



Early Help services for children, young people and families

Information guide for parents, carers,
young people and professionals

Finding the right help at the right time

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

A family, 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.

Early Help Hub (EHH)

What we do:

The Early Help Hub meets weekly with Early Help Services to review all requests. 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. Following the Hub's decision we will contact you to ensure this is a good match for you.

Please use the Early Help Assessment/Request for a Service form that can be downloaded [here](#) from the [Local Safeguarding and Children's Board LSCB website](#).

Telephone: 01628 685976

Email: ehhub@achievingforchildren.org.uk

Services available

Autism Berkshire

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. We also have a free, confidential autism helpline service, available from 10 am - 1 pm from Monday to Friday (excluding bank holidays).

Access: Self-referral via our [online contact form](#) or email

Telephone: 01189 594594

Email: contact@autismberkshire.org.uk

Web Address: www.autismberkshire.org.uk



Behaviour Support Service

Our service is freely accessible to all maintained primary schools. Academy, Middle 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, and behavioural needs.

Access: Via your child's school and the Early Help Assessment/Request for a Service form, [available here](#).

Telephone: 01628 796688

Web Address: Available via the [Local Offer](#)

Child and Adolescent Mental Health Service (CAMHS)

The service is available to under-18s living in Windsor and Maidenhead 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 schools or other professionals contact: Common Point of Entry (CPE)

Telephone: 0300 365 0300

Web Address: www.wamlsrb.org/professionals/mash-early-help



Children and Young People Disability Service (CYPDS)

The service is available for children and young people aged 0 to 25 years with special educational needs or disabilities, and their families.

What we do:

The service has a range of professionals who support the following functions: needs assessments, social work services, short break services, occupational therapy assessments, family work and life skills projects.

Access: Via the Early Help Hub using the Early Help Assessment/Request for a Service form [available here](#), or directly via the service for a needs assessment only.

Telephone: 01628 685878

Email: cypds@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Children's Centres

Families with children aged 0 to 5 years.

What we do:

Windsor and Maidenhead's 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

Telephone: 01628 685642 (Maidenhead), 01753 582564 (Windsor)

Email: childrens.centres@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Educational Psychology Service (EPS)

The service is available for children and young people aged 0 to 19 years (or up to 25 years for young adults with complex and enduring needs) who may be experiencing problems in their lives and adults who have concerns for or about them.

What we do:

We work together with children and young people, their parents or carers and staff to make a positive difference to children's and young people's learning, wellbeing and development.

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

Access: Via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 796688

Email: edpsych@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Family Action RBWM Young Carers Service

Young carers (5 to 18 years) who provide care, assistance or physical and 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, one-to-one support and help and advice services.

Access: Direct phone line

Telephone: 01628 626991

Email: sarah.collin@family-action.org.uk

Web Address: www.family-action.org.uk



Family Friends

Available to families living in Windsor and Maidenhead with a child aged 0 to 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

Telephone: 0300 800 1005

Email: info@family-friends.org.uk

Web Address: <http://family-friends.org.uk>



Health Visiting Service

For children and parents pre-birth to 5 years old.

What we do:

We provide health advice and support to all parents as soon as they have a baby. We offer home visits and developmental reviews and advice on topics such as feeding, sleeping and family wellbeing.

Telephone: 0300 365 6523

Email: health.visiting@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Family Resilience Service (FRS)

Available to families with children under 18 years (or up to the age of 25, if they have special educational needs or disability). FRS assist parents, carers and their children when they are experiencing a number of challenges within their family life. The team provides whole family support to build upon the family's existing strengths; helping families to overcome difficulties, improve their circumstances and assisting them to achieve their 'family goals'.

What we do:

Our aim is to improve families' lives by: supporting families that need help with day to day routines and parenting, increasing school attendance, protecting families from domestic abuse, reducing difficulties such as crime and anti-social behaviour, supporting adults back into work and assisting children, young people and their parents to access appropriate support from other services when required.

Access: Via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 683692

BME Community Parenting Service

The Family Resilience Service offers support for parents within the BME Community. Providing: Parenting Programmes, Personal Development Groups and Stress Management Programmes for parents of children aged 0-17.

Access: Contact Arifa Naeem on 01628 685630 Mobile: 07584 205515

Kooth Online



Our aim is to improve the emotional wellbeing and mental health of children and young people aged 11 to 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.

Access: Via our website

Email: parents@xenzone.com (Register a username and password)

Web Address: www.kooth.com

Parenting Service

Universal and targeted parenting support offered to parents of children 0 to 16 years old.

What we do:

Triple P evidence based programmes (six weeks) for parents of children 2 to 10 years old or 11 to 17 years old, Emotional First Aid programme (six weeks) to help parents improve their emotional wellbeing, and Parents as First Teachers home visiting programme for parents with children under 3 years old.

Access: Direct phone or via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Web Address: Available via the [Local Offer](#)

Parenting Special Children

Our mission is to provide specialist parenting support to parents and carers of children and young people with Special Needs, so that they can create positive change in their lives.

What we do:

We provide free specialist parenting programmes for Berkshire families (Autism, ADHD, Special Needs, Attachment, Sensory Processing), sleep clinics with one-to-one support where necessary, workshops and bespoke training for professionals, family events, help and advice services, the opportunity to meet other people in similar circumstances, and group support.

All of the staff and trustees at PSC are parent/carers of children or young people with special needs and all the facilitators of our services have a professional background in Education, Health or Social Care.



Telephone: 0118 986 3532

Email: admin@parentingspecialchildren.co.uk

Web Address: [Home Page - PSC/](#)

School Nursing Team

Children and young people aged 5 to 19 years old in Windsor and Maidenhead 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 via telephone or email, or via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 682979

Email: school.nursing@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Shine Team



We support pupils in mainstream education aged 4 to 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

Telephone: 01628 625308 (Monday - Friday, 9.00 am - 12.00 pm)

Email: info@theshineteam.com

Web Address: www.theshineteam.com

The Autism Group

We support parents and carers whose children or young people either have a diagnosis of autism or awaiting assessment. We provide social opportunities for children and young people with a diagnosis aged 9 - 25 years.

What we do:

For parents and carers: Free one to one support and information about autism and strategies to help (TAG @ Home Service). Free parent training and regular local support groups.

For children and young people: Special interest clubs for young people aged 9 - 25 years.

Access: Parents can self-refer.

Telephone: 07423 636339

Email: info@theautismgroup.org.uk

Web Address: [The Autism Group/](http://TheAutismGroup/)



The Dash Charity: Domestic Abuse Stops Here



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 one-to-one support (5 to 18 years), group work and prevention programmes to schools.

Access: Direct phone line or via our contact form [Contact us for Support | DASH Charity](#)

Telephone: 01753 549865 (helpline)

Email: info@thedashcharity.org.uk

Web Address: www.thedashcharity.org.uk

Well-being Team

We support children and young people aged between 5 and 18 years who attend schools in the Borough of Windsor and Maidenhead. Associated advice and support is also provided to the referred child or young person's parents or carers, where appropriate.

What we do:

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

Access: Via your child's school or via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 796688

Email: edpsych@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Young People's Substance Misuse Service

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 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 via telephone or email. Professionals via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 07766 628970 (self-referral), 01628 685976 (for professionals)

Email: youth.services@achievingforchildren.org.uk

Web Address: Available via the web link [here](#)

Youth and Community Counselling Service

For children and young people 12 to 25 years, parents, carers and all students in 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

Telephone: 01628 636661 (Maidenhead, No. 22), 01753 842444 (Windsor, Youth Talk)

Email: shula.tajima@rbwm.gov.uk

Web Address: www.number22counselling.org



Youth Offending Team (YOT) Prevention Service

Available to all young people aged 8 to 17 years in the Royal Borough of Windsor and Maidenhead who are at risk of offending or are involved with anti-social behaviour.

What we do:

We offer a programme of specialised work designed to target the causes and consequences of offending behaviour.

Access: Via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 683280

Email: leah.morgan@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)



Youth Offending Team (YOT)

Mentoring Programme

Available to all young people aged 10 to 17 years in the Royal Borough of Windsor and Maidenhead who are at risk of offending or have been identified as vulnerable and would benefit from a one to one mentoring relationship.

What we do:

Our fully trained volunteer mentors will support a young person with their specific goal for 12 weeks with the potential for this to be longer term.

Access: via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 683280

Email: zoe.galani@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)



Youth Service

Available to children and young people aged 8 to 18 years who are living or educated in Windsor and Maidenhead. Interventions are delivered in a range of school settings as well as community youth centres.

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: via the Early Help Hub using the Early Help Assessment/ Request for a Service form [available here](#).

Telephone: 01628 683964

Email: youth.services@achievingforchildren.org.uk

Web Address: Available via the [Local Offer](#)

Further Information

Find more information on the Local Offer website by [clicking here](#) and typing in the name of the service or key related words.

All local services can be accessed via the Single Point of Access or Early Help Assessment/Request for a Service form that can be downloaded [here](#) from the [Local Safeguarding and Children's Board LSCB website](#). Email this form to: mash@achievingforchildren.org.uk.

If you have safeguarding concerns, please contact Single Point of Access (SPA) on 01628 683150.