

Directory of Support & Referral Services and Contacts

Ravenscote Junior school

Directory of Support, Referral Services and Contacts



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Directory of Support & Referral Services and Contacts

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Section 1: External resources for Parents (and adults generally)

Part A: Domestic abuse, relationships & child safety

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
24-hour National Domestic abuse helpline	0808 2000 247	Can help find a refuge vacancy and other services	
NSPCC		To signpost parents who are working at home to help them cope	https://www.nspcc.org.uk/keepingchildren-safe/support-forparents/coronavirus-parentsworking-from-home/
Relate West Surrey	01483 602998	Relationship support for couples and young people from 11-18	www.relatewestsurrey.org.uk
Your Sanctuary NW Domestic Abuse Service	01483 776822	Domestic Abuse support – serves Woking, Runnymede and Surrey Heath, Chertsey, Addlestone, Byfleet & Egham.	https://www.yoursanctuary.org.uk/



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Part B: Financial advice, Welfare benefits, housing & Legal assistance

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Citizens Advice Bureau (CAB)	Adviceline: 0800 144 8848 Text relay: 018001 0800 144 8884 Available 9am to 5pm, Monday to Friday. Citizens Advice Surrey Heath Surrey Heath House Knoll Road, CAMBERLEY, Surrey, GU15 3HD client@camberley.cabnet.org.uk 01276 417900 for local enquiries and advice	Free advice on a whole range of areas – health, debt, benefits, consumer issues, housing, family matters and legal matters	https://www.citizensadvice.org.uk/about-us/ http://www.citizensadvicesurreyheath.org.uk/



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Surrey Welfare Rights Unit	Surrey Welfare Rights Unit Unit 14A Monument Way Depot Monument Way East Woking Surrey GU21 5LY	General advice on all Welfare rights related issues. Have other useful links on their website to organisations who may be able to assist.	https://www.swru.org/
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Part C: Food banks/ meals and food related help

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Farnborough Foodbank	Browning Barracks Alisons Road Aldershot GU11 2BU info@farnborough.foodbank.org.uk Tel: 01252 331668	Provides emergency food and support to local people who are referred in crisis.	http://farnborough.foodbank.org.uk

Part D: General help, advice and support for families

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
BESOM	Camberley Besom 07527396683 Camberleybesom@googlemail.com	Besom encourages volunteers to give time, skills, items of household furniture and money to support local BESOM projects and people in need- and offers support to local people and projects in need.	https://thebesomincamberley.com



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Childnet	020 76396967 info@childnet.com	Toolkit for parents & carers that offers practical tips for keeping your child safe online.	https://www.childnet.com/parentsand-carers/parent-and-carer-toolkit
Children & Family Health Surrey Advice Line	Advice Line: 01883 340 922 Available from 8-5 Mon - Fri	Families with children from birth to 19 years Surrey-wide.	https://childrenshealthissurrey.nhs.uk/services/advice-line
Family Information Service	General helpline 0345 009 009 Community helpline 0300 200 1008	The Family Information Services website covers a range of subjects including childcare, family finance, parenting support and education. Free online parenting courses regarding: understanding your pregnancy, labour, birth and your baby/Understanding your baby/Understanding your child 0 to 19 years	https://www.surreycc.gov.uk/people-and-community/families https://www.surreycc.gov.uk/people-and-community/families/supportand-advice/parenting-courses-andadvice
Family Links-Online	01865 401 800	Parenting course- online and general resources	https://www.familylinks.org.uk/
Family Lives	Free phone helpline 7am to 12am Tel: 0808 800 2222 askus@familylives.org.uk	Offers parenting advice	http://www.familylives.org.uk/



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Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Gingerbread	0808 802 0925	Parenting advice and information for single parents .	https://www.gingerbread.org.uk/?gclid=CjwKCAjwqJ_1BRBZEiwAv73uwN_nTr8UIOQrx6vjhXJVbd_4cBrwg12woHpXlkiktsXUU_FprOwW7CRoCnWsQAvD_BwE
Homestart – Surrey Heath	Home-Start Surrey Heath 01276 681121 Unit 1, Stuart House Plantation Row Frimley Road CAMBERLEY Surrey GU15 3ER office@homestartsurreyheath.org.uk	Voluntary organisation that offers support, friendship and practical help to parents living in the Runnymede and Woking boroughs with at least one child under five to prevent family crisis and breakdown. Support is free, confidential and non-judgemental. Referrals.	http://www.homestartsurreyheath.org.uk/
Twins trust	Twinline 0800 138 0509 Mon – Fri 10-1 and 7-10pm	Advice and support for families with twins, triplets or more.	https://twinstrust.org



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Part E: Support for parents of children with SEND

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Barnardo's Positive Parenting Support:	Tel: 0300 222 5755 surreypositiveparenting@barnardos.org.uk	Specialist ADHD Parenting Support: Advice and support for parents of children who have been diagnosed with, or whose children are awaiting a diagnosis of ADHD.	https://www.barnardos.org.uk/whatwe-do/services/surrey-positiveparenting-service
Mentally Healthy Schools (Anna Freud)	020 7794 2313	Mentally Healthy Schools (Anna Freud Centre) The Anna Freud Centre has published a range of resources to help support the mental health of children, young people, school staff and parents.	https://mentallyhealthyschools.org.uk/about/
National Autistic Society Surrey	Surrey.Branch@nas.org.uk Helpline 07423 435413	Support group founded by parents to support other parents.	https://nassurreybranch.org/



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Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
SEND Advice Surrey (previously SSIASS)	01737 737300	Service for children and young people aged 0 to 25 years with SEND and their parents and carers, but professionals also call in. Telephone, email and web support .	https://sendadvicesurrey.org.uk/
Surrey SEND Local Offer	Email localoffer@surreycc.gov.uk Phone 0300 200 1015	Provides information and services for young people with SEND and their families.	https://www.surreylocaloffer.org.uk/kb/5/surrey/localoffer/home.page



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Part F: Wellbeing, anxiety, bereavement, mental health & substance abuse/ addiction support

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Anxiety Alliance Resource from CAMHS leaflet	Parents' helpline: 020 3870 4868 9 am -11pm 7 days a week	Helping and supporting those suffering from anxiety	http://www.anxietyalliance.org.uk/ www.youngminds.org.uk
AnxietyUK	03444 775774 Text support 07537 416905 support@anxietyuk.org.uk	Offers support, advice and information on a range of anxiety disorders	https://www.anxietyuk.org.uk/
CALM Campaign Against Living Miserably	0800 585858 5pm- midnight 365 days a year	Parent mental health. A service for anyone who, for whatever reason, wants someone to talk to or to find information and support .	https://www.thecalmzone.net/
Child Bereavement UK	Helpline: 0800 02 888 40 Live Chat via childbereavementuk.org Email support@childbereavementuk.org	Information and helpline providing confidential support and guidance to children, adults and professionals affected by bereavement.	www.childbereavementuk.org



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	9am-5pm, Monday-Friday (except Bank Holidays).		
Community Connections Surrey	Catalyst 01483 590 150	Supporting mental health and emotional wellbeing in Surrey	https://www.communityconnectionssurrey.com/
Cruse	08088 081677 helpline@cruse.org.uk	Bereavement support service	https://www.cruse.org.uk/?gclid=Cj0KCQiAsdKbBhDHARIsANJ6-jdOfP1QHMVRRQXahYKaBmZ4Ii56kA_jFtmDIUP8tbzagK0lccBcB9saAsMpEALw_wcB
East to West	01784 438007	Charity supporting families and young people struggling with difficult issues.	https://www.easttowest.org.uk/
Eikon	01932 347 434	A charity that listens and supports children, families and professionals to receive the help they require.	https://eikon.org.uk/
Headspace		Mental health and meditation. Sessions include reducing stress and anxiety.	https://www.headspace.com/registerv1?utm_source=google&utm_medium=cpc&utm_campaign=917256451&utm_content=51529951612&utm_term=379846115484&headspace&gclid=EA1aIQo_bChMIodLg87615QIVF-h3Ch3wwgLgEAAYASAAEgIxfD_BwE



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IESO Health	0800 0745560	Online CBT service for 18+ for those registered with a GP in Surrey	https://www.iesohealth.com/areas/surrey?utm_source=Google&utm_medium=CPC&utm_campaign=Surrey_Brand&gclid=Cj0KCCQiAsdKbBhDHARIsANJ6-jffPpxBhiYUkIUrIXj6w4suvKzwCaNXi-QJaeowv
Papyrus HopeLine UK-	Helpline:08000684141 (9am – midnight every day. Website HOPELine247: Tel: 0800 068 41 41 Text: 07860 039967 pat@papyrus-uk.org	Free confidential helpline or online support. Offers advice and support for young people, parents and friends, anyone having suicidal thoughts, or for anyone concerned about a young person at risk of harming themselves.	www.papyrus-uk.org
Jigsaw	01342 313895 info@jigsawsoutheast.org.uk 9.30-12.30 weekdays	A service that supports children through the loss of a loved one, currently offering online and phone support	https://www.jigsawsoutheast.org.uk/
No Panic	Helpline 0300772 9844 From 10am – 10pm info@nopanic.org.uk	Provides support for individuals who suffer from panic attacks, phobias, obsessive compulsive disorders and other related anxiety disorders	https://nopanic.org.uk/



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Qwell		Adults flexible therapeutic support free at the point of access. It is an online counselling and emotional wellbeing service providing adults with early intervention support.	https://www.qwell.io/
Lucy Rayner Foundation	info@thelucyraynerfoundation.com 01737 910907	Counselling Support for parents and young adults struggling with mental health challenges	https://thelucyraynerfoundation.com/
Safe Haven	Walpole House Pickford Street Aldershot GU11 1TS 6pm- 11pm Mon- Fri 12.30pm- 11pm weekends.	Support in an emotional or mental health crisis. Drop in centre	https://www.sabp.nhs.uk/ourservices/mental-health/safehavens/SafeHavenAldershot
Students against depression	Charlie Waller Memorial Trust: 16a High Street, Thatcham, Berkshire, RG19 3JD Tel/fax: 01635 869754 Email: admin@cwmt.org	Information and guidance for those affected by low mood, depression and suicidal thinking.	https://www.studentsagainstdepression.org/
Samaritans.	24 hours a day, 365 days a year. Call 116 123 for free	Confidential helpline to provide support in difficult times.	https://www.samaritans.org/



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The Mental Health Crisis Resource from CAMHS leaflet	Helpline. Lines are open 24 hours, seven days a week. You don't need to book an appointment and calls are free of charge. 0800 915 4644	Telephone service offering support to adults of all ages in Surrey and North East Hampshire who are experiencing a mental health crisis	https://www.sabp.nhs.uk/ourservices/advice-guidance/getting-helpcrisis
Winstons Wish	08088 020 021 (leave VM and call will be returned) ask@winstonswish.org	A service for parents and practitioners offering advice on how to support bereaved children	https://www.winstonswish.org/
Young Minds Young Mind's Parent Helpline	0808 802 5544 Parents helpline	A free helpline for parents worried about a child or young person's emotional wellbeing. Can help with sleep, anxieties, stress etc	https://youngminds.org.uk/media/3391/crisis-cards-sheet.pdf



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Section 2: External resources For Pupils/Children

Part A: Wellbeing, anxiety, bereavement, mental health & substance abuse/ addiction support

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Catch22 Surrey Young People's Substance Misuse Service	Tel: 01372 832905 Email: ypsm@catch22.org.uk 24hr helpline for young people and families 0800 6226662	County-wide specialist treatment service for young people aged up to 25. Offering free and confidential advice and support. Leaflets, posters, further information or to make a referral,	https://www.catch-22.org.uk/find-services/surrey-young-peoples-substance-misuse/
Childline	0800 1111	A free, private and confidential service for children and young people to talk about anything.	https://www.childline.org.uk/
Children and Family Health Surrey Chat Health	07507 329951 (text) Monday- Friday 9am- 5pm	Health, development and wellbeing advice A text service for young people aged 11-19 in Surrey, if there is anything they want to talk about.	https://childrenshealthissurrey.nhs.uk/ChatHealth



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CYP Havens	Support line 01483 519436 Monday to Friday 3.30pm-7.30pm Sundays 1-4pm	A safe place for people aged 10-18 to talk about worries and mental health.	https://www.cyphaven.net/
Dawn Huebner workbooks. Resource from CAMHS leaflet		CBT workbooks for 6-12 year olds by Dawn Huebner:	https://www.dawnhuebnerphd.com/tips-for-parents/
Kooth		A free, anonymous, confidential, safe, online wellbeing service, offering counselling, information, and forums for children and young people age 11-18	https://www.kooth.com/
Mind	Open 9 am to 5 pm, Monday to Friday (except for bank holidays). Infoline: 02082152243 Email: info@mind.org.uk	If you need help urgently with mental health	https://www.mind.org.uk/need-urgent-help/using-this-tool/



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No Panic- Youth Panic	0300 772 98 44 10am-10pm	Support for young people who suffer from anxiety, Panic Attacks, Phobias, Obsessive Compulsive Disorders and other related anxiety disorders Child emotional wellbeing- all ages	https://www.mind.org.uk/
NSPCC		List of books that may support children with anxieties, worries, etc	https://library.nspcc.org.uk/HeritageScripts/Hapi.dll/retrieve2?SetID=3773524F-40ED-41A5-A9C2-D089337FEE6D&SortOrder=Y1&Offset=1&Dispfmt=F&Dispfmt_b=B27&Dispfmt_f=F13&DataSetName=LIVEDATA
Public Health England		E-Bug project for learning resources on hand washing and respiratory hygiene. Resources are currently available for KS1, KS2 and KS3 and can be used in various settings including schools and at home:	https://e-bug.eu/
Safespace		An interactive website designed for school age children, providing advice on physical and emotional health issues	https://safespacehealth.uk/
SHOUT	Text Shout to 85258 24/7	Crisis text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.	https://www.giveusashout.org/



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Additional
Resources
suggested by
CAMHS

Resources for wellbeing:

Understanding anxiety with illustration (Priory Group) – [Link](#)

Breathing exercise for stress and anxiety (NHS) – [Link](#)

Mindfulness (Get Self Help) – [Link](#)

Mindfulness (Psychology Tools) – [Link](#)

Relaxation (Get Self Help) – [Link](#)

How to avoid becoming a lizard, a self-regulation video for children (youtube) – [Link](#)

Keep well with movement and mindfulness videos created by child development experts (GoNoodle) – [Link](#)

Worries about the world - Childline advice page (Childline) – [Link](#)

Calm zone – activities to reduce stress (Childline) – [Link](#)



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Part B: Young Carers

Organisation name	Address/ contact information	What support they usually offer	Link to resource/ website etc.
Action for carers	Surrey Young Carers Tel: 01483 568269 0303 0401234 carersupport@actionforcarers.org.uk syc@actionforcarers.org.uk		www.actionforcarers.org.uk www.surrey-youngcarers.org.uk https://www.actionforcarers.org.uk/for-professionals/professional-referral-to-action-for-carers/ Referral form
Carers UK	02073784999 advice@carersuk.org	A service who aim to make life better for carers (for children and adults)	https://www.carersuk.org/?gclid=CjwKC_AjwqJ_1BRBZEiwAv73uwNORKjCLwQBT_H6X4fKB8Z5QkOKI8xU75P5Ip5JjrOAvkb_GDNdS17pRoC-kQAvD_BwE

Section 3: RJS created resources for pupils

Resource name	Link to resource on system
Online safety support	https://www.ravenscote.surrey.sch.uk/page/?title=Parent+Guidance+for+Online+Safety&pid=119
Wellbeing support	https://www.ravenscote.surrey.sch.uk/page/?title=Well+Being&pid=172

