

## Local, Regional and National Sources of Voluntary and Community Sector Support for Children and Families in Richmond

### Emotional Health and Wellbeing

**For children and young people:**

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.

The 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.

**AfC Emotional Health Service** has an online video workshops library of presentations to help parents support their child's mental and emotional health.

Topics include:

- Supporting your child's transition and attachment to secondary school
- An introduction to child anxiety
- Supporting young people who experience low mood
- Parenting wellbeing when caring for young children.

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 is a free online counselling and emotional wellbeing service for young people aged 11-22 accredited by the BACP and is 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 can be accessed via their [website](#) and is accessible via a 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. The Kooth service 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](#)** 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](#)** provide music therapy for both children and adults who have physical, psychological learning, behavioural or emotional difficulties, improving their wellbeing and quality of life through creative and participatory music making. As well as 1:1 music therapy, they have a range of group music-making opportunities including a music club and a youth choir. Visit [www.okmtrust.org.uk](http://www.okmtrust.org.uk).

**[The Wild Mind Project](#)** is local not-for-profit that offers mental health support for young people and parents and carers through nature focussed interventions and creative therapy. Visit [www.thewildmindproject.org](http://www.thewildmindproject.org).

**[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.

Papyrus offers a range of support including HOPELINEUK which provides confidential support and advice to young people struggling with thoughts of suicide and anyone that is worried about them – professionals, family, friends. Call 0800 068 4141.

**Childline** is available 9am to 12 midnight every day for children and young people to talk about any issue that is affecting them - **0800 1111**. The website also features lots of advice support and online tools to help with all aspects of physical and mental health.

**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.

**For parents, carers and individuals:**

**Richmond Borough Mind** offers a range of support and advice services for people living with, or affected by, mental ill health including those who care for them. Services and support are available for adult, children and young people living in or attending school in the borough of Richmond upon Thames.

**Mental Health Crisis Support Line available 24/7**

Every Mental Health Trust in London has put in place a telephone line for people in urgent need, including young people and their parents. The lines are free to call and open 365 days a year - 0800 028 8000. For further information and details of other organisations that can help visit [the Good Thinking Urgent Support webpage](#).

**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. If you or the person you care for lives in Richmond you can self-refer to the service or professionals can make a referral with consent 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, and are able to listen, provide advice and guidance as needed and make suggestions to support wellbeing.

**Richmond Advice and Information on Disability (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. Contact them if you are experiencing issues or problems with:

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

The RAID counselling service may be able to help. 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 503 943.

### **The Richmond Wellbeing Service**

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. Call 020 8548 5550.

### **For Hounslow residents: Safe Space Helpline – 020 3475 5185**

This is a mental health helpline for adults living in Hounslow who are struggling.

Carers will be given emotional support and advice and will be connected to services to improve their mental wellbeing. If you are facing a difficult situation or need someone to talk to, you can call the Helpline 11am-11pm, 365 days a year.

**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.

**MiD Mediation** based in Hampton Hill offers mediation to separating and divorcing couples specialising in family breakdown and minimising the impact on the child 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 supported with funding from the Ministry of Justice and the Family Mediation Court. To find out more [email admin@midmediation.org.uk](mailto:admin@midmediation.org.uk) or call 020 8891 6890. They can also assess whether you are eligible for Legal Aid to fund the mediation. Visit [www.midmediation.org.uk](http://www.midmediation.org.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** 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 the free Baby Buddy app and a range of other resources to support parenthood, including pre and post-natal, premature babies and their care, and support for the emotional health of the parents.

**Every Mind Matters** from the NHS is a set of online resources that supports good mental and physical health including guides and online activities such as breathing techniques and mindfulness exercises. Their online information includes resources aimed at children and young people.

**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. Call 0808 8000 2222.

**Rethink Mental Illness** 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.

**The Samaritans** are available 24/7 to talk to about anything that is troubling you. You can call FREE anytime from any device on 116 123. If you feel more comfortable writing down how you are feeling then 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](#) you can download.

**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**

**Space2Grieve** is a local charity based in St Margarets, offering free personal, confidential, one-to-one bereavement support to anyone living in Richmond borough.

**CRUSE Richmond** provides bereavement support for residents of Richmond upon Thames and children who attend Richmond schools. The service is a mix of online via Zoom, telephone and face to face. Phone 0749 5777 401 to find out what is available.

**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 8am-8pm offering bereavement support for parents, carers and professionals, and have a range of bereavement support for children and parents/carers. Call 08088 020 021.

**Sands (Stillbirth and Neonatal Death)** offers support and a safe space to grieve for anyone affected by pregnancy and baby loss. Support includes a Helpline 0808 164 3332, a mobile app, an online community, website and regional support group - [West London Sands](#).

### **Domestic Violence**

Richmond Council has produced a directory of services that can offer support. Click here for their [Where to Get Help for Domestic Abuse webpage](#).

**The Kingston Domestic Violence Hub** has information for professionals which includes a link to the public directory. [Visit the Kingston Domestic and Sexual Violence webpage here](#).

The **Free 24-hour [National Domestic Violence Helpline](#)** number is 0808 2000 247. **[The Women and Girl Network](#)** runs a webchat staffed 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, Fuel Poverty, Housing and Legal Issues**

**[Citizens Advice Richmond](#)** can provide support and advice across all aspects of family life including housing, debt, benefit entitlements and employment matters. Contact them by phone 080 82 78 78 73 or [email](#) to make an appointment.

**[South West London Law Centres](#)** offer free and independent legal advice on social welfare issues including housing, debt, immigration and employment.



**Crosslight** provides debt and money advice and is part of the Community Money Advice Network of debt advice agencies. They have an office in Twickenham and support people to combat debt and hardship. Call 020 7052 0318.

**The South West London Energy Advice Partnership (SWLEAP)** provides free, friendly and impartial advice to help residents manage their energy bills. It offers energy advice to anyone having difficulty with fuel costs, with the aim of reducing their bills and connecting them to grants and other energy saving measures. The support can be provided via home visits, by email or phone. To find out how they can help, call 0800 086 2706 or email [susan@hbitatsandheritage.org.uk](mailto:susan@hbitatsandheritage.org.uk).

**StepChange** 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. Their Helpline is open Monday – Friday 8am to 8pm and Saturday 8am to 4pm on 0800 138 1111. They have a range of online advice options as well.

**Turn2Us** is a national charity that maintains a searchable online database of benefits and grants for individuals. Visit [www.turn2us.org.uk](http://www.turn2us.org.uk).

**Money Helper** 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**

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

**Richmond Children's Centres** provide a range of both universal and targeted services for children under 5, and their parents and carers. They are for everyone, you do not need a referral, and they provide access to a full range of services to support early years development.



**Small Steps** is a charity with purpose-built premises in Richmond that supports pre-school 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**

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

**(SEND IASS)** provides free confidential and impartial advice to parents and carers and children and young people up to the age of 25. Provision of advice includes school, direct payments and other entitlements, and transition. Call 020 3793 9596 or 020 3793 9596.

**SOS SEN** offer 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.

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

**RUILS** is run by and for disabled people, and supports disabled children and adults. They offer information advice and advocacy across all issues 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. Visit [www.ruils.co.uk](http://www.ruils.co.uk), call 020 8831 6083 or email [info@ruils.co.uk](mailto:info@ruils.co.uk).

**Small Steps** - see Early Years section.

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

**Richmond AID** provides information and advice on disability including benefits advice and support to access grants and manage debt. They also run a Buddy scheme supporting disabled young people to access leisure opportunities.

**TAG Youth Club for Disabled Children and Young People**

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 Kingston and Richmond and further afield.

**Activity Station** is a charity based in Barnes that provides activities, social events and short breaks for young people and adults with disabilities. For more information visit [www.activitystation.org.uk](http://www.activitystation.org.uk).

**Choice Support Richmond and Wandsworth** supports residents with disabilities aged 18+ to find work, including people with learning difficulties, those affected by mental ill health, sensory impairment, physical disability and autism. They provide pre-employment support and support when you get a job. Call 020 3697 7134 or email [randwemployment@choicesupport.org.uk](mailto:randwemployment@choicesupport.org.uk).

**Rethink Advocacy London Hub** is commissioned by Richmond Council to provide someone to speak on behalf of an individual (adult 18+), or support them to speak for themselves, on issues related to their health and social care needs. The advocate is independent of the local authority and can support primarily people who do not have someone to advocate for them in their family or friendship circle and who has a disability or is affected by mental ill health. Call 0300 7900 559 or email [wandradvocacy@rethink.org](mailto:wandradvocacy@rethink.org).

## **Physical Health and Wellbeing**

### **SPACE - New Community Physio Clinic**

A new free community clinic has opened at St Mary's University. It is led by 2nd and 3rd year students, supervised by qualified chartered physiotherapists, and includes services such as workplace assessment, physical rehabilitation and injury prevention, plus classes and advice/information.

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

**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** 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 Parent Carer Forum** is an independent group run by parents for parents or carers of children and young people aged 0-25 who have any form of Special Educational Need or disability. The Forum ensures the voices of parents and children and young people are heard in the planning and implementation of SEND services in Richmond. It also offers a supportive peer network and activities to support the health, wellbeing and knowledge of carers. Membership is free.

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

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

**Kingston Carers Network** provides support for unpaid carers of all ages, with a specific project that supports young carers. Visit [www.kingstoncarers.org.uk](http://www.kingstoncarers.org.uk).

### **Other Sources of Help**

Richmond's **Social Prescribing Service** is delivered by RUILS and connects people to activity and support locally that benefits their health and wellbeing. The service is predominantly adult focussed but is a useful source of help for adults looking to identify support locally that connects them to their community.

**Richmond Council Cost of Living Hub** provides information and support available on a range of topics including household bills, family and childcare, food and health and care costs.

**The Family Information Service** delivered by AfC offers a free and impartial telephone and web service providing information for parents and carers, parents to be and professionals working with children aged 0-20 years, or up to 25 years for those with Special Educational Needs or disabilities.

This includes:

- Information about childcare locally including childminders, nurseries and preschool
- A brokerage service for parents who needs support when looking for childcare
- Information available about help to pay for childcare
- Advice about early education funding for 2-4 year olds including 30 hour childcare offer
- Support groups and parenting information.

**The Extra Mile** at Hampton Mission Partnership provides essential clothes and equipment for children in need. Contact is only through a professional, social worker or charity. Email your request to [thextramile@hamptonmissionpartnership.org.uk](mailto:thextramile@hamptonmissionpartnership.org.uk).

**Richmond Healthwatch** is the independent champion for people who use health and social care services. Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak on their behalf. You can also speak to them to find information about health and social care services available locally. The phone line is open Monday to Friday 9am-5pm on 020 8099 5335 or visit [www.healthwatchrichmond.co.uk/contact-us](http://www.healthwatchrichmond.co.uk/contact-us).

**The Richmond and Kingston Local Offer website** managed by AfC 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.

The **Find a Helpline** 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 cannot be addressed through more generic services locally.

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