letters 	<p>0118 908 8233</p>	<p>sendiass@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (Search for Sendiass)</p>

	<ul style="list-style-type: none">• With the Statutory Assessment process for an Education, Health and Care Plan (EHCP)• With annual reviews• Support with the conversion of a statement to an EHCP• Support in meetings with school, college or early years setting• Support in meetings with education, health and social care professionals• To explore different options open to you for your child/young person’s education• Signpost to other organisations and support groups• Promote disagreement resolution where communication with a school or Local Authority is breaking down• Support if your child/young person is at risk of, or has been excluded from school• To explain the right of appeal through the SEN Tribunal system <p>The service supports parents, carers children and young people undergoing assessment for an</p>			
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	Education, Health and Care Plan, or in transferring from a Statement of Special Educational Needs or an LDA. They can also offer access to an Independent Supporter, either from within the service or from Adviza. Independent Supporters are specifically trained to support through this process			
Special Kids in the UK	Offers contact, information and support for families of children and young people with special needs.	07876 796 453	information@specialkidsintheuk.org	www.specialkidsintheuk.org

2. Early Help

Service	Provision	Telephone	Email	Website
<p>The Ambleside Hub - Children's Centre's and Health Visiting Service Split over three locations:</p> <p>1. Ambleside Centre, Ambleside Close, Woodley, RG5 4JJ</p> <p>2. Starlings Centre, Colleton Drive, Twyford, RG10 0AX</p>	<p>The Centre's offer a range of support and information for families with children pre-birth to five years old.</p> <p>Activities and Groups</p> <ul style="list-style-type: none"> • Play and Learn sessions. • Breastfeeding support. • Child Health Clinic. • Weaning information. • Baby Play for pre-walkers. • Book start Read and Rhyme. • Development Reviews (by appointment). 	<p>Ambleside: 0118 908 8152 0118 377 6444</p> <p>Starlings: 0118 908 8185</p> <p>Winnersh: 0118 908 8192 0118 908 8191</p>	<p>Rupa.joshi@wokingham.gov.uk</p> <p>thestarlingschildrenscentre@wokingham.gov.uk</p> <p>winnershchildrenscentre@wokingham.gov.uk</p>	<p>www.ambleside.wokingham.sch.uk</p> <p>www.wokingham.gov.uk</p>

<p>3. Winnersh Community Centre (Rainbow Centre), Rainbow Park, Winnersh RG41 5SG</p>	<ul style="list-style-type: none"> • Postnatal Workshops (bookings only). <p>The Centres also offers a wide variety of courses and workshops, as well as one to one family support and advice. Courses include Family First Aid, Healthy Eating, Conflict Resolution, ESOL, Learning Through Play and Baby Massage.</p>			
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<p>Brambles Children's Centre's</p> <p>Split over three locations:</p> <p>1. Brambles Children's Centre, Budge's Gardens, Wokingham, RG40 1PX</p> <p>2. Finchampstead Children's Centre, Gorse Ride North, Finchampstead RG40 4ES</p> <p>3. Red Kite Children's Centre, Chestnut Crescent, Shinfield, RG2 9EJ</p>	<p>The Centres offer a range services and activities for the under 5's. Contact the Centre for the current timetable or see the Wokingham Borough Council website for details. Centres are open for families to drop-in for support throughout the day.</p> <p>Activities and Groups</p> <ul style="list-style-type: none"> • Speech and Language Drop-In (please call ahead to check session is running). • Parenting Programme. • Play and Learn sessions. • Employment Support. • Two Year Health Checks. • Nine Month Health Checks. • Wiggly Worms – a group for families who have children on the autistic spectrum (or been referred for diagnosis). 	<p>Brambles: 0118 908 8010</p> <p>Finchampstead: 0118 908 8166</p> <p>Red Kite: 0118 908 8181</p>	<p>brambleschildrenscentre@wokingham.gov.uk</p> <p>finchampsteadchildrenscentre@wokingham.gov.uk</p> <p>theredkitechildrenscentre@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk</p>
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	<ul style="list-style-type: none">• Antenatal Appointments (appointment via Midwives only).• Healthy Child Clinic (Well Baby Clinic).• Preparing for Birth Classes (Invite only via Midwife 2nd Saturday of month).			
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<p>Wokingham Children's Services: Early Help Hub & Integrated Early Help Service</p>	<p>Early Help is about identifying where a child and their family might need support, either in the early years of a child's life or in the early stages of a problem, at any time in their childhood.</p> <p>There are many Early Help services available to children and families that the Early Help Hub can signpost you to, for access to multi-agency support for children, young people, and families.</p>	<p>Tel: 0118 908 8492 (Wokingham Youth Centre)</p> <p>MASH: 0118 908 8002</p>	<p>triage@wokingham.gov. uk</p>	<p>Early Intervention (wokingham.gov.uk)</p>
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<p>Family First</p>	<p>The Integrated Early Help Service is based in Children’s Centres and the Wokingham Youth Centre. The teams work with whole families to reduce the risks associated with poor outcomes for children, working closely with schools and other agencies using a ‘team around the family’ approach to support families under one, multi-agency plan. Interventions may include 1-1 work, whole family support, parenting groups, and signposting to specialist services.</p> <p>Referral is via the MASH team or Children’s Services Social Work teams.</p> <p>Family First is Wokingham’s response to the Governments Supporting Families agenda. Families with multiple problems are supported through a ‘whole family approach’ to achieve positive change in their lives.</p> <p>Families attached to the programme will be receiving support from Early Help or Children’s Social Care where they will</p>		<p>Family First Support Officer Emma.roberts@wokingham.gov.uk</p>	
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	<p>be supported via a multi-agency, whole family plan. Families who are attached to the programme for help with at least 3 of the headline criteria below:</p> <ul style="list-style-type: none"> • Getting a good education. • Good early years development. • Improved mental and physical health. • Promoting recovery and reducing harm from substance use. • Improved family relationships. • Children safe from abuse and exploitation. • Crime prevention and tackling crime. • Safe from domestic abuse. • Secure housing. • Financial stability. 			
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Berkshire West Safeguarding Children Partnership	Information & advice if you are concerned about the safety of a child. Also has details of who to contact if you are concerned about an adult being abused or neglected.	0118 908 8002	Triage@wokingham.gov.uk	Berkshire West Safeguarding Children Partnership -
CAP UK (Child Assault Prevention)	<p>CAP UK (Child Assault Prevention Project) is a community project that brings together parents/carers, school staff and children to understand how to effectively reduce children's vulnerability to child abuse and build safer communities for children.</p> <p>CAP works with the whole school community towards reducing children's vulnerability to abuse, equipping children with skills and strategies</p>	01803 866559	info@safestrongfree.org.uk	www.safestrongfree.org.uk

	necessary to stay safe from harm in an ever-changing society. It helps towards encouraging them to grow up to be strong and confident young people, respecting their own and others' rights.			
Children With Disabilities Service	<p>The Children With Disabilities Service encompasses the Social Work Team & the Occupational Therapy Team. Helps parents with accessing short breaks & activities, accessing vital food & medicines, offers advice in gaining additional help & funding</p> <p>Short Breaks provide children and young people with disabilities opportunities to spend time away from their parents and carers, relaxing and having fun with their friends.</p>	<p>0118 974 6881 0118 974 6890</p> <p>Short Breaks & Early Help Team: 0118 974 6881</p>	<p>cwdduty@wokingham.gov.uk</p> <p>ShortBreaksCo-ordinator@wokingham.gov.uk</p>	www.wokingham.gov.uk

	<p>They also provide families with a break from their caring responsibilities and give parent and carers a chance to unwind, spend time with their other children or take part in leisure or training activities.</p> <p>Short breaks help families to spend time together, ensuring that there is support to make access possible. Short break activities are offered during the daytime, evening, weekend and school holidays.</p>	0118 974 6890		
Fearless	<p>A service that allows you to pass on information about crime 100% anonymously.</p> <p>Accessibility to a selection of youth organisations who can offer further information, advice & support.</p>	Online form completion	Online form completion	www.fearless.org

3. Domestic Abuse

Service	Provision	Telephone	Email	Website
National Domestic Violence (Freephone) Helpline	<p>A national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. The Helpline can give support, help and information over the telephone, wherever the caller might be in the country.</p> <p>The Helpline is staffed 24 hours a day by fully trained female helpline support workers and volunteers. All calls are completely confidential. Translation facilities for callers whose first language is not English and a service for callers who are deaf or hard of hearing are available.</p>	0808 2000 247	helpline@womensaid.org.uk	www.womensaid.org.uk

<p>Cranstoun Domestic Abuse Service</p>	<p>Cranstoun brings together an integrated range of programmes and interventions to support victims and survivors of domestic abuse. Programmes and services are delivered by highly experienced and skilled staff with unique skills in domestic abuse, who offer the following:</p> <ul style="list-style-type: none"> • Assessment and support for victims. • Assessment and support for perpetrators. • Refuge accommodation. • Support related to domestic abuse for children and young people in schools. • Targeted services to the most vulnerable and hard to reach groups. • Work with health providers to establish referral pathways. • Outreach victim/survivors case work. • Support to children including both one to one and group support. • Domestic abuse awareness, including PSHE support and professional training. 	0118 402 1921	info@cranstoun.org.uk	Dass@cranstoun.org.uk
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	<ul style="list-style-type: none"> • ‘Seeking Safety’ and ‘Freedom’ programmes, groups for victims and survivors. 			
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<p>NSPCC</p>	<p>NSPCC is a charity which aims to end cruelty to children in the UK.</p> <p>NSPCC helpline service, offer advice for adults on:</p> <ul style="list-style-type: none"> • Keeping your child safe online. • Parenting Guides. • Case notes on what children tell the NSPCC. 	<p>0808 800 5000 (Help for adults concerned about a child, NSPCC helpline)</p>	<p>help@nspcc.org.uk</p>	<p>www.nspcc.org.uk</p>
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	<ul style="list-style-type: none"> • Support for Professionals. • Training and Learning Resource. 			
Childline	Childline is the UK's free, confidential helpline dedicated to children and young people. Whenever children need them, Childline will be there - 24 hours a day, 7 days a week, 365 days per year.	0800 1111	Login Childline Use this link to create an account	www.childline.org.uk
WBC Home Refuge Scheme	The Home Refuge Scheme provides Wokingham residents with a free service for anyone suffering abuse and wanting to remain in their home. It provides security measures such as door chains, viewers and window locks. They also offer linked support from Cranstoun Domestic Abuse Service and a full fire safety check from Royal Berkshire Fire & Rescue Service.	Home Refuge Officer 0118 974 3799	home.refuge@wokingham.gov.uk	www.wokingham.gov.uk

WBC Home Refuge Scheme	The Home Refuge Scheme provides Wokingham residents with a free service for anyone suffering abuse & wanting to remain in their home. It provides security measures such as door chains, viewers & window locks so you can stay safe in your home. Also offers support from Cranstoun & a full fire safety check from Royal Berkshire Fire & Rescue Service	Home Refuge Officer 0118 974 3799	home.refuge@wokingham.gov.uk	www.wokingham.gov.uk (Search for Domestic Abuse)
Wokingham Children's Services – Duty, Triage and Assessment Team	Contact if you are worried that a child is being mistreated and is at risk of harm. Mon-Fri, 9am-5pm. After 5pm or on weekends / Bank Holidays phone 01344 786543 for safeguarding emergencies that can't wait until the next working day	Tel: 0118 908 8002 Fax: 0118 908 8246	Triage@wokingham.gov.uk	www.wokingham.gov.uk
Wokingham Children's Services: Early Help Hub & Integrated Early Help Service	Early Help is about identifying where a child and their family might need support in either the early years of a child's life or in the early stages of a problem at any time in their childhood. There are a number of Early Help services available to children and families where the Early Help Hub can signpost you in order for you to access multi-	Tel: 0118 908 8492 (Wokingham Youth Centre)	triage@wokingham.gov.uk	Any of the Children's Centre's (see previous section)

	<p>agency support for children, young people and families. Support is offered Mon-Fri, 9am-5pm.</p> <p>The Integrated Early Help Service is part of local authority children’s services. The team is based in Children’s Centres (details in section 2) and Wokingham Youth Centre.</p> <p>Referral is via the Duty Triage and Assessment Team (DTA) or Children’s Services Social Work teams. The team provide a variety of support services to prevent risk and harm to children and young people, including: evidenced based parenting programmes, one to one work with children and young people and their families, family assistant work regarding domestic routines, crisis work with families to prevent breakdown and children entering the care system, and contact for children in care. Our skilled team work closely with schools and other partner agencies to provide the right support at the right time to families in need to prevent escalation to statutory services.</p>			
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<p>Victim Support</p>	<p>Services are free and available to everyone, regardless of whether the crime has been reported or when it happened.</p> <p>Trained volunteers offer:</p> <ul style="list-style-type: none"> • Someone to talk to in confidence • Information on police and court procedures • Help in dealing with other organisations • Information about compensation and insurance • Information on other sources of help 	<p>Free support line: 08 08 16 89 111</p>	<p>There is a 24/7 live chat facility available on the website.</p> <p>You can also:</p> <p>Request support online</p> <p>Create an account on My Support Space – a free online resource containing interactive guides and information to help you manage the impact crime has had on you.</p>	<p>www.victimsupport.org.uk</p>
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<p>YMCA</p>	<p>Provide help and support with the following:</p> <ul style="list-style-type: none"> • Accommodation: Supply nearly 9,000 beds every night (emergency accommodation and supported living). • Family work: Includes nurseries, afterschool clubs and relationship services. • Health and wellbeing: Largest voluntary sector provider of services promoting health and wellbeing. • Training and education offer includes education, skillsbased training, placement and apprenticeship schemes. • Support and advice: There for every young person in the community, supporting them through difficult times with a wide range of services. • Policy and research: Aim to give young people a voice. 	<p>YMCA Reading 0118 957 5746</p>	<p>Contact Us YMCA Reading Youth Homelessness Charity</p>	<p>www.ymcareading.org</p>
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4. Community Services

Service	Provision	Telephone	Email	Website
Citizens Advice	CAB provide advice on a range of issues that may be impacting families including welfare benefits and tax credits, housing issues, debt, financial or legal matters, employment and immigration.	0808 278 7958	contact@citizensadvice.wokingham.org.uk	www.citizensadvice.wokingham.org.uk
Community Care Information, Advice & Support	<p>Provides independent and confidential information, advice and support. Practical help on welfare rights, help for carers and local community information:</p> <ul style="list-style-type: none"> • Debt Advice. • Housing Advice. • Employment Advice. • Local Community Information • Divorce & Separation Support. • Pro-Bono Legal Clinic. • Form Filling. • Benefits Checking. • Other Agencies Referral. 	0118 926 3941	office@communicationare.org.uk	www.Communicationare.org.uk

<p>Community Forums (Changed from community wardens)</p>	<p>Take part in your local Community Forum: set up for residents for each of the major development areas / Strategic Development Locations. They're your way to find out what is happening & to get involved. You can hear the latest news & have your voice heard in key decisions.</p> <p>Community Forums meet regularly & are attended by key staff, developers, landowners, Town & Parish Council representatives & other stakeholders.</p> <p>We're working with residents, community groups & developers to make sure we create strong communities in our 4 major development areas / Strategic Development Locations (SDLs).</p>	<p>0118 974 6066 David Allen, Community Engagement Manager</p>	<p>communityengagement@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk</p> <p>(search for Community Forums)</p>
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<p>The Community House, Finchampstead</p>	<p>The Community House is in the heart of Finchampstead. The Community Engagement Workers based within Finchampstead are Simon Ingle & Mark Tomkinson. The Community House hosts several regular & one-off events for local residents.</p> <p>If you have an idea for a community event or group but are not quite sure how to do it, then we want to hear from you. We can help you to build the community that you want to live in. Our door is always open, just drop in for a chat & a drink.</p> <p>Events & activities regular schedule:</p> <ul style="list-style-type: none"> Monday: Housing drop-in, 09:30 – 11:00 Monday: Tea & Tales, 14:00 – 15:30 <p>Wednesday: Finchampstead Community Trips, leaving at 09:30 & returning at 14:00 approx. Alternate weeks</p>	<p>07825 532189 Simon Ingle Community Engagement Worker</p>	<p>Simon.Ingle@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (search for Community House Finchampstead)</p>
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<p>Coram - Children's Legal Centre</p>	<p>Coram Children's Legal Centre provides free legal information, advice and representation to children, their families and carers, as well as international consultancy on child law and children's rights.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Adoption & fostering • Young people's projects • Supporting families • Creative therapies • Education • Training for practitioners • Upholding children's rights <p>Childcare & early years</p>	020 7520 0300	<p>Use contact form on website</p>	<p>www.coram.org.uk</p>
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<p>Crossroads Care Wokingham</p>	<p>Crossroads Care Wokingham, a network partner of carers trust, has been the leading provider of home-based respite breaks for unpaid carers & the people they care for in Wokingham, Bracknell & it's surrounding areas since 1994.</p> <p>Services offered: one-to-one home-based respite breaks, call & care Support, emergency cover for crisis &/or medical appointments, overnight care, companionship, dementia care, care for people with life limiting illnesses & support for children with disabilities & their families. Services can be tailored to suit needs.</p>	<p>0118 979 5324</p> <p>Monday to Friday, 9am – 4pm</p>	<p>contact@wokinghamcrossroads.org</p>	<p>www.wokinghamcrossroads.org</p>
<p>The Cowshed Charity</p>	<p>A registered charity, The Cowshed provide good quality clothing and other essential items to anyone in crisis living in Berkshire. All individuals must be referred by a professional or organisation through The Cowshed website.</p> <p>They provide clothing, bedding, toiletries, towels, curtains, toys, books, baby equipment, baby food, formula, nappies, and other essential items.</p>	<p>0118 934 5120</p>	<p>referrals@thecowshed.org</p>	<p>www.thecowshed.org</p>

Foodbank, Wokingham	Entirely volunteer run, existing to help those in need in Wokingham.	07926 524605	info@wokingham.foodbank.org.uk	www.wokingham.foodbank.org.uk
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	This help includes the supply of food and where appropriate, help with heating and lighting. Families or individuals who need help in this way must register with one of the local care agencies, such as Wokingham Citizens Advice, Transform Housing, numerous departments in Wokingham Borough Council and many others. They can they request a voucher that can be exchanged at the Foodbank for a food parcel or help with fuel.			
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<p>Kicks</p>	<p>Kicks to engage young people who may otherwise be difficult to reach. The Kicks vision is ‘to target some of the most disadvantaged areas of the country to create safer, stronger, more respectful communities through the development of young peoples’ potential’.</p> <p><u>Objectives:</u></p> <p>The scheme is designed to:</p> <ul style="list-style-type: none"> • Engage young people (aged 11-19 years) in a range of constructive activities which link to the Government’s Every Child Matters policy. • Create routes into education, training and employment. • Encourage volunteering within projects and throughout the target neighborhoods. • Break down barriers between the police and young people 	<p>0118 9072152</p>	<p>rwitt@readingfc.co.uk</p>	<p>http://community.readingfc.co.uk/socialinclusion/premier-league-kicks-project/</p>
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	<ul style="list-style-type: none">• Reduce crime and anti-social behaviour in the target neighborhoods.• Increase the playing, coaching and officiating opportunities for participants.			
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<p>Support U</p>	<p>Support U is a local charity that aims to provide a safe place for people to come and talk, ask questions about sexuality and socialise with other LGBT people.</p> <p>They provide support services to the public in relation to sexuality challenges and issues. They also offer referral to other organisations that specialise in LGBT services.</p> <p>A walk-in centre provides much needed guidance and support to members of the LGBT and other communities to build social inclusion and acceptance and stamp out segregation and isolation.</p>	<p>01189 321 9111</p>	<p>Contact Us - Support U</p>	<p>www.supportu.org.uk</p>
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<p>Prince's Trust Team Programme (Elevate)</p>	<p>Elevate is the delivery partner for the Prince's Trust Team Programme in Berkshire. Each Prince's Trust Team is run by a Team Leader who will support you over the 12 weeks and act as a guide.</p> <p>The Team Programme offers personal development training for people aged 16 to 25 years and is designed to re-engage young people, helping them to think about their futures and move forward, ultimately into employment, education or training.</p> <p>During the 12-week programme, participants will:</p> <ul style="list-style-type: none"> • Learn the importance of teamwork. • Attend a five-day team building residential. • Develop and learn new skills. • Undertake projects aimed at helping the local community. • Complete a work placement. • Plan, organise and deliver a team presentation. 	<p>Contact the team on:</p> <p>07710 117650</p> <p>07925 147775</p> <p>07554 437421</p>	<p>elevate@Wokingham.gov.uk</p>	<p>www.wokingham.elevateme.org.uk</p>
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	<ul style="list-style-type: none"> Gain new qualifications (First Aid and NVQ Teamwork and Community projects). <p>The benefits of joining a Team Programme are:</p> <ul style="list-style-type: none"> Realising own potential and gaining new skills and experience. Working towards a valuable qualification and certificates. Developing a CV and career aspirations. Building confidence, motivation and enthusiasm. Open doors to opportunities and networking. Meeting new people and making new friends. 			
Food Share	SHARE is open to anyone who can come along to the Church, no referral is needed. Support is provided to help those in need, as well tackling the environmental issues of food waste.	Co-ordinator 079 1910 1076	enquiries@sharewokingham.co.uk	http://www.sharewokingham.co.uk/

<p>Step 2 Success</p>	<p>A Family First Project using gaming, sport and other activity to engage young people back into education.</p> <p>This project is aimed at supporting young people who are struggling to succeed in education because of issues such as social isolation, anxiety and depression.</p> <p>The team provide individual and group mentoring support to young people and work with them on issues relating to bullying, anger, poor social skills, self-regulation and understanding the impact of hate and prejudice.</p> <p>For children and young people aged 8 – 17; working with children that have school attendance below 90% who are open to Early Help or Social Work teams.</p>	0118 907 2161	pbrown@readingfc.co.uk	www.community.readingfc.co.uk
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<p>Transform Housing and Support</p>	<p>Provide support for people in their own homes through a 'floating support' service, assisting with housing related issues to help people stay living in their homes. Services include:</p> <ul style="list-style-type: none"> • Help with financial issues including budgeting, rent or mortgage payments and debts. • Advice on maintaining a safe and secure home. • Support with physical, emotional and mental health. • Advice on finding training or employment. • Liaison with partner agencies, for example the Local Authority. • Support to access social and leisure activities. • Signposting of other advice and support services. <p>The floating support service is available for adults from a range of client groups, including people with mental health problems, learning disabilities and physical disabilities, older</p>	<p>0118 978 7750</p>	<p>wokingham@transformhousing.org.uk</p>	<p>www.transformhousing.org.uk</p>
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	people, ex-offenders and other vulnerable adults.			
Safer Places Scheme	The Safer Places scheme has been set up to help people who are feeling vulnerable or scared when out and about in the Wokingham Borough. If you go into one of these places and ask for help, they will offer you somewhere quiet to sit. They can also phone somebody to help you get home or call the police if necessary. The scheme is supported by the Police and other local organisations.	0118 974 6863		www.wokingham.gov.uk (Search for Find a Safe Place).

5. Education and Employment

Service	Provision	Telephone	Email	Website
Adult and Community Learning	<p>Community learning courses offer a range of skills for learning and life. On these courses you can:</p> <ul style="list-style-type: none"> • Improve your employability skills. • Increase your volunteering opportunities. • Take up a new interest. • Improve your confidence and wellbeing. <p>There are a wide range of courses across the Borough. Courses are free to those claiming income support or job seeking benefits. Concessionary rates are available to those claiming Working Tax Credits or people referred by a Wokingham support service. For other learners, the courses will have a fee.</p> <p>You need to be over 19 years old and been a citizen of a country within the EEA (European Economic Area) & have ordinarily been resident in the EEA for</p>	<p>07767 380 722</p> <p>07885 242 692</p>	<p>adulthoodeducation@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (Search for Adult & Community Learning)</p>

	<p>at least 3 years. There are several exceptions – contact the team to check your eligibility.</p> <p>The courses vary from First Aid to Languages, Art and Crafts to Healthy Eating, and Computing to Health and Safety.</p>			
Bookstart	<p>Bookstart is a national programme that encourages all parents and carers to enjoy books with children from as early an age as possible. It aims to provide a free pack of books to every baby in the UK, to inspire, stimulate and create a love of reading.</p> <p>Bookstart is the world’s first national bookgifting programme, giving free books to all children in England & Wales at two key ages before school</p>	020 7801 8800	queries@booktrust.org.uk	www.booktrust.org.uk
Earley Crescent Resource Centre	<p>A community association based in the Earley Crescent Resource Centre.</p> <p>A resource centre has a help desk, which provides a wide range of information and help about local services; community-based learning and courses for voluntary and community groups; two public access</p>	0118 921 0555	earleycrescent@btconnect.com	www.earleycrescent.org

	<p>computers; and rooms to hire for voluntary and community groups.</p> <p>Job seekers are offered free careers advice sessions, help with CVs and job searches, as well as a free weekly job club on Tuesday afternoons.</p> <p>The association also has a Mobile Information Centre (MICE) taking community information to people around the district from a purpose-built vehicle.</p>			
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<p>Early Years Inclusion Service (EYIS)</p>	<p>The Early Years Inclusion Service is a highly specialist team of Early Years Inclusion Teachers (EYIT).</p> <p>This service is for families with children who have complex additional needs. It is a home visiting teaching service based on a portage model for children from birth to school age. They aim to help families and children learn together, provide strategies and targets to support children's development and provide ideas for play or teaching activities to support parents/carers in stimulating their child's development. They also support</p>	<p>Christine Broughton / Claire Doyle 07899 063372 07879 608806</p>	<p>Christine.broughton@wokingham.gov.uk Claire.doyle@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (Search for Early Years Inclusion Teachers)</p>
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	parents/carers in developing their knowledge regarding special educational needs processes and procedures.			
Educational Psychology Service (EPS)	<p>Part of Wokingham Children’s Services, working with schools, settings, parents/carers, children and other professionals to promote children’s learning, development and psychological wellbeing. We provide support to children and young people with special educational needs and disabilities.</p> <p>All Wokingham Educational Psychologists (Eps) are registered with the Health & Care Professionals Council & have qualifications that mean they are eligible for chartered status with the British Psychology Society, following post graduate training in educational psychology.</p> <ul style="list-style-type: none"> • Work to solve problems by gathering information & sharing ideas with others • Can have a key role in assessment & intervention & in providing support & advice to parents 	<p>Elaine Munro Principal Educational Psychologist 0118 974 6000</p>	<p>CSEPA- EducationalPsychologyAdmin@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (search for Educational Psychology Service)</p>

	<ul style="list-style-type: none"> • Can help teachers & parents understand children’s individual needs & support them to bring about change • May provide help in clarifying problems & devising problem solving strategies • Carry out specialized assessments • Help staff manage behaviour & anxiety • Evaluate individual pupil progress • Provide therapeutic support to children & young people • Deliver group work with children & young people • Support setting / school staff to support children & young people <p>Age range Children aged 0 – 19 years. If a child has an EHC plan we may work with them up until the age of 25</p> <p>Eligibility Criteria The following indicates the eligibility criteria to access the Educational psychology Service:</p> <ul style="list-style-type: none"> - Before an Educational Psychologist becomes involved a child needs to be known to the SENCo (Special Educational Needs coordinator)/Inclusion Manager of their school, college or setting (this could be as a result of a concern raised by their parent/carer) 			
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Blue = national; Green = local

	<ul style="list-style-type: none"> - Pre-school children whose needs are causing concern need to be drawn to the attention of Wokingham Early Support Panel by an appropriate health professional. Following this an educational psychologist may become involved. - All pieces of work are negotiated with the SENCo at the termly school planning meeting, priority is given based on the complexity of need - Educational psychologists will be involved as part of the statutory assessment process/EHC assessment. <p>All work undertaken by an educational psychologist must have informed parental consent. A request for service is usually completed by the Special Educational Needs Co-coordinator (SENCo)/Inclusion manager of the school. Each school has a link EP who they meet with at the beginning of each term in the school planning meeting. Other professionals also attend this meeting. In this meeting requests for service are discussed and if appropriate the EP will arrange an initial consultation, usually within a term.</p> <p>EPs can also become involved following the completion of a Common Assessment Framework (CAF), as part of the Team around the Family.</p> <p>Within the pre-school age group a request for EP</p>			
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	<p>involvement comes through the Early Years Panel. This can be made by a pediatrician A request for service can never be made without parental consent. If a parent/carer has concerns about their child’s development they should discuss this with their child’s teacher/SENCo initially.</p>			
<p>Education Welfare Service</p>	<p>The Wokingham Education Welfare Service (EWS) principle aim is:</p> <ul style="list-style-type: none"> • To ensure that all children and young people have access to their statutory education and are able to achieve and sustain regular attendance at school. <p>Education Welfare Officers facilitate the principle aim by:</p> <ul style="list-style-type: none"> • Identifying attendance problems and possible solutions • Working with schools to develop strategic systems and procedures within schools to promote good attendance and reduce persistent absence • Explaining to parents their legal responsibility to ensure their child receives efficient and full time education 			

	<ul style="list-style-type: none"> • Taking action through the Magistrates' Court if necessary • Referring to other agencies and professionals, such as Children’s Social Services and Educational Psychologists, when necessary • Offering support with home visits or meeting parents and pupils in school • Supporting parents to build good relationships with the school <p>Links to WBC Vision, Values and Priorities:</p> <ul style="list-style-type: none"> • Improve educational attainment and focus on every child achieving their potential • Improve the customer experience when accessing services. • Look after the vulnerable • Improve health, wellbeing and quality of life • Deliver quality in all we do. <p>The main responsibilities of the service are:</p> <ul style="list-style-type: none"> • Attendance advice and guidance • Penalty Notices & Prosecution • Persistently Absent Pupils • Child Employment • Elective Home Education • Children Missing Education • Attendance for Looked After Children • Exclusions 			
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	Statutory reporting to the DfE & responding to Freedom of Information Requests			
Elevate Me	Elevate Me is the place for young people and adults in Wokingham to get help, advice and support on careers guidance, employment, education and apprenticeships.	07710117650	elevate@wokingham.gov.uk	www.wokingham.elevateme.org.uk
Employment Advisor	<p>Support for people to start work and improve their financial situation.</p> <p>Assistance is offered with:</p> <ul style="list-style-type: none"> • Finding Jobs: Creating a CV, assisting in job searches, helping with job applications, giving interview guidance and liaising with the Job Centre to find out about work and training opportunities. • Benefits: Benefit queries, making new Benefit claims and undertaking Benefit checks to make sure families are claiming and receiving what they are entitled to. • Financial problems: Helping to budget or signposting for more assistance if a financial situation is more complex. 	<p>Angela Paice Supporting Families Employment Advisor</p> <p>07741 836137</p>	Angela.paice@dwp.gov.uk	www.gov.uk/government/organisations/department-for-workpensions

<p>Family First</p>	<p>Family First – Our Implementation of the Government’s Troubled Families Programme</p> <p>Family First works towards helping families turn their lives around.</p> <p>Phase 1: April 2012 – March 2015 we helped 110 families turn their lives around by:</p> <ul style="list-style-type: none"> • Getting children back into school • Reducing anti-social behaviour • Reducing youth crime • Helping adults get back to work <p>Phase 2: started in April 2015, working with 340 families over the next 5 years, focusing on key problems such as:</p> <ul style="list-style-type: none"> • Improving attendance or getting children back into school • Reducing involvement with criminal offences & anti-social behaviour 	<p>Emma Roberts 07786 524397</p>	<p>Emma.Roberts@wokingham.gov.uk</p>	<p>www.wokingham.gov.uk (search for Family First)</p>
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	<ul style="list-style-type: none"> • Helping adults back to work • Helping young people into education or training • Helping families affected by domestic abuse or violence • Helping parents & children with a range of health problems 			
Family Learning Workshops	<p>During school holidays a range of family learning workshops are available for parents, carers & grandchildren & children aged 4+. Topics include:</p> <ul style="list-style-type: none"> • Family cookery • Family afternoon tea • Family science 	<p>Clare Arnaboldi, Training Officer 0118 921 0555</p>	<p>earleycrescent@btconnect.com</p>	<p>www.earleycrescent.org</p>

<p>Foundry College</p>	<p>Foundry College is a Pupil Referral Unit with a difference, providing timely, bespoke learning & support packages for students aged 5-16. We are able to deliver or facilitate a wide range of different academic & vocational opportunities, enabling students to achieve a wide range of qualifications.</p> <p>We cater for young people aged 5-16 years who are unable to maintain a school place for a wide variety of reasons.</p> <p>We work with the school, the young person and the family to provide the most suitable package of support; whether that is part or full time school based support, home tutoring, staff support, or a full time place where appropriate at Foundry College.</p> <p>The College is committed to providing a Centre of excellence that inspires learning and enjoyment for all. We endeavour to support all learners to achieve their potential in a challenging yet safe environment. We use a variety of teaching and learning strategies in order to develop independent learning.</p>	<p>Iain Thomas Acting Headteacher 0118 334 1510</p>	<p>admin@foundry.wokingham.sch.uk</p>	<p>www.foundry.wokingham.sch.uk</p>
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Special Educational Needs Team	The Wokingham Special Educational Needs (SEN) Service undertake Education Health and Care (EHC) needs assessments for children and young people between the ages of 0-25 years. The service also supports in arranging the provision required to meet the needs identified in an EHC Plan when one is in place.	0118 974 6216	sen@wokingham.gov.uk	www.wokingham.gov.uk (Search for Special Educational Needs)
Special Educational Needs Team	The Wokingham Special Educational Needs (SEN) Service undertakes the Education Health and Care (EHC) needs assessment for children and young people between the ages of 0 - 25 years. It arranges the provision required to meet the needs identified on an EHC plan and organises the appropriate reviews of a child's progress.	0118 974 6216	sen@wokingham.gov.uk	www.wokingham.gov.uk (search for Special Educational Needs)

<p>Supported Employment Service</p>	<p>At the Supported Employment Service we can help you to look for & apply for a voluntary or paid job, or we can help you decide on the type of training you would like to do.</p> <p>We will ask you to come for an assessment where you can tell us about what you would like to do. We will ask you questions so that we get to know about you and the type of job you want.</p> <p>You will have meetings with an Employment Advisor who will help you make an Action Plan. This is a written plan that shows you how you are going to achieve your goal. If you need extra support, you will be able to work with a Job Coach.</p> <p>Your Employment Advisor or Job Coach will help you to write your CV & help you look for jobs in the newspapers and on line.</p> <p>You will also be able to come to our Job Clubs, where you will get advice on how to look for and apply for a job and what to do when you go for an interview. If you want to go to College or do a voluntary job, we will help with that too.</p> <p>We will continue to support you when you have a job. We can help you talk to your employer if there are any problems and will make sure that you feel fully</p>	<p>Supported Employment Service: 0118 977 8600</p>	<p>employmentservice@optalis.org</p>	<p>Supported Employment Service Wokingham Optalis</p>
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	supported at all times. If you have a Job Coach, they will be able to work with you when you first start to do your job. Once you feel that you can do your job by yourself, your Job Coach will keep in touch to make sure that everything is going well.			
Wokingham Job Support Centre	<p>A locally funded charity dedicated to providing free job search support and guidance to people living in the Wokingham Borough, in a professional, confidential environment: Support services include:</p> <ul style="list-style-type: none"> • 1 to 1 advisor support. • CV writing. • Interview techniques. • CV, interview and over 50's workshops. • Career matching programme. • Internet access. • Stationery/printing/telephone. • Newspapers. <p>Also on offer are various workshops. They run every 3 – 4 weeks from 10:30–12:30pm at The Cornerstone and incorporate presentations on subjects such as: Why you need a CV; how to create an effective CV; and covering letters.</p>	0118 977 0517	jobsearch@wjsc.org.uk	www.wjscadvisors.org.uk

Words For Life – National Literacy Trust	Providing parents, children & young people with activities & support to improve their language, literacy & communication skills from home.	020 7587 1842	Contact@literacytrust.org.uk	www.wordsforlife.org.uk
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6. Health and Wellbeing

Service	Provision	Telephone	Email	Website
Anna Freud Centre	<p>Anna Freud National Centre for Children & Families: our vision is a world where children & families are supported effectively to build on their strengths & to achieve their goals in life.</p> <p>Our mission is to transform the experience of children, young people & their families with mental health. We do this by:</p> <ul style="list-style-type: none"> • Carrying out research to improve understanding of mental health & resilience & to evaluate & improve the treatments & services children & families are offered • Developing new approaches, tools & services to support children, young people & families in distress • Teaching & training a new generation of professionals & researchers in the latest skills & tools to improve mental health globally 	020 7794 2313	info@annafreud.org	www.annafreud.org

	<ul style="list-style-type: none"> • Taking a lead role in the development of policy & practice in the UK & beyond to ensure that it is built on science, tested experience & has the input of children, young people & their families <p>Collaborating nationally & internationally in partnerships which jointly develop a step change in child mental health & wellbeing</p>			
ARC Counselling Service	<p>ARC is an organisation that offers a confidential counselling service to anyone who needs counselling. Adults are charged a subsidised rate.</p> <p>All counsellors at ARC are volunteers who go through a very careful selection process and achieve a certificate of competency which qualifies them to see clients. All counsellors are police checked and required to keep their skills up to date by attending training courses every year, following BACP guidelines.</p> <p>ARC is a member of the BACP (the British Association for Counselling and Psychotherapy).</p>	<p>Phone lines are unmanned – best to complete contact form on website</p> <p>0118 977 6710</p>	<p>https://arcweb.org.uk /get-in-touch/ office@arcweb.org.uk or coordinator@arcweb.org.uk</p>	<p>www.arcweb.org.uk</p>

<p>BEAT – Beating Eating Disorders</p>	<p>Beat is the UK’s eating disorder charity. Founded in 1989 as the Eating Disorders Association, their mission is to end the pain and suffering caused by eating disorders. Eating disorders are serious mental illnesses that ruin and, too often, take lives.</p> <p>“Our national Helpline exists to encourage and empower people to get help quickly, because we know the sooner someone starts treatment, the greater their chance of recovery. People can contact us online or by phone 365 days a year. We listen to them, help them to understand the illness, and support them to take positive steps towards recovery. We also support family and friends, equipping them with essential skills and advice, so they can help their loved ones recover whilst also looking after their own mental health. And we campaign to increase knowledge among healthcare and other relevant professionals, and for better funding for high-quality treatment, so that when people are brave enough to take vital steps towards recovery, the right help is available to them. The work we do means that every year lives are saved, families are kept together, and people are able to live free of eating disorders”</p>	<p>Helpline: 0808 801 0677 Studentline: 0808 801 0811 Youthline: 0808 801 0711</p> <p>Helplines are open 365 days a year from 9am – 8pm during the week & 4pm – 8pm on weekends & bank holidays</p> <p>Sometimes lines are busy, if you can’t get through immediately, please do try again or try one-to-one web chat on the website</p>	<p>help@beateatingdisorders.org.uk studentline@beateatingdisorders.org.uk Youthline (under 18s): fyp@beateatingdisorders.org.uk</p>	<p>www.beateatingdisorders.org.uk</p>
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<p>Berkshire Adolescent Unit</p>	<p>Berkshire Adolescent Unit (BAU) is based at Wokingham Hospital & provides 24/7 care for children & young people with severe mental health problems & those with serious eating disorders.</p> <p>There is also a day patient facility, outpatient clinics for Early intervention in Psychosis and young people with eating disorders and an 'on site' school at the unit.</p> <p>The unit is able to offer treatments, therapeutic individual and group work and education on the premises.</p>	<p>0118 949 5019</p>		<p>https://www.berkshirehealthcare.nhs.uk/our-sites/bracknell-wokingham/berkshire-adolescent-unit/</p>
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<p>Berkshire Child Anxiety Clinic (ANDY Clinic)</p>	<p>A Clinical Research Unit based within the School of Psychology and Clinical Language Sciences at the University of Reading. Activities relate to the development, maintenance and treatment of anxiety disorders and depression in children and young people. The ANDY Clinic work in collaboration with the Berkshire Healthcare NHS Foundation Trust Child and Adolescent Mental Health Services (CAMHS).</p> <p>Referrals for young people must be made through a professional or clinician. If you are concerned about your child, a good first step is to talk to a professional who knows your child well such as a teacher, Social Worker or GP. They can advise and can get further specialist advice about courses of</p>	<p>0118 378 4682</p>	<p>bcac@reading.ac.uk</p>	<p>https://research.reading.ac.uk/andy/</p>
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<p>Brook: Sexual Health & Wellbeing Resources</p>	<p>Healthy lives for young people, Brook operates a number of sexual health & wellbeing services across the UK. Brook is committed to supporting young people & the majority of services are for people under 25. However in December 2019 we began running all-age sexual health services in parts of the country</p> <p>We also provide outreach & education services for young people & training for specialists across the UK.</p> <p>Advice covering STI's, Pregnancy, Relationships, Porn factsheet, Sex & Sexuality, LGBT Community</p>	<p>No phone number – use contact forms on website</p>	<p>Various contact forms on the website depending on help required</p>	<p>www.brook.org.uk</p>
<p>Bullying UK</p>	<p>Gives practical information and advice to young people and their parents worried about bullying. Suitable for all age groups covers bullying at school and in the work place.</p>	<p>0808 800 2222</p>	<p>askus@familylives.org.uk</p>	<p>www.bullying.co.uk/</p>

<p>CALM – Campaign Against Living Miserably</p>	<p>Taking a stand against suicide & supporting men with their mental health. You can talk to CALM about anything.</p> <p>That means standing against feeling shit, standing up to stereotypes, & standing together to show life is always worth living. Stand with us. Join the campaign & help us make sure everyone gets the support they need, no matter what.</p>	0800 58 58 58	<p>Webchat available on website</p>	<p>www.thecalmzone.net</p>
<p>Cancer – CLIC Sargent</p>	<p>Provides clinical, practical and emotional support, for families of young people with cancer.</p>	0300 330 0803	<p>Enquiry form on website</p>	<p>www.clicsargent.org.uk/</p>

Cerebral Palsy - Scope	Supports adults and children with cerebral palsy and their families	0808 800 3333	helpline@scope.org.uk	www.scope.org.uk/
Charlie Waller Trust	<p>We want to improve young people's understanding of their mental health & wellbeing & to equip them with the knowledge, skills & confidence to look out for themselves, their friends & those around them.</p> <p>Most of our work is delivered to those responsible for young people - schools, families, colleges, universities, the workplace and primary care - through consultancy, training and the provision of educational and practical resources</p>	01635 869754	Contact form on website	www.charliewaller.org

<p>Child and Adolescent Mental Health Service - CAMHS West Berkshire</p>	<p>Berkshire CAMHS aims to promote good mental health, and to assess and treat mental health problems in children and young people up to the age of 18 years. We work in six local clinics as well as the Berkshire Adolescent Unit in Wokingham and other community settings.</p> <p>The people who work in Berkshire CAMHS are Primary Mental Health Workers who support other professionals (like social workers, school nurses, health visitors and GPs) through link working, consultation, advice and training whilst working in the community. There are also specialist mental health practitioners such as nurses, psychiatrists, family therapists, play/art therapists and psychotherapists.</p> <p>The service can help with various situations including obsessions, dealing with anger, eating disorders, depression, social skills, challenging behavior, mental health issues substance misuse, and difficulties with family relationships. Support provided may include consultation and assessments and group, family and/or individual work.</p> <p>You can be referred to CAMHS by your GP, health visitor, school nurse, school, BEST or social worker.</p>	<p>01189 495 060</p> <p>Families to self-refer: 0118 940 4045</p>	<p>CAMHS.wokingham@berkshire.nhs.uk</p> <p>info@campmohawk.org.uk</p>	<p>https://wsh.wokingham.gov.uk/learning-and-teaching/mental-health/mental-health-service/</p>
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	<p>They will complete a referral from detailing their &/or your concerns. The referral must be accompanied by the child / young person's parent or guardian's consent.</p> <p>Referral info: Families will need to register with us first. Forms will need to be completed by a parent / legal guardian & posted back due to GDP regulations. Once forms are received, the family will be registered on our database & sent a 'Welcome' email which will contact a link to join our mailing list. It is via the mailing list that bookings / event info is sent out.</p>			
Child Death Helpline	Support for anyone affected by the death of a child.	0800 282 986		www.childdeathhelpline.org.uk

<p>Children and Young People’s Integrated Therapies Service (CYPIT)</p>	<p>We support you & your children (up to age 19) with occupational therapy, physiotherapy & speech & language therapy to help you achieve the outcomes you want.</p> <p>Our therapy teams work together with your family, education staff & other professionals to set & reach goals that are important for your child.</p> <p>As well as providing one-to-one or group therapy for your child, we can:</p> <ul style="list-style-type: none"> • Provide training & advice for parents / carers & other people supporting your child • Design programmes of activities • Recommend specialist equipment if it’s needed 	<p>Urgent queries: 0300 365 1234</p> <p>Individual service numbers can be found on the website</p>	<p>Complete an enquiry form on the website (will get back Mon-Fri, 9am-5pm)</p>	<p>https://cypf.berkshirehealthcare.nhs.uk/our-services/</p>
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Child Bereavement UK	<p>Child Bereavement UK supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement. Every year we train over 4000 professionals, helping them to better understand and meet the needs of grieving families.</p>	<p>Helpline: 0800 02 888 40</p>	<p>support@childbereavementuk.org</p>	<p>www.childbereavementuk.org</p>
Cruse Bereavement Care	<p>Cruse bereavement care exists to help those who have suffered bereavement: we are here to help you through a difficult time. Cruse exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.</p>	<p>Helpline: 0808 808 1677 01344 411919</p>	<p>thamesvalleyberks@cruse.org.uk helpline@cruse.org.uk</p>	<p>www.cruse.org.uk/get-help/local-services/south/thames-valley-berkshire</p>

Children's Heart Federation	Aims to bring health, hope and happiness to children impacted by congenital heart defects	Info line & office: 0300 561 0065	info@chfed.org.uk	www.chfed.org.uk
Cleft Lip and Palate Association	Provides support and information for all people affected by cleft lip & palate.	0207 833 4883	info@clapa.com	http://www.clapa.com/

Cystic Fibrosis Trust	National charity dedicated to all aspects of Cystic Fibrosis	020 379 51555	enquiries@cysticfibrosis.org.uk	www.cysticfibrosis.org.uk/
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<p>Cranston Drug and Alcohol Service</p>	<p>Cranstoun Wokingham is a community drug and alcohol service that works to support people wanting to change their alcohol and/or drug use in any way.</p> <p>You can refer yourself to the service and referrals can also be made via your GP, housing provider, probation and other professionals. This service is for people over the age of 18.</p> <p>At Cranstoun Wokingham, you will have access to:</p> <ul style="list-style-type: none"> • Assessments. • Information and advice. • Psychosocial interventions including one to one sessions, group work, structured interventions and recovery planning. • Pharmacological interventions, including prescribing services and drug testing. • Detox and rehabilitation support. 	0118 977 2022	<p>Referral Form - Cranstoun</p> <p>wokinghamreferrals@cranstoun.org.uk</p>	<p>Wokingham - Cranstoun</p>
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	<ul style="list-style-type: none"> • Harm reduction including the needle syringe programme, blood-borne virus testing and Naloxone distribution. • Alcohol assessments and reduction plans. • Access to mutual aid including AA and NA. • Community outreach. • Health and wellbeing checks. • Breaking Free Online – a companion app to use on your smartphone. 			
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<p>Esthertime</p>	<p>Sustainable Christian Recovery for Women: Organisation to support women who have or are becoming concerned about their alcohol or drug use that could be having an effect on their general well-being or mental health.</p> <p>Offered by Yeldall Manor, a drug & alcohol rehabilitation centre: Our aim is to not only offer a service but to compliment & refer onto more specific services such as local alcohol & drug services & counselling where necessary. In addition to weekly face to face (socially distanced) workshops a weekday helpline is available along with Zoom peer support every Friday</p>	<p>07828 478470 Mandy Stevens, Mon-Fri, 9am-5pm</p>	<p>mandystevens@yeldall.org.uk</p>	<p>www.yeldall.org.uk</p>
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National Association for Children of Alcoholics	Addresses the needs of children growing up in families where parents suffer from alcoholism.	0800 358 3456	helpline@nacoa.org.uk	www.nacoa.org.uk
Talk to Frank	Provides information about drugs, and contact details to talk to someone in confidence.	0300 123 6600	Online form completion	www.talktofrank.com

Turning Point	Provides a wide range of health & wellbeing services. Support individuals with a learning disability & complex needs; provide mental health support; help for people who want to address their drug or alcohol use; services for people who want to improve their emotional or physical health	Online form completion		www.turning-point.co.uk
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<p>Here4Youth</p>	<p>The service offers advice, support and guidance to young people on drug and alcohol use, and signposts young people to other support services they may need. The service works with you, and you can meet our team members at school, at home, at college or in any environment that you feel comfortable in. Wokingham Here4YOUth also offers advice, support and guidance for children, young people and family members of any age to cope with someone else's drug or alcohol misuse.</p> <p>When you work alongside Here4YOUth, you can access the following confidential services:</p> <ul style="list-style-type: none"> • Someone to talk to who can listen and understand. • One-to-one support with your own key worker. • A safe environment. 	<p>0118 977 2022</p>	<p>Referral Form - Cranstoun</p> <p>wokinghamreferrals@cranstoun.org.uk</p>	<p>Wokingham Here4YOUth - Cranstoun</p>
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	<ul style="list-style-type: none"> • Help with improving your skills and ability to cope. • Job and career support. • Links to sexual health support. • Lifestyle advice. • Signposting to other services. <p>Involve other services as agreed.</p>			
Daisy's Dream	<p>Supports children and their families affected by both life threatening illness and bereavement, throughout Berkshire and the surrounding areas. They offer a flexible service which is tailored to meet the needs of each child and their family. Support may include:</p> <ul style="list-style-type: none"> • Telephone support and advice for parents/carers/professionals. • Home and school visits. • Group events. 	0118 934 2604	info@daisysdream.org.uk	www.daisysdream.org.uk

	Training for associated professionals.			
Diabetes UK	Working for people with diabetes, funding research & helping people live with the condition	0345 1232 3999	helpline@diabetes.org.uk	www.diabetes.org.uk/

Downs Syndrome Association	A national organisation, committed to improving quality of life for people with Down's syndrome, promoting their right to be included on a full & equal basis with others	0333 1212 300	info@downs-syndrome.org.uk	www.downs-syndrome.org.uk/
ERIC, The Children's Bowel & Bladder Charity	Has been dedicated for over 30 years to improving the lives of all children & teenagers in the UK facing continence challenges. <i>"Every child & teenager with a bowel or bladder condition can access support & live free from embarrassment, shame, isolation & fear"</i>	0808 1699 949		www.eric.org.uk

Florey Unit – Centre for sexual health	Provides a free and confidential service that offers advice, information and treatment. This is a triage phone system	0118 322 5111	No email due to triage phone system	www.royalberkshire.nhs.uk/florey-sexualhealth.htm
The Good Grief Trust	<p>All of us at The Good Grief Trust have lost someone we love, so we want to help you find the support you need as quickly as possible. You will find stories from others who have had a similar loss, practical and emotional support and signposting to a choice of immediate tailored local and national support on each of our pages below.</p> <p>Our hope is that you find useful information, helplines, advice and encouraging stories from others to</p>		<p>hello@thegoodgrieftrust.org</p> <p>Also online form completion</p>	www.thegoodgrieftrust.org

	help you in this most difficult of times and to find a way forward with your life.			
Grief Encounter	Support for bereaved children & young people	0808 802 0111	griefftalk@griefencounter.org.uk	www.griefencounter.org.uk

Health For Teens	<p>Health for Teens introduces a new & different way for young people aged 11 – 19 to learn about their health. The website features bite-sized information on a comprehensive range of physical & emotional health topics for teenagers, including healthy eating, body image, managing stress, advice on relationships, puberty, sexuality & much more. Movie clips, audio snippets & quizzes make the site engaging & interactive & young people can share content easily with their peers via social media</p>	<p>Online form completion</p>		<p>www.healthforteens.co.uk</p>
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<p>Help 2 Make Sense</p>	<p>Help 2 Make Sense is an online tool brought to you by Winston's Wish, a charity supporting bereaved children & young people. It aims to help young people who have experienced the death of a loved one come to terms with their loss.</p> <p>We also give advice & tips on coping with your grief, resources & reading lists to help you come to terms with the death of someone close to you.</p>	<p>08088 020 021</p>	<p>ask@winsonswish.org</p> <p>Also online form completion</p>	<p>www.help2makesense.org</p>
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Hope Again	Support for children & young people following a bereavement	0808 808 1677	helpline@cruse.org.uk	www.hopeagain.org.uk
Hospice – Helen and Douglas	Children’s hospice set up to help families cope by providing occasional respite care for terminally ill children.	01865 794749	reception@helenanddouglas.org.uk	www.helenanddouglas.org.uk/

Kidscape	Equipping young people, parents and professionals with the skills to tackle bullying and safeguarding issues across the UK.	020 7730 3300	info@kidscape.org.uk	www.kidscape.org.uk/
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<p>Kooth</p>	<p>A free online counselling and emotional wellbeing support service, providing young people aged 11-25 with a safe and secure means of accessing support from a professional team of qualified counsellors. Young people can:</p> <ul style="list-style-type: none"> • Book virtual drop-ins and chat sessions with experience counsellors. • Seek support or advice on any topic, from coping with exam stress or bullying, help with an eating disorder, dealing with suicidal thoughts or handling sexual abuse. • Browse through a wide range of self-help materials. • Share experiences through live moderated forums. 	<p>Online only</p>	<p>Online only</p>	<p>Kooth.com</p>
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	<ul style="list-style-type: none"> Track thoughts and feelings through journals and goal trackers. 			
Make a Wish Foundation	<p>The organisation grants wishes to children and young people fighting life-threatening conditions. Wishes are granted to children aged between 3 and 17 years.</p> <p>Wishes can provide time away from hospital treatment and offer ill children something to look forward to. For families, they are a chance to create</p>	01276 40 50 60	info@make-a-wish.org.uk	www.make-a-wish.org.uk

	precious memories together – whatever the future may hold.			
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<p>Emotional Health and Well-being Hub - Primary Mental Health Support</p>	<p>The emotional wellbeing hub is aimed at children and young people with mild to moderate emotional well-being needs up to their 19th birthday. This could include issues such as anxiety, friendship and relationship challenges, low mood, or exam stress.</p> <p>The hub includes a new way to access support, offering a more joined up approach to how the council and Berkshire Health Foundation Trust offer emotional wellbeing services in the community.</p> <p>Children and young people, parents/carers and professionals can access the hub by contacting the referral co-ordinator. The hub will</p>	<p>0118 974 6000</p>	<p>emotionalwellbeinghub@wokingham.gov.uk</p>	<p>http://www.wokingham.gov.uk/ewh</p>
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	<p>then review the information and make a recommendation based on the support or services that may be most appropriate.</p> <p>Typically, the support on offer will fall into four categories:</p> <ol style="list-style-type: none">1. Signposting to a service that specialises in supporting specific issues, such as bereavement.2. Self-help guidance, such as information and worksheets for parents and children and links to good sources for further information3. Help to access support from ARC Counselling or our			
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	<p>online counselling service provided by <u>Kooth</u>.</p> <p>4. Referral to the Primary Mental Health Team 4 Youth (PMHT4Y), a re-designed Emotional Wellbeing Service, which has brought together services previously delivered by primary CAMHS and School Links. The service is delivered in</p>			
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<p>Mental Health Support Team</p>	<p>The MHST will support children & young people with emerging, mild or moderate mental health difficulties which may be affecting day to day life. The project is initially for those pupils on roll at 12 schools in Wokingham. Depending on the age of the child or young person, we may work either directly with them or with their parents. We also work with school staff & offer support on different levels with the aim of developing & supporting a whole school approach to mental health.</p>	<p>01189 746000</p>	<p>mhstadmin@wokingham.gov.uk</p>	<p>www.mhst@wokingham.gov.uk</p>
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<p>Mind</p>	<p>We provide advice & support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness & promote understanding. We won't give up until everyone experiencing a mental health problem gets support & respect.</p>	<p>0300 123 3393</p>	<p>info@mind.org.uk</p>	<p>www.mind.org.uk</p>
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<p>The Mix (Essential support for Under-25s)</p>	<p>The Mix is the UK’s leading support service for young people. We are here to help you take on any challenge you’re facing – from mental health to money, from homelessness to finding a job, from break-ups to drugs. Talk to us via our online community, on social, through our free, confidential helpline or our counselling service.</p>	<p>0808 808 4994</p>	<p>Chat & messaging facilities on website</p>	<p>www.themix.org.uk</p>
<p>National Deaf Children’s Society</p>	<p>Charity dedicated to creating a world without barriers for deaf children and young people</p>	<p>0808 800 8880</p>	<p>ndcs@ndcs.org.uk</p>	<p>www.ndcs.org.uk/</p>

No 5 Youth Counselling Service	The service is aimed primarily at 11-25 yr olds. Appointments are possible for older ages	0118 901 5668 (Counselling)	info@no5.org.uk	www.no5.org.uk
PALS (Patient Advice and Liaison Service)	PALS provide free, informal, confidential help and advice for patients, carers and their families. We can provide information about local primary healthcare services. We aim to sort out problems quickly on your behalf. We use your feedback to improve the quality of our services. PALS may be able to help if your query relates to primary care services such as GPs,	0118 322 8338	PALS@royalberkshire.nhs.uk	www.royalberkshire.nhs.uk/get-in-touch/pals.html

	dentists, opticians or pharmacies.			
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Parenting Special Children (PSC)	Provide specialist support for Berkshire families who have children and young people with special needs	0118 986 3532	admin@parentingspecialchildren.co.uk	www.parentingspecialchildren.co.uk
Recovery College, Wokingham	Offers free mental health & well-being training courses. Support everyone through their recovery journey & advise those who wish to learn more. Our tutors have professional & real world experience of mental & physical health	0118 989 0707	recoverycollege@wokingham.gov.uk	Wokingham Recovery College - Wokingham Borough Council

	<p>challenges. They include staff peers & mental professionals.</p> <p>Wokingham Recovery College is a safe space where you can be yourself, free from judgement.</p> <p>The College aims to help people become experts in their own self-care & enable family, friends & staff to better understand mental health.</p>			
Relate Berkshire	Offers relationship counselling for all ages, including for young people who are having problems at home.	0118 987 6161	Appointments.berkshire@relate.org.uk	www.relate.org.uk/
Ripple Suicide Prevention	Ripple is a plug-in which schools & parents can use for free. If a young person were to search for suicide related content online, this plug-in would direct them to mental health support.	Website directs to other charities	Online form to complete	www.ripplesuicideprevention.com

	<p>Ripple is a universal tool designed to resonate with as many people as possible. Ripple supports individuals of all ages, genders, ethnicities, sexualities & disabilities by providing an interception when an individual searches for harmful content relating to self-harm or suicide online & instead encourages them to seek mental health support from a range of different charities & services in a way which suits them (helpline, text service, webchat, self-help app, pocket resources).</p> <p>Ripple provides hope & encouragement to keep safe at your most vulnerable point.</p>			
<p>Royal Society for Blind Children</p>	<p>Supports young people with visual impairment to achieve their educational & recreational goals. Offers a range of services including</p>	<p>020 3198 0225</p>	<p>connections@rsbc.org.uk</p>	<p>www.rsbc.org.uk</p>

	emotional support & practical advice for families, opportunities for children & young people to build confidence & skills through activities & a specialist further education college			
Samaritans - Reading	Samaritans provides confidential emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.	URGENT SUPPORT NUMBER: 116 123 (this number is free to call)	jo@samaritans.org Response time within 24 hours	www.samaritans.org/branches/reading
School Nursing	Support the health & well being of school-aged children & young people who attend state maintained schools, free schools & academy schools in Bracknell Forest, Wokingham, Reading & West Berkshire, & their families. Also support children who are home educated & living in Bracknell Forest,	0300 365 1234 (urgent help line) 01344 415600 (head office)	Online form completion	www.cypf.berkshirehealthcare.nhs.uk

	Wokingham, Reading & West Berkshire			
Service User Network (SUN) Service	<p>We can help if you're living with an emotionally unstable personality disorder, or if you're struggling with different parts of your personality such as your emotions, impulsivity, self-worth or relationships.</p> <p>We provide help through our community peer support groups across Berkshire. You can access our service whether you have a formal diagnosis or not.</p>	0300 365 8000		https://www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/service-user-network-sun-service/
Sport in Mind	Fun, free & interactive sessions to help improve the mental wellbeing of young people. A great way to help build confidence & self-esteem & meet new people!	01189 479 762	youth@sportinmind.org	www.sportinmind.org

	This group is provided FREE by the mental health charity Sport In Mind for the benefit of local young people.			
Talking Therapies (NHS)	NHS service offering support for depression, stress, anxiety & phobias. You can self refer to this service.	0300 365 2000	talkingtherapies@berkshire.nhs.uk	www.talkingtherapies.berkshirehealthcare.nhs.uk
Tourette's Action	<p>A support & research charity working to improve the lives of people living with Tourette's Syndrome. The Tourette's Action Helpdesk provides confidential & impartial support to those living with TS, their friends & family plus anyone else needing information such as teachers & employers.</p> <p>Deal with a wide range of subjects including: information on getting a diagnosis, support available after diagnosis, advice on handling TS in school</p>		Online form completion	www.tourettes-action.org.uk

Vibe Café	<p>LGTBQ+ Youth Café</p> <p>Open to young people in school years 7 – 11, who identify as LGBTQIA+ or are unsure & questioning their sexual orientation or gender identity. A friendly safe space to meet other young people to socialise & to access information & advice.</p> <p>Monday's 18:00 – 19:30 at Acorn Community Centre, Fernlea Drive, RG41 3DR</p>		<p>Georgia.sampson@wokingham.gov.uk or</p> <p>emma.horton@wokingham.gov.uk</p>	
Winston's Wish	A charity supporting bereaved children, Winston's Wish helps young people re-adjust to life after the death of a parent or sibling.	<p>Freephone National Helpline</p> <p>08088 020 021</p>	ask@winstonswish.org	www.winstonswish.org
Young Epilepsy – National	Provides specialist services and support for children & young people with epilepsy and other neurological	01342 831342	info@youngepilepsy.org.uk	www.youngepilepsy.org.uk /

Centre for Young People with Epilepsy	conditions. <i>“We exist to create a society where children & young people with epilepsy are enabled to thrive & fulfil their potential. A society in which their voices are respected & their ambitions realised”</i>			
Young Minds	A charity fighting for children and young people’s mental health.	Young Minds text line (for young people): text YM to 85258 for free 24/7 support	Webchat open Mon – Fri, 09:30-16:00 Parents helpline: 0808 802 5544 (Mon – Fri, 09:30-16:00)	www.youngminds.org.uk
JAC – Just Around the Corner	Just Around the Corner (JAC) Ltd is a Berkshire faith-based charity which was set up in 1998. They provide emotional wellbeing support and mentoring in 1:1 and group sessions using horses, small animals, horticulture, pottery and art.	0118 9441444	office@jacoutreach.org	www.jacoutreach.org

<p>CAP UK (Child Assault Prevention)</p>	<p>CAP UK (Child Assault Prevention Project) is a community project that brings parents/carers, school staff and children together to understand how to effectively reduce children's vulnerability to child abuse and build safer communities for children.</p> <p>CAP works with the whole school community towards reducing children's vulnerability to abuse, equipping children with skills and strategies necessary to stay safe from harm in an ever-changing society. It helps towards encouraging them to grow up to be strong and confident young people, respecting their own and others' rights.</p>	01803 866559	info@safestrongfree.org.uk	www.safestrongfree.org.uk
<p>HopelineUK</p>	<p>Suicide Prevention Charity. Helpline providing support to young people worried about themselves or someone else.</p>	0800 068 4141	pat@papyrus-uk.org	www.papyrus-uk.org

	<ul style="list-style-type: none">• Provide confidential help and advice to young people and anyone worried about a young person.• Help others to prevent young suicide by working with and training professionals.			
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7. Support and Advice for Parents and Carers

Service	Provision	Telephone	Email	Website
Carers UK	<p>Carers UK makes life better for carers. Give expert advice, information & support in the following areas:</p> <ul style="list-style-type: none"> • Benefits and grants • Emotional support • Finding services • Form filling • Meeting other carers • Planning a break <p>Quarterly newsletter</p>	Head office: 020 7378 4999	Online form completion	www.carersuk.org
CAFCASS Child & Family Court Advisory & Support Service	<p>Cafcass represents children in family court cases in England. We independently advise the family courts about what is safe for children and in their best interests. We put their needs, wishes and feelings first, making sure that children's voices are heard at the heart of the family court setting. Operating within the law set by Parliament (Criminal Justice and Court Services Act 2000) and under the rules and directions of the family courts, we are</p>	0300 456 4000		Online form at www.cafcass.gov.uk

	<p>independent of the courts, social services, education and health authorities and all similar agencies.</p> <p>Our duty is to safeguard and promote the welfare of children going through the family justice system, supporting over 140,000 children every year by understanding their experiences and speaking up for them when the family court makes critical decisions about their futures.</p> <p>Cafcass is the largest employer of qualified social workers in England and is deeply committed to making a positive difference to each child we support. We are proud that everyone working for Cafcass is united in improving the lives of children, families and carers.</p>			
<p>The Cowshed</p>	<p>Crisis charity providing clothes & other items for individuals & families in Berkshire. We offer our services to people from all faiths & none. We work in partnership with support services such as GPs, Health Visitors, Churches, charities & social service agencies who provide us with referrals.</p>	<p>info@thecowshed.org</p> <p>Form completion on website</p>		<p>www.thecowshed.org</p>

Create Hope	<p>Create Hope offers emotional support to children, young people & families. Created out of the faith & passion of our CEO who witnessed a greater need for therapeutic services in Berkshire through her direct work with families, schools, voluntary & statutory services.</p> <p>Create Hope responds to environmental issues such as domestic abuse, family separation, bereavement, chaotic family life, addiction, low self-esteem etc. by delivering different creative & systemic based therapy. We support family's emotional needs, giving people a safe space to explore & express their feelings, explore relationships & challenge communications, process past hurts, develop self-awareness & empathy, & move towards the changes they need to make.</p> <p>Create Hope's aim is to reach out to people & enable them to find their voice through creativity. It is about individuals; showing people they matter, that everyone matters. The hope is to make a difference in someone's life, helping them see beyond their troubles.</p>	07720 970717	mail@createhope.co.uk Also form completion on website	www.createhope.co.uk
Family Rights Group - Keeping	We are the charity in England and Wales that advises families whose children are involved with or need	0808 801 0366	office@frg.org.uk	www.frg.org.uk

Children Safe in their Families	children's services because of welfare needs or concerns.			
First Days (Children's Charity)	First Days provide everyday essentials to families who need them by distributing school uniforms, new baby essentials, travel items, toiletries, safety equipment, furniture, toys and books.	01189 219 338 To speak directly to the referrals team: 07733 062597	Online form completion	www.firstdays.net
Gingerbread	Gingerbread offer advice and practical support for single parents. Expert advisers answer a helpline, and their website is packed full of useful information. Gingerbread offer training and campaign to improve the lives of all single parent families.	0808 802 0925	peersupport@gingerbread.org.uk	www.gingerbread.org.uk
Home-Start	Provide support to families with children under the age of five years who are experiencing stress.	0118 988 8025	admin@home-startwd.org.uk	www.home-startwd.org.uk/home-start-wokingham-district

<p>LawWorks</p>	<p>LawWorks is a charity working in England & Wales to connect volunteer lawyers with people in need of legal advice, who are not eligible for legal aid & cannot afford to pay & with the not-for-profit organisations that support them.</p> <p>The LawWorks Clinics Network provides free initial advice to individuals on various areas of social welfare law including employment law, housing matters, consumer disputes, debt & welfare rights</p>	<p>Online form completion</p>	<p>Online form completion</p>	<p>www.lawworks.org.uk</p>
<p>Prestige Network (Interpreter Services)</p>	<p>Prestige Network provide:</p> <ul style="list-style-type: none"> • Interpreting & translation in over 200 languages – BSL, Video, Telephone & Face to Face • Document & website translation • Subtitling & captioning of Video & Multimedia content • Professional multilingual voiceovers • Secure transcription of interviews carried out on-site in our office <p>Prestige Network has just completed a national interpreting project for the UK Government (DHSC) providing over 60 Dari & Pashto interpreters in 50 locations to help with the resettlement of Afghan refugees.</p>	<p>01635 866 888 07803 523 985 Tarun Mahandru Client Services Manager (Public Sector)</p>	<p>t.mahandru@prestigenetwork.com</p>	<p>www.prestigenetwork.com</p>

	Prestige Network are now assisting local authorities with Dari & Pashto interpreting services for Housing, Education & Adult & Children Social Services Departments nationwide to continue the resettlement programme. They also translate tenancy agreements, medical reports, official documents & general information into & from Dari & Pashto.			
Start 4 Life	Trusted NHS help during pregnancy, birth & parenthood		support@information-service-for-parents.nhs.uk	www.nhs.uk/start4life
Thinkuknow	<p>Thinkuknow is the education programme from NCA-CEOP, a UK organisation which protects children both online & offline.</p> <p>Since 2006, Thinkuknow has been keeping children & young people safe by providing education about sexual abuse & sexual exploitation.</p> <p>Thinkuknow aims to ensure that everyone has access to this practical information – children, young people, their parents & carers & the professionals who work with them.</p> <p>Alongside the Thinkuknow website the programme provides educational resources, including films, cartoons</p>		Online web forms & chat	www.thinkyknow.co.uk

	& lesson plans to help professionals raise young people's awareness.			
Tuvida Wokingham Young Carers Project	<p>Tuvida offer a flexible child focused and family orientated approach, working with the family to reduce a Young Carers role.</p> <p>They offer Young Carers:</p> <ul style="list-style-type: none"> • Information, advice and emotional support. • Advocacy support. • Liaison with schools so that teachers can better support them. • Support to access local services. • Opportunities to take a break from their caring responsibilities. <p>Tuvida also assist the family to find the support they need and are entitled to from local services, so that a Young Carers caring responsibilities can be reduced.</p>	0118 324 7333	berkshire@tuvida.org	berkshire@tuvida.org

Wokingham Young Carers Project	<p>Offers a flexible child focused and family orientated approach, working with the family to reduce a Young Carers role.</p> <p>Offer Young Carers:</p> <ul style="list-style-type: none"> • Information, advice and emotional support • Act as advocates for the Young Carer • Liaise with schools so that teachers can better support Young Carers • Support Young Carers to use local services • Provide opportunities for Young Carers to take a break from their caring responsibilities <p>Help the family to find the support they need, and are entitled to, from local services, so that a Young Carers caring responsibilities can be reduced.</p>	<p>0118 979 5324 0791 354 6417</p>	<p>ask@berkshirecarers.hub</p>	<p>www.berkshirecarers.hub</p>
Family Learning Workshops	<p>During school holidays, a range of family learning workshops are available for parents, carers, grandchildren, and children aged 4+. Topics include:</p> <ul style="list-style-type: none"> • Family cookery. • Family afternoon tea. • Family science. 	<p>Training Officer 0118 921 0555</p>	<p>earleycrescent@btc.onnect.com</p>	<p>www.earleycrescent.org</p>

The Advocacy People	<p>The Advocacy People provide advocacy support for people in a variety of situations where they feel unable to represent their own interests. This includes:</p> <ul style="list-style-type: none"> • NHS Complaints advocacy. • Mental Health advocacy. • Care and Support advocacy. • Advocacy for people who lack capacity. • Children and young person’s advocacy. • Community, peer, and citizen’s advocacy. • Healthwatch. 	0330 440 9000	info@theadvocacyp eople.org.uk	www.theadvocacypeople.org.uk
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8. Specialist Support for Victims

Service	Provision	Telephone	Email	Website
Crimestoppers	We're an independent charity that gives people the power to speak up & stop crime – 100% anonymously. We also share advice on how to protect the people you care about from crime, so everyone can feel safe.	0800 555 111	Ability to leave info anonymously on website	www.crimstoppers-uk.org
SAFE (Support for young people affected by crime)	SAFE provides support to children and families around the Thames Valley who have been affected by crime or abuse, through one-to-one and group sessions. Their three core services include: <ol style="list-style-type: none"> 1. Young Victim Service: Provides support for children aged 5 – 18 who have been harmed by an experience of victimisation 2. Building Respectful Families: Provides support to families 	0800 133 7938	safe@safeproject.org.uk	www.safeproject.org.uk

	<p>experiencing child on parent violence.</p> <p>3. The SASH MK Project: Provides support after sexual harm to children and families living in Milton Keynes.</p>			
<p>Thames Valley Independent Sexual Violence Advisory Service</p>	<p>The Thames Valley Independent Sexual Violence Advisory service supports anyone living or studying in Thames Valley over the age of 16, who has experienced, or is at risk of experiencing, sexual violence or rape.</p> <p>They offer a specialist service for 16 – 21 years olds, focusing on the needs of young people who have suffered any type of sexual act that occurs without consent. 1-1 sessions are provided to young people and links</p>	<p>0808 2000 247 (24 Hour number)</p>	<p>isvathamesvalley@refuge.org.uk</p>	<p>https://dev.refuge.org.uk/our-work/our-services/thames-valleyisva-service</p>

	<p>are made with appropriate support services in Thames Valley.</p> <p>The service is available to anyone living or studying in Thames Valley, who has experienced, or is at risk of experiencing, sexual assault or rape.</p>			
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<p>Prevent (Prevention of Radicalisation and Extremism)</p>	<p>‘Prevent’ is the strategy designed by the Home Office to Safeguard people against becoming terrorists and or supporting terrorism i.e. becoming radicalised.</p> <p>The <i>Prevent</i> strategy will specifically:</p> <ul style="list-style-type: none"> • respond to the ideological challenge of terrorism and the threat we face from those who promote it; • prevent people from being drawn into terrorism and ensure that they are given appropriate advice and support; • work with sectors and institutions where there are risks of radicalisation which we need to address. 			<p>www.counterterrorism.police.uk</p>
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<p>Prevention & Justice Service Youth</p>	<p>The Prevention and Youth Justice Service (PYJS) works with children between 10-17 years old, who are at risk of becoming involved or are involved in offending behaviour.</p> <p>The team works in partnership with other teams across Wokingham to identify children who present with risk factors that might lead them to offending or anti-social behaviour. Work is completed with the young person and their families to prevent their behaviours escalating and in doing so, stopping them from entering the criminal justice system.</p> <p>A dedicated Exclusion Prevention Programme supports children who are at risk of school exclusion due to offending type behaviours. Outreach work takes place in the community and in schools, to educate children, children and adults around the risk factors and pathways to offending.</p> <p>The PYJS also manages a number of formal and informal out of court programmes. These</p>	<p>0118 974 6900</p>	<p>Wokingham.yos@wokingham.cjsm.net (secure mail)</p> <p>yos@wokingham.gov.uk (non secure)</p>	<p>Wokingham Directory Prevention and Youth Justice Service</p>
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	<p>interventions are for children who have committed low level offences and who are diverted to the service by the police, to prevent offending behaviour escalating and leading to need for Court intervention.</p> <p>Additionally, the PYJS has statutory responsibility for managing and supervising children who have been</p>			
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	sentenced by the Court to Orders, both in the community and in custody. The service supports the rehabilitation of children by preventing re-offending, reducing the use of custody, and keeping the public safe.			
Sahara Asian Woman's Project	Telephone and face-to-face counselling for Asian women subjected to forced marriage, domestic violence, physical, emotional or financial abuse. They also provide temporary accommodation. Contact is through the Cranstoun DASS team.	0118 977 2022	workinghamreferrals@cranstoun.org.uk	www.cranstoun.org
Victims First	Victims First is dedicated to making sure that all victims & witnesses receive the support they need to cope & recover from the impact of the crime. We care about those affected by crime & work continuously to improve services & support for victims.	0300 1234 148	Message facilities on website	www.victims-first.org.uk
YGAM	Our social purpose is to inform, educate & safeguard young people against gaming & gambling harms. Our vision & strategy are guided by & contribute to the Gambling	0203 837 4963	General enquiries: hello@ygam.org	www.ygam.org

	Commission's National Strategy to Reduce Gambling Related Harms.			
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