



**WOKINGHAM
BOROUGH COUNCIL**



Multi-agency Early Help Assessment (MEHA)

Directory of Services

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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
ASSIST Team (Autistic Spectrum Service for Information Support and Training)	<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 the pathway for an autism assessment, who are resident in the Wokingham Borough. 	0118 908 8053	assist@wokingham.gov.uk	www.wokingham.gov.uk

	<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 programmes can be found on the ASSIST Team website. <p>Referral Required:</p> <ol style="list-style-type: none"> 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 			
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	<p>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). Phone (0118) 908 8002 Email: triage@wokingham.gov.uk.</p>			
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
British Association – Wokingham & Reading Dyslexia	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
CAN (children with Additional Needs) network and CAN Card	<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. 	0118 974 6818	CAN.network@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
Short Breaks and Early Help for Children with Disabilities	<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>Referrals for Short Breaks can be made directly by parents using the Short breaks self referral form - Wokingham Borough Council</p>	(0118) 9746881 or (0118) 974 6890	ShortBreaksCoordinator@wokingham.gov.uk	<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>

<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 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>	0118 974 6000	first@wokingham.gov.uk	<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>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>			
Promise Inclusion (formerly Mencap)	<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>	0300 777 8539	admin@wokinghammencap.org admin@bracknellmencap.org	www.WokinghamBracknellMencap.org
SENDIASS Special Educational Needs and Disability Information Advice and Support Service	<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>	0118 908 8233	sendiass@wokingham.gov.uk	www.wokingham.gov.uk (Search for Sendiass)

	<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 • 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 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.</p>			
<p>Special Kids in the UK</p>	<p>Offers contact, information and support for families of children and young people with special needs.</p>	<p>07876 796 453</p>	<p>information@specialkidsintheuk.org</p>	<p>www.specialkidsintheuk.org</p>

4. 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>3) Winnersh Community Centre (Rainbow Centre), Rainbow Park, Winnersh RG41 5SG</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). • 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>	<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>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>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). • Antenatal Appointments (appointment via Midwives only). • Healthy Child Clinic (Well Baby Clinic). • Preparing for Birth Classes (Invite only via Midwife 2nd Saturday of month). 	<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>
<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>

<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 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. 		<p>Family First Support Officer Emma.roberts@wokingham.gov.uk</p>	
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	<ul style="list-style-type: none"> • Children safe from abuse and exploitation. • Crime prevention and tackling crime. • Safe from domestic abuse. • Secure housing. • Financial stability. 			
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 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

5. Domestic Abuse

Service	Provision	Telephone	Email	Website
National Domestic Violence Helpline (Freephone)	<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
Cranstoun Domestic Abuse Service	<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. 	0118 402 1921	info@cranstoun.org.uk	Dass@cranstoun.org.uk

	<ul style="list-style-type: none"> • Domestic abuse awareness, including PSHE support and professional training. • 'Seeking Safety' and 'Freedom' programmes, groups for victims and survivors. 			
NSPCC	<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. • Support for Professionals. • Training and Learning Resource. 	0808 800 5000 (Help for adults concerned about a child, NSPCC helpline)	help@nspcc.org.uk	www.nspcc.org.uk
Childline	<p>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.</p>	0800 1111	Login Childline Use this link to create an account	www.childline.org.uk
WBC Home Refuge Scheme	<p>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.</p>	Home Refuge Officer 0118 974 3799	home.refuge@wokingham.gov.uk	www.wokingham.gov.uk
Victim Support	<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 	Free support line: 08 08 16 89 111	<p>There is a 24/7 live chat facility available on the website.</p> <p>You can also:</p>	www.victimsupport.org.uk

	<ul style="list-style-type: none"> • Help in dealing with other organisations • Information about compensation and insurance • Information on other sources of help 		<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>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, skills-based 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>

6. 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@citizensadvicewokingham.org.uk	www.citizensadvicewokingham.org.uk
Community Care Information, Advice & Support	Provides independent and confidential information, advice and support. Practical help on welfare rights, help for carers and local community information: <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@communicare.org.uk	www.Communicare.org.uk
The Cowshed Charity	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. They provide clothing, bedding, toiletries, towels, curtains, toys, books, baby equipment, baby food, formula, nappies, and other essential items.	0118 934 5120	referrals@thecowshed.org	www.thecowshed.org
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

	<p>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.</p>			
Kicks	<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 • Reduce crime and anti-social behaviour in the target neighborhoods. • Increase the playing, coaching and officiating opportunities for participants. 	0118 9072152	rwitt@readingfc.co.uk	http://community.readingfc.co.uk/social-inclusion/premier-league-kicks-project/

<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>
<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>

	<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/
Step 2 Success	<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>	0118 907 2161	pbrown@readingfc.co.uk	www.community.readingfc.co.uk

	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.			
Transform Housing and Support	<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 people, ex-offenders and other vulnerable adults.</p>	0118 978 7750	wokingham@transformhousing.org.uk	www.transformhousing.org.uk
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).

7. 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 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>	<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>
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 computers; and rooms to hire for voluntary and community groups.</p>	<p>0118 921 0555</p>	<p>earleycrescent@btconnect.com</p>	<p>www.earleycrescent.org</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>			
Early Years Inclusion Service (EYIS)	<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 parents/carers in developing their knowledge regarding special educational needs processes and procedures.</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>
Elevate Me	<p>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.</p>	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. 	<p>Angela Paice Supporting Families Employment Advisor 07741 836137</p>	Angela.paice@dwpgov.uk	www.gov.uk/government/organisations/department-for-work-pensions

	<ul style="list-style-type: none"> Financial problems: Helping to budget or signposting for more assistance if a financial situation is more complex. 			
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)
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

6. Health and Wellbeing

Service	Provision	Telephone	Email	Website
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/</p> <p>office@arcweb.org.uk or coordinator@arcweb.org.uk</p>	<p>www.arcweb.org.uk</p>
Berkshire Anxiety Clinic (ANDY Clinic)	<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>

	<p>action and can refer your child to Berkshire CAMHS if necessary.</p> <p>Referrals to the Berkshire service can only be accepted for families living within Berkshire. Referrals should be directed to the Berkshire CAMHS Common Point of Entry (CPE). A referral form can be found on the CAMHS website.</p>			
<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. CAMHS work in six local clinics as well as 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 behaviour, mental health issues, substance misuse, and difficulties with family relationships. Support provided may include consultation and assessments and individual, group and/family work.</p> <p>You can be referred to CAMHS by your GP, health visitor, school nurse or social worker. They will complete a referral from detailing their and/or your concerns. The referral must</p>	<p>01189 495 060</p> <p>Families to self-refer: 0118 940 4045</p>	<p>CAMHS.wokingham@berkshire.nhs.uk</p>	<p>wsh.wokingham.gov.uk/learning-and-teaching/mental-health/mental-health-service/</p>

	be accompanied by the child/young person's parent or guardian's consent.			
Cranston Drug and Alcohol Service	<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. • 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. 	0118 977 2022	<p>Referral Form - Cranstoun</p> <p>wokinghamreferrals@cranstoun.org.uk</p>	Wokingham - Cranstoun

<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. • Help with improving your skills and ability to cope. • Job and career support. • Links to sexual health support. • Lifestyle advice. • Signposting to other services. • Involve other services as agreed. 	0118 977 2022	<p>Referral Form - Cranstoun</p> <p>wokinghamreferrals@cranstoun.org.uk</p>	<p>Wokingham Here4YOUth - Cranstoun</p>
<p>Daisy's Dream</p>	<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. 	0118 934 2604	<p>info@daisysdream.org.uk</p>	<p>www.daisysdream.org.uk</p>

	<ul style="list-style-type: none"> • Group events. • Training for associated professionals. 			
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/
Kooth	<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. • Track thoughts and feelings through journals and goal trackers. 	Online only	Online only	Kooth.com
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 precious memories together – whatever the future may hold.</p>	01276 40 50 60	info@make-a-wish.org.uk	www.make-a-wish.org.uk

<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 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 information 3. Help to access support from ARC Counselling or our online counselling service provided by <u>Kooth</u>. 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 	0118 974 6000	emotionalwellbeinghub@wokingham.gov.uk	http://www.wokingham.gov.uk/ewh
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	partnership with Berkshire Healthcare Foundation Trust.			
Brook: Sexual Health & Wellbeing Resources	<p>Brook operates several sexual health and wellbeing services across the UK. Brook is committed to supporting young people and so most of their services are for people under 25, however since December 2019, they have also run some all-age sexual health services in parts of the country.</p> <p>Brook provide outreach and education services for young people and training for specialists across the UK.</p> <p>Advice covers STI's, Pregnancy, Relationships, Porn factsheet, Sex and Sexuality and LGBT Community.</p>	No phone number – use contact forms on website	Various contact forms on the website - depending on help required	www.brook.org.uk
Bullying UK	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 workplace.	0808 800 2222	askus@familylives.org.uk	www.bullying.co.uk
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
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/
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.	Freephone National Helpline 08088 020 021	ask@winstonswish.org	www.winstonswish.org
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
CAP UK (Child Assault Prevention)	<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
Grief Encounter	Support for bereaved children and young people.	0808 802 0111	griefftalk@griefencounter.org.uk	www.griefencounter.org.uk
Hope Again	Support for children and young people following a bereavement.	0808 808 1677	helpline@cruse.org.uk	www.hopeagain.org.uk
HopelineUK	<p>Suicide Prevention Charity. Helpline providing support to young people worried about themselves or someone else.</p> <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. 	0800 068 4141	pat@papyrus-uk.org	www.papyrus-uk.org

7. Support and Advice for Parents and Carers

Service	Provision	Telephone	Email	Website
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
Tuvida Wokingham Young Carers Project	Tuvida offer a flexible child focused and family orientated approach, working with the family to reduce a Young Carers role. They offer Young Carers: <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. 	0118 324 7333	berkshire@tuvida.org	berkshire@tuvida.org

	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.			
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. 	Training Officer 0118 921 0555	earleycrescent@btconnect.com	www.earleycrescent.org
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@theadvocacypeople.org.uk	www.theadvocacypeople.org.uk

8. Specialist Support for Victims

Service	Provision	Telephone	Email	Website
SAFE (Support for young people affected by crime)	<p>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:</p> <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 experiencing child on parent violence. 3. The SASH MK Project: Provides support after sexual harm to children and families living in Milton Keynes. 	0800 133 7938	safe@safeproject.org.uk	www.safeproject.org.uk
Thames Valley Independent Sexual Violence Advisory Service	<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 are made with appropriate support services in Thames Valley.</p>	0808 2000 247 (24 Hour number)	isvathamesvalley@refuge.org.uk	https://dev.refuge.org.uk/our-work/our-services/thames-valley-isva-service

	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.			
Prevention & Youth Justice Service	<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 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>	0118 974 6900	<p>Wokingham.yos@wokingham.cjism.net (secure mail)</p> <p>yos@wokingham.gov.uk (non secure)</p>	Wokingham Directory Prevention and Youth Justice Service

	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	wokinghamreferrals@cranstoun.org.uk	www.cranstoun.org