

## Kingston Stronger Together

To make sure Kingston residents get the help they need during the coronavirus pandemic, the council launched a new online and phone service.

The service is for those needing help with food, prescriptions or who feel lonely.

### ***How to register you or someone else for support***

If you or someone you know needs this support, [please fill in this online form](#) at any time and the council will contact you.

If you do not have online access you can phone 020 8547 5000. If your request is not urgent please try to call us between Monday-Friday 9am-5pm.

If your call is urgent, the number will be answered out of these hours but we need to prioritise these times for urgent calls only.

Thank you for supporting us to prioritise the most vulnerable.

## Connected Kingston

<https://www.connectedkingston.uk/> gives information on all support services available in the borough, from health and social care advice and information and contact details to advice when accessing support for financial and legal issues.

### ***Financial Support***

Concerns around finances can be supported by using the following link:

<https://www.connectedkingston.uk/services/worried-about-money>

If you're having trouble paying bills or dealing with credit cards and loans, the information on this page can help you to manage your money. You will also find help if you are worried about an older person's financial circumstances, or if you need help managing your housing situation.

### **Money and Budgeting advice**

- [Money talks](#) from Citizens Advice Kingston can help you to budget and save money
- [The Money Advice Service](#) provide free advice to help manage and plan your finances
- [Debt management](#) from Citizens Advice Kingston will help you to manage your debts and draw up a budget
- [Money Saving Expert](#) a comprehensive guide with links to resources and guidance
- Free online debt advice from [StepChange](#)

### **Worried about an older person?**

- [Information, advice and advocacy](#) for older people from Staywell

- [Older vulnerable people support team](#) (RBK) can support you to manage your finances and advise on budgeting, debts and welfare benefits

### Worried about housing?

- [Housing options](#) (RBK) will provide support in a housing crisis
- [Citizens Advice Kingston](#) can help with housing problems - whether you are a private or social tenant or own your own home
- Housing advice from [Shelter](#)

### Worried about food?

- Options for [getting food](#) whilst self-isolating
- Get help from [Kingston Foodbank](#)

### Other useful links

**Financial abuse** is when someone might stop you from having control over your money as a way of trying to exert power over you. This is a crime. Find out more about [protecting yourself against financial abuse](#).

If you don't have any savings and are facing an emergency cash shortfall, borrowing may feel like your only option. Take care when considering **borrowing money**, and read these [borrowing basics from the Money Advice Service](#).

[New to benefits?](#)

**The Kingston and Richmond 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/>

## 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/)

**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>

**The Wild Mind Project** is local not for profit that offers support for mental health for young people and parents and carers through nature focussed interventions and creative therapy [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 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:***

**Feeling overwhelmed? Help is available**

- [Every Mind Matters](#): An NHS set of online resources to support good mental and physical health. Try a quiz to create a Mind Plan to help you improve your sleep and reduce stress and anxiety
- [Good Thinking](#): Tools and apps to help reduce stress, boost your mood and improve sleep
- [Kingston iCope](#): Self refer for psychological therapy for problems such as stress, anxiety depression and insomnia
- [The Mental Health and Money Toolkit](#) is available to help you to understand, manage and improve your money and your mental health situation.
- [Starting or returning to work](#): are you looking for work or interested in learning new skills to improve your employability?

**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***

**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***

**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/dome stic 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

**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)

### ***Support for Disabled Adults and children, and their families***

**Kingston Carers Network** (KCN) <https://www.kingstoncarers.org.uk/> has developed a range of services to meet the holistic needs of adult carers. Their model of support aims to meet the five outcomes of the [National Carers' Strategy](#)

Carers will be...

- Not financially disadvantaged
- Mentally and physically well; treated with dignity
- Recognised and supported as an expert care partner
- Enjoying a life outside caring
- Children will be thriving, protected from inappropriate caring roles

**Young Carers Project** <https://www.kingstoncarers.org.uk/young-carers/> is the part of KCN dedicated to supporting children and young people in the borough of Kingston-upon-Thames, between the ages of 5 and 18, who have caring responsibilities for someone at home.

They offer young carers opportunities to access information, advice, support and a break from caring in a safe and positive environment outside of the home.

**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)

**Kingston Centre for Independent Living** is a charity based in Kingston working to ensure disabled people in Kingston live as independently as they choose. They offer a SEND support service to help with direct payments. <https://kcil.org.uk/>

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

**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-sendias>

**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/>