

## Support for Children and Families in Richmond

### **Richmond Community Hub** - 020 8871 6555

[covid19support@richmondandwandsworth.gov.uk](mailto:covid19support@richmondandwandsworth.gov.uk)

This is the Council helpline open 9am to 5pm Monday to Friday to offer advice and signposting to local support for those affected by Covid. For more information, visit [www.richmond.gov.uk/community\\_hub](http://www.richmond.gov.uk/community_hub).

### **Richmond and Kingston Local Offer** [www.kr.afcinfo.org.uk](http://www.kr.afcinfo.org.uk)

This website managed by Achieving for Children has a wide range of information to support children's education, health and care and includes information about activities and support offered online and in the community.

### **Find a Helpline** [www.helplines.org/helplines](http://www.helplines.org/helplines)

This online directory maintained by the Helpline Partnership is an extremely useful resource which groups helplines under themes, such as children and young people or family and bereavement, and directs you to what is available. It is particularly helpful if you are working with a family which may have an unusual medical or social need which be addressed through more generic services locally.

## Emotional Health and Wellbeing

**For children and young people:**

### **Off The Record** [www.otrtwickenham.com](http://www.otrtwickenham.com)

Off the Record is a local charity based in Twickenham that provides counselling services for young people aged 11-25 and also offers a sexual health clinic drop-in. As restrictions lift they are gradually reintroducing face to face services. Information on what is available can be found at their [website](http://www.otrtwickenham.com).

### **AfC Emotional Health Resource Hub**

Achieving for Children provides children's services on behalf of the Council in both Richmond and Kingston. Their Emotional Health Resource Hub describes the services and pathways available to children and young people experiencing emotional health difficulties and includes a useful directory of local services, both statutory and voluntary sector. Visit the Hub [here](#).

### **Student Spectra** [www.spectra-student.org.uk](http://www.spectra-student.org.uk)

Student Spectra provide support and information about mental wellbeing, relationships and sexual health to young people aged 13+. The website features a wide range of information including support for LGBTQ+ and guidance for professionals and you can chat online.

**Kooth** [www.kooth.com](http://www.kooth.com)

Kooth is a free online counselling and emotional wellbeing service for young people aged 11 to 22 accredited by the BACP and a trusted delivery partner of the NHS. It has been commissioned by the South West London CCG to provide the service in Richmond and Kingston. It is accessible via smartphone or computer. The service is completely anonymous and allows young people to freely and openly discuss any concerns they may have, through the wide range of services offered. It is available for all young people, including those who may have learning difficulties or disabilities, live in care or are struggling with personal circumstances. It is also useful for young people with autism, ADHD or other complex mental health needs. A short video has been produced for young people to explain how the service can help – [watch the video here](#).

**Skylarks** [www.skylarks.charity](http://www.skylarks.charity)

Skylarks based in Twickenham supports children aged 11-25 with any additional needs or disability and their families. In partnership with Off the Record they offer counselling for children aged 11+, currently delivered on zoom or by phone. The qualified counsellors can support children across a range of issues including anxiety, depression, school refusal and issues with friends, school or family members. To access the service [register at www.skylarks.charity/register](http://www.skylarks.charity/register) and express an interest in the counselling service.

**Otakar Kraus Music Trust** [www.okmtrust.org.uk](http://www.okmtrust.org.uk)

Otakar Kraus Music Trust provide music therapy for both children and adults who have physical, psychological learning, behavioural or emotional difficulties and improves their wellbeing and quality of life through creative and participatory music making. As well as one-to-one music therapy they have a range of group music making opportunities including a music club and a youth choir.

**The Wild Mind Project** [www.thewildmindproject.org](http://www.thewildmindproject.org)

The Wild Mind Project is a local not for profit that offers support for mental health for young people, parents and carers through nature focussed interventions and creative therapy.

**Papyrus** [www.papyrus-uk.org](http://www.papyrus-uk.org) **0800 068 4141**

Papyrus is the national charity dedicated to the prevention of young suicide. Suicide is the biggest killer of young people, male and female, under 35 in the UK. They offer a range of support including the Hope Line which provides confidential support and advice to young people struggling with thoughts of suicide and anyone that is worried about them – professionals, family, friends.

**Childline** [www.childline.org.uk](http://www.childline.org.uk) **0800 1111**

Childline is available 9am to 12 midnight every day for children and young people to talk about any issue that is affecting them. The website also features lots of advice support and online tools to help with all aspects of physical and mental health.

**Young Minds** [www.youngminds.org.uk](http://www.youngminds.org.uk)

Young Minds offers a wide range of advice and resources to support child mental health and features lots of advice for parents and carers as well.

**Think Ninja** [www.nhs.uk/apps-library/thinkninja](http://www.nhs.uk/apps-library/thinkninja)

This is a free mental health app approved by the NHS and designed for 10 -18 year olds. Using a variety of tools and contents it allows young people to learn about emotional health and wellbeing and develop skills to build resilience and stay well.

**For parents, carers and individuals:**

**Off The Record** [www.otrtwickenham.com](http://www.otrtwickenham.com) **020 8744 1644**

Off the Record recently launched a telephone support service for parents and guardians of young people (June 21). Their experienced counsellors will provide up to an hour on the phone to discuss whatever challenges are being faced, offering a listening ear, support and guidance. To find out more phone 0208 744 1644 or email [counselling@otrtwickenham.com](mailto:counselling@otrtwickenham.com).

**RB Mind Free Mental Health Helpline** **020 3137 9590**

The Richmond Borough Mind Helpline offers a confidential listening and support service for anyone over 18 years old living in the borough of Richmond upon Thames. They offer a safe place where you can speak to someone who will listen, offer you support and guide you to further help if needed. RB Mind Listeners are trained mental health workers who listen with compassion and are non-judgemental. They will not ask for personal information unless you would like them to find immediate help from other services for you. They are available 7 days a week:

Monday to Friday: 9am to 10pm

Saturday: 2pm to 10pm

Sunday: 2pm to 8pm

The helpline is not a counselling service but they can advise you on counselling and talking therapies available through Richmond Borough Mind and The Richmond Wellbeing Service. Call now if you need someone to talk to.

**Carers in Mind**

Carers in Mind is an experienced team of four at Richmond Borough Mind that supports the families, friends and carers of people having a difficult time with their mental health. This now includes parents whose children and teens are struggling. As a service, they offer a friendly supportive space for people to talk openly and honestly about their experiences and challenges. They listen and provide advice and guidance as needed, as well as make suggestions to support wellbeing.

For professionals: contact Clare Taylor, Carers in Mind Service Lead

[clare.taylor@rbmind.org](mailto:clare.taylor@rbmind.org) / 07849 090436 / 020 8940 7384

For parents: contact [carers@rbmind.org](mailto:carers@rbmind.org) / 0208 940 7384

**Richmond Advice and Information (RAID)** [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

RAID provides advice, activity and support to people with disabilities. Their counselling service is open to all, whether you have a disability or not, and can support anyone with low level depression and anxiety. If you are experiencing issues or problems with any of the following, this service may be able to help:

- anxiety and stress
- depression
- loneliness
- sexuality
- bereavement and loss
- low self esteem
- sleep
- relationships or intimacy

The service is low cost with rates from £10-£40 per session depending on your circumstances. To find out more and request an initial conversation email [counselling@richmondaid.org.uk](mailto:counselling@richmondaid.org.uk) or call 07821 503943.

**Richmond Wellbeing Service** 020 8548 5550

If you are feeling low, anxious or stressed, this service can help. It offers online and telephone support to borough residents aged 18+ and you can self-refer. [www.richmondwellbeingservice.nhs.uk](http://www.richmondwellbeingservice.nhs.uk).

**South West London Relate**

South West London Relate provides relationship counselling and a range of other counselling services for adults, children and families. The service is chargeable but on a sliding scale and there may be options for subsidised or free places.

<https://www.relate.org.uk/find-my-nearest-relate/centre/london-south-west-relate>.

**MiD Mediation** [www.midmediation.org.uk](http://www.midmediation.org.uk)

MiD Mediation based in Hampton Hill offers mediation to separating and divorcing couples specialising in family breakdown and minimising the impact on children by reducing conflict, bitterness and misunderstanding. The service is chargeable but on a sliding scale and there may be options for subsidised or free places. They can also assess whether you are eligible for Legal Aid to fund the mediation.

**Thrive LDN** [www.thriveldn.co.uk](http://www.thriveldn.co.uk)

Thrive LDN is a citywide movement to improve the mental health and wellbeing of all Londoners. Supported by the Mayor of London and London Health Board partners, its website has a wide range of resources, digital tools, webinars and helpline information to support all aspects of mental health.

**Best Beginnings** [www.bestbeginnings.org.uk](http://www.bestbeginnings.org.uk)

Best Beginnings is a national charity that works to engage, equip, educate and empower parents from conception to maximise the life chances of their baby. It provides a free baby buddy app and a range of other resources to support parenthood including pre and post-natal, premature babies and their care, and the emotional health of parents. They are currently working with Barnardo's to provide free support to pregnant families and new parents during the pandemic.

**Every Mind Matters** [www.nhs.uk/every-mind-matters](http://www.nhs.uk/every-mind-matters)

Every Mind Matters from the NHS is a set of online resources that support good mental and physical health including guides and online activities such as breathing techniques and mindfulness exercises. They have recently extended their online resources to include those aimed at children and young people.

**Better Health** [www.nhs.uk/better-health](http://www.nhs.uk/better-health)

The Better Health website from the NHS brings together a range of information and online videos and resources to help you lose weight, quit smoking, get active, drink less alcohol and take care of your mind.

**Family Lives** [www.familylives.org.uk](http://www.familylives.org.uk) 0808 8000 2222

Family Lives offer a confidential and free helpline service for families in need of emotional support, information advice and guidance on any aspect of parenting and family life.

**Rethink Mental Illness** [www.rethink.org](http://www.rethink.org)

The aim of this charity is to make sure everyone affected by severe mental illness has a good quality of life. It offers advice and information on a wide range of mental illnesses such as depression, anxiety disorders, rights and benefits and support for carers. The 'Get Help Now' button includes information on what to do in a crisis and links to a range of helplines including The Samaritans, The Mix and The Silverline.

**Samaritans** [www.samaritans.org](http://www.samaritans.org) 116 123

The Samaritans are available 24/7 to talk to about anything that is troubling you. You can call free anytime from any device. If you prefer writing down how you are feeling, you can email [jo@samaritans.org](mailto:jo@samaritans.org) (response time 24 hours) or write to them. They also have a self-help app to download.

**Shout** [www.giveusashout.org](http://www.giveusashout.org) Text SHOUT to 85258

Shout is a 24/7 text service to listen and support you to get to a calmer and safe place. It is a free, confidential, anonymous service for anyone in the UK. To start a conversation text the word SHOUT to 85258. The website contains lots of useful resources, including specific support for students.

## **Bereavement**

**Cruse Richmond** [www.cruse.org.uk](http://www.cruse.org.uk)

CRUSE Richmond provides bereavement support for residents of Richmond upon Thames and children who attend Richmond schools. The service is currently a mix of online via Zoom, telephone and face to face.

**Kingston Bereavement Service** [www.kingstonbereavementservice.org.uk](http://www.kingstonbereavementservice.org.uk)

Kingston Bereavement Service provides bereavement support for adults and children in Kingston. Their Saying Goodbye Project for Children offers bereavement support to children in Kingston.

**Winston's Wish** [www.winstonswish.org](http://www.winstonswish.org) **08088 020 021**

Winston's Wish is a national charity that supports children and young people after the death of a loved one. They operate a Freephone helpline Monday to Friday 9am - 5pm offering bereavement support for parents, carers and professionals and they have a range of bereavement support for children and parents/carers.

**West London Sands** [www.westlondonsands.org.uk](http://www.westlondonsands.org.uk)

West London SANDS is the local group of the national stillbirth and neonatal death charity that offers support to bereaved parents through groups, 1:1 befriending and peer to peer support, plus a football team for dads.

## **Domestic Violence**

**Richmond Council** have a directory of services that can offer support - [https://www.richmond.gov.uk/where\\_to\\_get\\_help\\_for\\_domestic\\_abuse](https://www.richmond.gov.uk/where_to_get_help_for_domestic_abuse).

**Kingston DV Hub** provides information for professionals and includes a link to the public directory [here](#).

**Free 24 hour National Domestic Violence Helpline - 0808 2000 247**

**Women and Girl Network** [www.wgn.org.uk](http://www.wgn.org.uk)

A new web chat service has been launched run by their advice team. The chat provides specialist advice, information and support for women and girls in London affected by sexual violence and/or domestic abuse.

## **Information Advice and Guidance**

### **Debt, housing, money management, housing and legal issues**

**Citizens Advice Richmond** [www.citizensadvice.org.uk/richmond](http://www.citizensadvice.org.uk/richmond) **0300 330 2114**

Citizens Advice Richmond can provide support and advice across all aspects of family life including housing, debt, benefit entitlements and employment matters.

**South West London Law Centres** [www.swllc.org](http://www.swllc.org) **020 8767 2777**

South West London Law Centres offer free and independent legal advice on social welfare issues including housing, debt, immigration and employment.

**Crosslight** [www.crosslightadvice.org](http://www.crosslightadvice.org) **020 7052 0318**

Crosslight provides debt and money advice and is part of the Community Money Advice Network of debt advice agencies and have an office in Twickenham. It supports people to combat debt and hardship caused by the burden of unmanageable debt and lack of financial capability.

**StepChange** [www.stepchange.org](http://www.stepchange.org) 0800 138 1111

Step Change is a national debt charity offering comprehensive non-judgemental debt advice, helping people who have debt problems take back control of their finances. Whatever the situation they look for practical solutions that help to improve it. They have a telephone helpline and a range of online options as well.

Helpline: 0800 138 1111 (Monday to Friday, 8am to 8pm / Saturday, 8 to 4pm)

**Turn2Us** [www.turn2us.org.uk](http://www.turn2us.org.uk)

Turn2Us is a national charity that maintains a searchable database online of benefits and grants for individuals.

**Money Advice Service** [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)

Money Advice Service is an independent body which gives free advice across all aspects of finance including work and benefits, pension and retirement, homes and mortgages and debt and borrowing.

## Early Years

**Homestart Richmond Kingston Hounslow** [www.homestart-rkh.org.uk](http://www.homestart-rkh.org.uk)

Homestart Richmond Kingston Hounslow supports families with at least one child aged under 5 through trained volunteer home visiting and family groups.

**Richmond and Kingston Children's Centre**

The Centre provides a range of both universal and targeted services for children aged under 5 and their parents and carers. They are for everyone, you do not need a referral, and provide access to a full range of services to support early years development. [Click here for Richmond Children Centres](#) or [here for Kingston Children Centres](#).

**Small Steps** [www.smallsteps.org.uk](http://www.smallsteps.org.uk)

Small Steps is a charity with purpose-built premises in Richmond that supports preschool children under the age of 5 with physical disabilities using conductive education and the early years curriculum to work on all areas of their development. All their services are free, you can self-refer and it is open to both Richmond and Kingston families.

## Support for Disabled Children and their Families:

**Skylarks** [www.skylarks.charity](http://www.skylarks.charity)

Skylarks is a Richmond based charity open to anyone regardless of postcode that provides activities and therapies for children with disabilities and additional needs, and support for their parents.

**ADHD Richmond and Kingston** [www.adhdrichmond.org.uk](http://www.adhdrichmond.org.uk)

ADHD Richmond and Kingston is a charity that provides support and information to parents, carers and families of children diagnosed with ADHD.

**Ruils** [www.ruils.co.uk](http://www.ruils.co.uk) 020 8831 6083 [info@ruils.co.uk](mailto:info@ruils.co.uk)

Ruils is run by and for disabled people and supports disabled children and adults. They offer information advice and advocacy across all aspects affecting disabled people including housing and benefits, EHCP plans, the Family Matters service and the Sitting service to support parents to take a break. They also run the borough's social prescribing service that reduces isolation and enhances health and wellbeing by matching callers to support available locally.

**Small Steps** [www.smallsteps.org.uk](http://www.smallsteps.org.uk) (see Early Years section)

**Richmond Mencap** [www.richmondmencap.org.uk](http://www.richmondmencap.org.uk)

Richmond Mencap provides activities and support for children and adults with learning difficulties and their families.

**Richmond Advice and Information (RAID)** [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

Richmond AID provides information and advice on disability and runs a buddy scheme supporting disabled young people to access leisure opportunities.

**Tag Youth Club for Disabled Children and Young People** [www.tagyouthclub.org](http://www.tagyouthclub.org)

TAG is a local charity that runs a weekly youth club based at Ham Youth Centre for Juniors (8-15 years) and Seniors (15-25 years). In addition, they offer a wide range of weekend and short break activity to club members and are highly regarded for the quality and variety of support they offer. Members attend from both Kingston and Richmond and further afield.

**Richmond and Kingston Special Educational Needs and Disability Service**

020 3793 9596 / 020 3793 9596

This service provides free confidential and impartial advice to parents and carers and children and young people up to the age of 25. Types of advice includes school, direct payments and other entitlements and transition.

<https://www.kids.org.uk/richmond-and-kingston-sendias>

**SOS SEN** [www.sossen.org.uk](http://www.sossen.org.uk)

This organisation offers a free confidential telephone helpline for parents and others looking for information and advice on SEND, focussing on guiding people through the legal and procedural maze that governs access to provision for children with special needs.

## **Support for Children and Adults Affected by Cancer**

**Momentum** [www.moment-um.org](http://www.moment-um.org)

Momentum is a local charity that provides support to children with cancer or life challenging conditions and their families. Services include counselling, creative therapies, experiences and respite breaks.

**The Mulberry Centre** [www.themulberrycentre.co.uk](http://www.themulberrycentre.co.uk)

This is a charity based in the grounds of West Middlesex Hospital which provides cancer support and information services to anyone affected by a diagnosis of cancer – the person living with cancer and their family and friends. There are no postcode boundaries to accessing their services and you can use their services regardless of where you received your diagnosis.

**Support for Young Carers and Parent Carers**

**Richmond Carers Centre** [www.richmondcarers.org.uk](http://www.richmondcarers.org.uk)

Richmond Council commissions the Richmond Carers Centre to provide services and information for carers and they lead a consortium that includes RB Mind, The Alzheimers Society and ASCA (substance misuse). They are the lead support agency for young carers in Richmond.

**Kingston Carers Network** [www.kingstoncarers.org.uk](http://www.kingstoncarers.org.uk)

This network provides support for unpaid carers of all ages, with a specific project that supports young carers.

**Crossroads Richmond and Kingston** [www.crossroadscareruk.org](http://www.crossroadscareruk.org)

Crossroads provides support and respite services for carers and those they care for. In term time they run a Saturday Club for Children with Special Needs in Richmond which includes young carers who also have additional needs.

**Other Sources of Help**

**Richmond Social Prescribing Service**

This service is delivered by Ruils and connects people to activity and support locally that benefits their health and wellbeing. It is predominantly adult focussed but is a useful source of help for adults looking to identify local support that connects them to their community. The Ruils Social Prescribing Manager is Narinder Dosanjh - [narinderdosanjh@ruils.co.uk](mailto:narinderdosanjh@ruils.co.uk) / 07494 176441. Find more information about the Richmond social prescribing service [here](#).

If you are working with families that have specific needs not addressed by the services in this guide, please [contact Heather Mathew](#) with an overview of what the needs are (no personal information but an idea of geography and age of children would be helpful) who will be happy to try and identify suitable sources of help.

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Richmond CVS

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