

# Early Help Services Available for Children, Young People and Adults Supporting Them



## Information Guide for Parents/Carers and Young People



THE ROYAL BOROUGH OF  
WINDSOR AND  
MAIDENHEAD

## Finding the right help at the right time

This document describes the range of services in The Royal Borough of Windsor & Maidenhead that support good mental health and emotional wellbeing in children and young people. You will find out the options available, how to ask and get help and the contact details for each service so that you can find out more.

A child or young person may move between levels of support, depending on their needs and wishes, and may also receive help from services in more than one area at the same time.



The THRIVE model

Reference: The Thrive Model (Wolpert et al., 2015) developed by the Anna Freud Centre—Tavistock and Portman NHS Trust. For more information please [click here](#)

## Services available for children, young people and adults supporting them

### Early Help Hub (EHH)

**Available to:** All children and young people in the Royal Borough.

**What we do:** The EHH meet weekly to look at all the requests with the range of Early Help Services available. If you are unsure which service can meet your needs — don't worry, as we are here to find the best services to support you and your family. We will then contact you to ensure this is a good match for you.

**Referral form can be downloaded from** the Local Safeguarding and Children's Board LSCB website: [Referral form](#)

**Contact number:** 01628 683150

## Autism Berkshire



### Available to:

Our mission is to help and support anyone living with autism, their families, carers and professionals working with them in Berkshire.

### What we do:

We run events, workshops, outreach services, accessible social and leisure activities for people with Autism and specialist autism training and support for parents and professionals.

**Access:** Direct phone line

**Contact:** 01189 594594 (helpline)

**Email:** [contact@autismberkshire.org.uk](mailto:contact@autismberkshire.org.uk)

**Website:** [Autism Berkshire](http://Autism Berkshire)

## Behaviour Support



### Available to:

Our service is freely accessible to all **maintained primary schools**.

Academies, middles and secondary schools may choose to purchase a tailored package.

### What we do:

We provide advice and bespoke training to school staff and direct pupil support in school for those with social, emotional, & behavioural needs.

**Access:** Via your child's school and

**EHH [referral form](#)**

**Contact:** 01628 796688

## Child and Adolescent Mental Health Service



### (CAMHS)

### Available to:

Under 18's living in RBWM who are experiencing more serious mental health problems, disorders and illnesses.

### What we do:

We will work with the child and young people and their families to help reduce the impact these difficulties are having on their lives.

**Access:** Via school or other professional

**Contact:** Common Point of Entry (CPE)  
0300 365 0300

**Website:** [CAMHS](http://CAMHS)

[Referral Form](#) for professionals

## Children and Young People Disability Service (CYPDS)



### Available to:

Children and young people aged 0-25 years with special educational needs or disabilities, and their families.

### What we do:

Needs assessments, social work services, short break services, occupational therapy assessments, family work and life skills projects.

**Access:** Via MASH or EHH [referral form](#)

**Contact:** 01628 685878

## Children's Centres



### Available to:

Families with children aged 0-5 years.

### What we do:

RBWM children's centres offer a range of activities and information to help you lead a happy and healthy life. Each children's centre has been developed to meet the needs of the community typically offering: Early learning activity opportunities, access to specialist services, health services, family support, guidance on finding employment, work and training.

### Access: Direct phone line

Contact: Maidenhead 01628 685642

Windsor 01753 582564

Email: [childrens.centres@rbwm.gov.uk](mailto:childrens.centres@rbwm.gov.uk)

Website: [Children's Centres](#)

## Educational Psychology Team (EPS)



### Available to:

Children and young people aged 0-25 years with special educational needs and disabilities.

### What we do:

We work together with children/young people, their parents/carers and staff in order to make a positive difference to children/young people's learning, well-being and development.

We support children & young people with a range of needs including autism, behavioural, emotional, social difficulties, medical needs, learning difficulties and physical disabilities.

### Access: Via your child's school or EHH

Contact: 01628 796688

Email: [edpsych@rbwm.gov.uk](mailto:edpsych@rbwm.gov.uk)

Website: [Educational Psychology](#)

## Family Action RBWM Young Carers Service



### Available to:

Young Carers (5-18 years) who provide care, assistance or physical/emotional support to another family member, assuming a level of responsibility associated with an adult.

### What we do:

We offer young carers respite from their caring role through organised activities, the opportunity to meet other people who are carers, group support, 1:1 support and help and advice services.

### Access: Direct phone line

Contact: 01628 626991

Email: [sally.grant@family-action.org.uk](mailto:sally.grant@family-action.org.uk)

Website: [Family Action Young Carers](#)

## Family Friends



### Available to:

Families living in RBWM with a child aged 0-13 years and up to 18 years for Armed Service families.

### What we do:

Family Friends is a charity providing short term support for families who are facing difficult times to enable them to get back on their feet.

We offer individual and group support for children, evidenced based parenting support, as well as practical and emotional support to families via our volunteer service.

### Access: Direct phone line

Contact: 0300 800 1005

Email: [info@family-friends.org.uk](mailto:info@family-friends.org.uk)

Website: [Family Friends](#)

### Intensive Family Support Project (IFSP)



#### Available to:

Families with children under the age of 18 (or up to the age of 25 if they have a Special Educational Need or Disability), who are going through a difficult time.

#### What we do:

Our aim is to improve family functioning by reducing difficulties such as crime and anti-social behaviour, increasing school attendance, supporting families that need help with day to day routine, protecting families from domestic abuse and get adults back into work.

**Access:** Via the EHH [referral form](#)

**Contact:** 01628 683692

### Kooth Online



#### Available to:

Children and young people aged 11-19 years who are going through a difficult time.

#### What we do:

We are a free online counselling service that offers emotional and mental health support to children and young people. We can help with lots of different problems, including family problems, eating disorders, loneliness, bullying, anxiety and depression.

**Contact:** [www.kooth.com](http://www.kooth.com)  
(Register a username and password)

**Email:** [parents@xenzone.com](mailto:parents@xenzone.com)

### Parenting Service



#### Available to:

Universal and targeted parenting programmes offered to parents of children (0-16).

#### What we do:

We offer the evidence based Triple P programmes (six week), for parents of children 2-10 years or 11-17 years. Parents can self refer.

**Access:** Direct phone line or  
EHH [referral form](#)

**Contact:** 01628 685615

**Email:** [parenting@rbwm.gov.uk](mailto:parenting@rbwm.gov.uk)

### School Nursing Team



#### Available to:

Children and young people aged 5-19 years in RBWM schools and their families.

#### What we do:

We provide confidential health advice and support to children, young people and their families, as well as run the Bedwetting Clinic.

We offer advice and support to schools on a range of health topics from medical conditions to infection control and we can also provide targeted PSHE sessions where a need has been identified.

**Access:** Self-referral or EHH [referral form](#)

**Contact:** 01628 682979

**Email:** [school.nursing@rbwm.gov.uk](mailto:school.nursing@rbwm.gov.uk)

**Website:** [School Nursing Team](#)

### Shine Team



#### Available to:

We support pupils in mainstream education aged 4-25 years with a diagnosis of Autism.

#### What we do:

We offer time limited support for students when in school such as life skills, social skills and curriculum support, as well as parent and staff training and support.

**Access:** Via your child's school

**Contact:** 01628 762254 (09.00-12.00)

**Email:** [info@theshineteam.com](mailto:info@theshineteam.com)

**Website:** [Shine Team](#)

### The Dash Charity Domestic Abuse Stops Here

#### Available to:

We help individuals and families affected by domestic abuse with confidential advice and support.

#### What we do:

For adults: we offer refuge services, advocacy and outreach support, victim support groups which aim to help understanding and promote recovery.

For Children: we offer 1:1 support (5-18 years), group work and prevention programmes to schools.

**Access:** Direct phone line

**Contact:** 01753 549865 (helpline)

**Website:** [Dash Charity](#)

### Wellbeing Team and Early Help Advisors



#### Available to:

Children and young people aged between 5 and 18 years and their families in RBWM schools.

#### What we do:

We offer a range of short-term, evidence based interventions for young people, their families and the professionals who support them.

Interventions include: Cognitive Behavioural Therapy (CBT) strategies, Counselling, Play Therapy, Filial Therapy and Mindfulness.

**Access:** Via EHH [referral form](#)

**Contact:** 01628 796688

### Young People's Substance Misuse Team (YPSMT)



#### Available to:

This service is for under 18s who need help with their drug or alcohol use. It also supports young people who have a family member with a drug or alcohol problem.

#### What we do:

The young people's substance misuse workers offer free and confidential information, advice and one to one support.

The team provides drug awareness talks to youth groups on request. It also runs the Royal Borough's Peer Education Programme where pupils in years 10 and 11 are trained to run awareness sessions to younger pupils in their school.

**Access:** Self-referral or EHH [referral form](#)

**Contact:** 01628 685976

**Email:** [daat@rbwm.gov.uk](mailto:daat@rbwm.gov.uk)

**Website:** [YPSMT](#)

## Youth and Community Counselling Service



### Available to:

Children and young people (12 years +), parents/carers, and all students in RBWM middle and secondary schools who have a school service in place.

### What we do:

We offer free and confidential counselling through an appointment-based service, as well as running outreach programmes in schools, colleges and youth clubs.

### Access: Direct phone line

### Contact:

**Maidenhead (No. 22): 01628 636661**

**Windsor (Youth Talk): 01753 842444**

## Youth Offending Team (YOT)



### Available to:

RBWM children aged 8-17 years who are at risk of offending or are involved in anti-social behaviour.

### What we do:

We offer a limited prevention and early intervention programme to reduce offending behaviours.

**Access: EHH [referral form](#)**

**Contact: 01628 683280**

**Email: [yot@rbwm.gov.uk](mailto:yot@rbwm.gov.uk)**

**Website: [YOT](#)**

## Youth Service



### Available to:

Children and young people age 8-18 years who are living or educated in RBWM.

Interventions are delivered in a range of school settings as well as community youth centres in Windsor and Maidenhead.

### What we do:

A range of activities include individual support, group work, outdoor education, DofE and music sessions. For costs and availability see the youth service website.

**Access: EHH for 1:1 support [referral form](#)**

**Contact: 01628 683964**

**Website: [Youth Service](#)**

## Further Information

Find more information on the [Local Offer website](#) by typing in the service's name or key related words.

All local services can be accessed via the MASH/Early Help form. This can be found on the Local Safeguarding and Children's Board website: [Referral form](#) and email to [mash@rbwm.gov.uk](mailto:mash@rbwm.gov.uk)

**If you have safeguarding concerns, contact Multi-Agency Safeguarding Hub (MASH) on 01628 683150**