

**The Richmond Community Hub** is the council helpline open 9-5pm Monday to Friday to offer advice and signposting to local support for those affected by Covid. Residents can call 0208 871 6555 or e-mail [covid19support@richmondandwandsworth.gov.uk](mailto:covid19support@richmondandwandsworth.gov.uk) For more information [https://www.richmond.gov.uk/community\\_hub](https://www.richmond.gov.uk/community_hub)

**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 [www.kr.afcinfo.org.uk](http://www.kr.afcinfo.org.uk)

**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, 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, and this cannot be addressed through more generic services locally. <https://helplines.org/helplines/>

**LBRUT "I need financial help" web pages** brings together a wide range of support available locally, including food and financial help. This can be found at [https://www.richmond.gov.uk/services/wellbeing\\_and\\_lifestyle/health\\_protection\\_information/coronavirus\\_information/where\\_can\\_i\\_find\\_help\\_or\\_support/covid-19\\_support\\_for\\_residents/i\\_need\\_financial\\_help](https://www.richmond.gov.uk/services/wellbeing_and_lifestyle/health_protection_information/coronavirus_information/where_can_i_find_help_or_support/covid-19_support_for_residents/i_need_financial_help)

### Emotional Health and Well-being

For children and young people:

**Emotional wellbeing: COVID-19 Resource Hub** This resource offers information and advice for children and young people, parents and carers, teachers in South West London and collates links to preferred organisations. It provides information as well as interactive resources such as webinars, and signposts to places to access services. It has been created in collaboration with senior clinicians from South London and Maudsley NHS Trust, Off the Record, Croydon Drop In, South West London and St George's Mental Health Trust and Achieving for Children. Information is easy to explore by theme:

- Staying well during the pandemic
- Explaining coronavirus
- Returning to school or college
- Stress, worry and anxiety
- Bereavement and loss

The link to the hub is [www.swlondonccg.nhs.uk/your-health/mental-health/covid19-resource-hub/](http://www.swlondonccg.nhs.uk/your-health/mental-health/covid19-resource-hub/)

**Off the Record** is a local charity based in Twickenham that provides counselling services for young people 11-25, and also offers a sexual health clinic drop in. Service information during Covid can be found on their website [www.otrtwickenham.com](http://www.otrtwickenham.com)

**Student Spectra** provide support and information about mental well-being, relationships and sexual health to young people aged 13+. The website features a wide range of information and guidance and you can chat online [www.spectra-student.org.uk](http://www.spectra-student.org.uk)

**Kooth** is a free online counselling and emotional well-being service for young people aged 11-22 accredited by the BACP, and 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 the website [www.kooth.com](http://www.kooth.com) and is accessible via a smart-phone 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. Kooth 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: <https://youtu.be/i5lpcroFZdw>

**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 the Hope Line, that provides confidential support and advice to young people struggling with thoughts of suicide, and anyone that is worried about them – professionals, family, friends. 0800 068 4141. <https://papyrus-uk.org/>

**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. Visit [www.childline.org.uk](http://www.childline.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. [www.youngminds.org.uk](http://www.youngminds.org.uk).

**Think Ninja** offers is a free mental health app approved by the NHS and designed for 10-18 year olds. Using a variety of tool and contents it allows young people to learn about emotional health and well-being and develop skills to build resilience and stay well advice <https://www.nhs.uk/apps-library/thinkninja/>

For parents:

**The Richmond Borough Mind Free Mental Health 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: 9.00am to 10.00pm

Saturday: 2.00pm to 10.00pm

Sunday: 2.00pm to 8.00pm

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 **020 3137 9590**.  
<https://www.rbmind.org/our-services/helpline/>

**Mind Mental Health Toolkit** National Charity Mind have developed a very helpful toolkit – Coronavirus: coping with the challenges of working from home. Split into sections topics include Building well-being and helping you cope, and techniques to improve focus. Available from the mental health at work website  
[www.mentalhealthatwork.org.uk](http://www.mentalhealthatwork.org.uk)

**The Richmond Well-being Service** If you are feeling low, anxious or stressed, this service can help. It offers online and telephone support to borough residents 18+ and you can self-refer. <https://www.richmondwellbeingservice.nhs.uk/> 020 8548 5550

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

**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.  
[https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc\\_id=Brand&qclid=EAlaIqObChMIILX6-qK6glV1GDmCh36rQpkEAYASAAEgLvlfD\\_BwE](https://www.nhs.uk/oneyou/every-mind-matters/?WT.tsrc=Search&WT.mc_id=Brand&qclid=EAlaIqObChMIILX6-qK6glV1GDmCh36rQpkEAYASAAEgLvlfD_BwE)

**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. [www.familylives.org.uk](http://www.familylives.org.uk) 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. [www.rethink.org](http://www.rethink.org)

**Thrive LDN** is a citywide movement to improve the mental health and well-being 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. [www.thriveldn.co.uk](http://www.thriveldn.co.uk)

**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 them [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** 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. [www.giveusashout.org](http://www.giveusashout.org)

### Bereavement

**CRUSE Richmond** provides bereavement support for residents of Richmond upon Thames and children who attend Richmond schools. The service is currently provided online via Zoom or by telephone. <https://www.cruse.org.uk/get-help/local-services/south-east/richmond-upon-thames>

**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.. <https://www.kingstonbereavementservice.org.uk/>

**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 9-5pm offering bereavement support for parents, carers and professionals, and have a range of bereavement support for children and parents/carers.08088 020 021 [www.winstonswish.org](http://www.winstonswish.org)

### Domestic Violence

**Richmond Council** have produced 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)

**The Kingston DV Hub** information for professionals which includes a link to the public directory can be found at [https://www.kingston.gov.uk/info/200314/domestic\\_and\\_sexual\\_violence/1713/domestic\\_and\\_sexual\\_violence\\_information\\_for\\_professionals](https://www.kingston.gov.uk/info/200314/domestic_and_sexual_violence/1713/domestic_and_sexual_violence_information_for_professionals)

**The Free 24 hour National Domestic Violence helpline** phone number is 0808 2000 247.

**The Women and Girl Network** have launched a new web chat 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 [www.wgn.org.uk](http://www.wgn.org.uk)

Information Advice and Guidance – debt, housing, money management, 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 [www.citizensadvice.richmond.org](http://www.citizensadvice.richmond.org) 0300 330 2114

**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 [www.crosslightadvice.org](http://www.crosslightadvice.org) 0207 052 0318

**South West London Law Centres** offer free and independent legal advice on social welfare issues including housing, debt, immigration and employment. [www.swllc.org](http://www.swllc.org) 0208 767 2777

**Turn2Us**, a national charity that maintains a searchable database online of benefits and grants for individuals <https://www.turn2us.org.uk/>

**Money Advice Service**, 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 <https://www.moneyadviceservice.org.uk/en>

### Early Years

**Homestart Richmond Kingston Hounslow** supports families with at least one child aged under 5 through trained volunteer home visiting and family groups. [www.homestart-rkh.org.uk](http://www.homestart-rkh.org.uk)

**Richmond and Kingston Children's Centre** 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 provide access to a full range of services to support early years development. [https://www.richmond.gov.uk/services/children\\_and\\_family\\_care/childrens\\_centres](https://www.richmond.gov.uk/services/children_and_family_care/childrens_centres)  
[https://www.kingston.gov.uk/events/event/2935/childrens\\_centres](https://www.kingston.gov.uk/events/event/2935/childrens_centres)

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

### Support for Disabled Children and their families

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

**ADHD Richmond and Kingston** is a charity that provides support and information to parents, carers and families of children diagnosed with ADHD [www.adhdrichmond.org.uk](http://www.adhdrichmond.org.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 boroughs social prescribing service that reduces isolation and enhances health and well-being by matching callers to support available locally. [www.ruils.co.uk](http://www.ruils.co.uk) 0208 831 6083 [info@ruils.co.uk](mailto:info@ruils.co.uk)

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

**Richmond Mencap** provides activities and support for children and adults with learning difficulties and their families <https://richmondmencap.org.uk/>

**Richmond AID** provides information and advice on disability, and runs a buddy scheme supporting disabled young people to access leisure opportunities. [www.richmondaid.org.uk](http://www.richmondaid.org.uk)

**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) and seniors (15-25) 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 <https://tagyouthclub.org/> .

**The Richmond and Kingston Special Educational Needs and Disability Service** 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.0203 793 9596 0203 793 9596 <https://www.kids.org.uk/richmond-and-kingston-sendiaass>

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

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 <https://www.moment-um.org/home/>

**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.  
<https://www.themulberrycentre.co.uk/>

### Support for Young Carers and Parent Carers

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

**Kingston Carers Network** provides support for unpaid carers of all ages, with a specific project that supports young carers. <https://www.kingstoncarers.org.uk/>

**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. <https://www.crossroadscareruk.org/>

### Other sources of help

**The Richmond Social Prescribing Service** is delivered by RUILS, and connects people to activity and support locally that benefits their health and well being. 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. The RUILS social prescribing manager is Narinder Dosanjh [narinderdosanjh@ruils.co.uk](mailto:narinderdosanjh@ruils.co.uk) 07494176441 More information about the Richmond social prescribing service <https://www.ruils.co.uk/services/social-prescribing/>

Prepared by

Heather Mathew  
Children and Young Peoples Voluntary Sector Strategic Lead Manager  
Richmond CVS  
[heatherm@richmondcvss.org.uk](mailto:heatherm@richmondcvss.org.uk)  
[www.richmondcvss.org.uk](http://www.richmondcvss.org.uk)

If you are working with families that have specific needs not addressed by the services in this directory please contact me with an overview of what the needs are (I do not need their personal information, but an idea of their geography, and the ages of the children would be helpful) and I would be happy to try and identify sources of help.

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