

List of Services in Kingston that Families can access directly

(includes numbers and websites / agencies mark with a * have projects that are AFC or LBRUT funded)

- **Action for Children** - www.actionforchildren.org.uk – children charity , which provides services for disabled children such as short breaks and an advocacy for disabled children.
- * **AfC Local Offer** - www.afclocaloffer.org.uk – is provides a comprehensive source of information for both professionals and parents and carers. Research support available locally for families with disabilities.
- **The Albert Kennedy Trust** - 020 7831 6562 / www.akt.org.uk - supports LGBT 16-25 year olds who are made homeless or living in a hostile environment.
- **The Alzheimer’s Society** - www.alzheimers.org.uk - has a helpline on 0300 222 1122, who can provide information, support and guidance.
- **Asian Women’s Resource Centre** - 020 8961 6549/ 5701 www.asianwomenscentre.org.uk - A specialist women's organisation, providing support to Black, Minority, Ethnic, Refugee women and children across London and provides advice and information, counselling, advocacy, outreach and support groups and services.
- **Barnardo’s** - www.barnardos.org.uk – provide support around Fostering and adoption, young carers, sexual exploitation, child poverty, and domestic violence.
- **Barnes Workhouse Fund** - www.barnesworkhousefund.org.uk - offers grants for individuals for white goods, furniture and education purposes. Must live in the SW13 postcode.
- **Breaking the Cycle** (Kingston and Richmond) - www.addaction.org.uk/help-and-support/friends-and-family/breaking-cycle / 07818411573 or 07717862926 - supports and empowers whole families where parents or carers experience substance misuse and have responsibility for children under the age of 18 years.
- **CAFCASS** - 0300 456 400 / www.cafcass.gov.uk - represents children in family court cases. Ensure that children's voices are heard and decisions are taken in their best interests.
- **The Child Exploitation and Online Protection (CEOP)** - www.thinkuknow.co.uk - Unit website THINK YOU KNOW is an excellent resource and reporting mechanism for parents, carers, children and young people and professionals on all aspects of online safety including grooming and CSE.
- **Childline** - 0800 1111 / www.childline.org.uk - interactive website for young people with advice and information and a free 24/7 helpline.
- **Children’s Legal Centre** - offers information on all aspects of child law www.childrenslegalcentre.com.
- **Citizens Advice Bureau** – They provide the advice people need for the problems they face and improve the policies and practices that affect people's lives. They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination. **Venue:** Neville House, 55 Eden Street, Kingston, Surrey KT1 1BW
- **Contact details: 020 3166 0953** - Mon to Fri, 10:00 to 13:00

- **Contact a Family** – 0808 808 3555 / www.cafamily.org.uk - a national charity for families with disabled children. Provide information, advice and support
- **Crossroads Care Richmond and Kingston** - www.crossroadscarerk.org - strives to relieve the stresses of relatives and friends caring for someone who has a disability or chronic illness. Its services include care for adults and older people and dementia care and support.
- **Cruse Bereavement Care** - 0844 477 9400 or www.cruse.org.uk - support families following the death of a loved one, provide free confidential support for adults and children, either by telephone, email or face-to-face.
- **Ditch the Label** - www.ditchthelabel.org - provide support to thousands of young people aged 12-25, primarily through online partnerships. Also work with schools, colleges, parents/guardians, young people and other youth organisations.
- **Express CIC** - www.expresscic.org.uk - supports young people on the autistic spectrum and raises autism awareness in the community. It offers a range of support and activities.
- **Family Lives** - 0808 800 2222 / www.familylives.org.uk - they are a national charity that provides guidance on wide range of family issues:-
 - Run **Action for Prisoners' and Offenders' Families** - leaflets for families affected by imprisonment
 - Run **BullyingUK**, who provide advice and guidance to parent, young people and professionals.
- **Family Fund** - www.familyfund.org.uk – provide grants to families raising disable or seriously ill children (under 17yrs old)
- **Families Apart** is a project managed by Kingston Parenting charity, **Kingston WelCare**. The project offers practical and emotional support to local families who may be struggling with a variety of issues as a result of a close member of the family being imprisoned.
- **Contact details:** 020 8546 3258 & familiesapart@welcarekingston.org.uk
- **Forced Marriage Unit** - 0207 008 0151 - A public helpline to provide advice and support to victims of forced marriage as well as those who are worried about a friend or relative or professionals dealing with cases.
- **FRANK** - 0300 123 6600 / www.talktofrank.com – provide confidential advice and provide information on everything a parents (carer) or young person might want to know about drugs.
- **Galop.org.uk** – 0800 999 5428 / www.galop.org.uk/domesticabuse - Provides advice and support to lesbians, gay men, bisexual and transgender people who have experienced homophobic or transphobic hate crime or violence in the Greater London area, including sexual abuse.
- **The Gender Trust** - 015 2789 4838 / www.gendertrust.org.uk - Supports all those affected by gender identity issues
- **Getting it on** (Kingston and Richmond) - www.gettingiton.org.uk - Sexual and mental health, drugs & alcohol services for teenagers in South West London
- **Gov.uk** - www.gov.uk/check-legal-aid - people can check if they are in entitled to legal aid

- **Growbaby** – A local charity for baby clothes and equipment FREE! For items and to donate you can contact Peter & Noni Farrelly on 020 8339 0372 or 07900 212 567
- **Homestart** – A family support charity – www.home-start.org.uk – Homestart are based at Siddeley House, 50 Canbury Park Road, Kingston, KT2 6LX
Contact details: 020 8296 0654
- **IAC** - 0208 447 4753 / www.icacentre.org.uk - Advice Line for domestic or international adoptions.
- **iCope Kingston** - iCope offer therapies for adults of all ages from young to old. They can help you learn ways to help yourself so that you feel more able to cope with your problems. People are able to self-refer to iCope on their website at: <http://kingston.icope.nhs.uk/self-referral/>
- **Contact details:** 020 3317 7850
- **Address:** Hollyfield House, 22 Hollyfield Road, Surbiton, KT5 9AL
- **Karma Nirvana** - 0800 5999 247 / www.karmanirvana.org.uk - Helps people to escape from forced marriage and honour-based violence.
- **Kids** - 0208 831 6179 / www.kids.org.uk - Richmond and Kingston SEN and Disabilities Information Advice and Support Service or SENDIASS is a free, confidential and impartial service for parents and carers, children and young people (up to 25 yrs). Provide an advocacy service for children with SEND.
- **Kids Come First** – 07789497275 / www.kidscomefirstuk.co.uk - They offer a unique adults learning programme of child focussed material with helpful, specialised guidance and advice for positive co-parenting.
- **Kidscape** - 020 7823 5430 / www.kidscape.org.uk - equip young people, parents and professionals with the skills to tackle bullying and safeguarding issues across the UK.
- * **Kingston Bereavement Service** - 0208 547 1552 / www.kingstonbereavementservice.org.uk are the AfC commissioned service for the support of children who have been bereaved in Richmond or Kingston. Their Saying Goodbye project offers individual and group support.
- **Kingston Churches Action for Homeless** - 0208 255 7400 / www.kcah.org.uk - support primarily single people who are homeless, at risk of being homeless or who are experiencing serious problems with private landlords. Will work with referrals on the border of Kingston and Richmond.
- **Kingston Domestic Violence Hub** – The DV Hub offers confidential support and advice to victims and their families as well as a point of contact for professionals working with them. The DV Hub can also arrange appointments with independent advocates, refer to support groups or signpost other specialist services.
- Open 10am to 4pm, Monday to Friday
- **Contact details:** 020 8547 6046 & kingston.DVhub@victimsupport.org.uk
- **Kooth.com** – www.kooth.com - Free online support for YP with qualified counsellors.
- **LEAH (learn English at Home)** - www.leah.org.uk - works with ethnic minority adults including refugees and migrants in Richmond and Kingston who are socially isolated due to their lack of English language. Services include one to one (1:1) English for speakers of other languages (ESOL) tuition in the client's home provided by volunteers and group conversation skills classes in community settings, with crèche facilities (free of charge).
- **The Local Government Ombudsman** - 0300 061 0614 / www.lgo.org.uk - are the final stage for complaints about councils. It is a free service and investigate complaints in a fair and independent way.

- **Me Too and Co** - www.metooandco.org.uk - parent lead charity based at The Crossways Centre, offers children with additional needs and disabilities to play and develop and provides information and support for parents and carers. The majority of their services are free.
- **Men's Advice Line** - 0808 801 0327 / www.mensadvice.org.uk - a confidential helpline for any man experiencing domestic violence and abuse from a (ex) partner.
- **Met Police** - 101 - every London borough has a team of specially trained officers who are task with investigating crimes that involve domestic abuse.
- **Metro** - 020 8305 5000 / www.metrocentreonline.org - A LGBT domestic violence service.
- **MiD Mediation and Counselling** - 020 8891 6860 / www.midmediation.org.uk – Mediation offers families a neutral space, in which they can build better communication.
- **Mind** - 0300 123 3393 / www.mind.org.uk -. The service provides information on a range of topic including, where to get help, medication and alternative treatments and advocacy.
 - 0300 466 6463 / www.mind.org.uk -have a legal helpline, for advice on mental health related law.
- **The Mix** – 0808 808 4994 / www.themix.org.uk – information and advice about homelessness, jobs, money, mental health, break-ups and drugs , through phone, email, peer to peer and counselling services.
- **Money Advice Service** - 0800 138 7777 or www.moneyadviceservice.org.uk – Free and impartial money advice, including debt (rent arrears), borrowing, saving, work and redundancy, divorce and separation, care and disability.
- **The Mulberry Centre** - www.themulberrycentre.co.uk - is an independent charity in a building in the grounds of West Middlesex Hospital offering practical and emotional support to anyone affected by cancer, both the person with cancer and their family and friends. It has no post code boundaries so anyone is able to access their help.
- **National Association of Child Contact Centres** - 08454500280 or www.naccc.org.uk - who provide a safe, neutral and comfortable place for children to see their non-resident parents or family
- **The National Association for Children of Alcoholics** - 0800 358 3456 / www.nacoa.org.uk - to address the needs of children growing up in families where one or both parents suffer from alcoholism or a similar addictive problem.
- **The National Autistic Society** - 0808 800 4104 - charity for autistic people and their families, who provide info, support and pioneering services for autistic people.
- **National Centre for Domestic Violence** - 0207 186 8270 or 0800 970 2070 / www.ncdv.org.uk - provides a free, fast emergency injunction service to survivors of domestic violence . Service allows anyone to apply for an injunction within 24 hours of first contact (in most circumstances).
- **Neighbourhood Nuisance** – 020 8891 7737 - The team investigates complaints of excessive noise and other types of statutory nuisance.

- **NSPCC** - 0808 800 5000 / www.nspcc.org.uk – provide online advice and guidance around keeping children safe (online, home alone, the underwear rule, etc.) and have helpline for advice and for reporting safeguarding concerns.
- **National Offenders' Families Helpline** - 0808 808 2003 / www.offendersfamilieshelpline.org – support people who any contact with the criminal justice system, from the arrest to visiting prison to preparing for release.
- **Ofsted** - 08456 404045 / www.ofsted.gov.uk - is the Office for Standards in Education, Children's Services and Skills. Inspect and regulate services that care for children and young people, and services providing education and skills for learners of all ages.
- **One Stop Shop** – There are independent domestic violence specialists providing advocacy and advice, solicitors offering advice and support on injunctions and housing issues, health visitors who can talk to you about any concerns that you might have for your child, drug and alcohol services and mental health support workers. Every Monday 9.30am to 12:30pm – no appointment needed
Venue: Kingsgate Church, Clarence Street, Kingston.
- **Off the Record** – 020 8744 1644 / www.otrtwickenham.com – provide free counselling to 11 to 24 year olds in Richmond.
- **Parents against Child Exploitation (PACE)** - www.paceuk.info - is the leading national charity working with parents and carers of sexually exploited children, and offering training and advice for professionals.
- **Refugee Action Kingston (RAK)** - www.refugeeactionkingston.org.uk - provides support and advice to refugees and asylum seekers.
- * **Relate** - 0300 100 1234 / www.relate.org.uk, - offer a Mediation or Counselling services, by trained mediator and counsellors:-
 - offer a free counselling service to under 18yrs
 - free Live Chat session with a trained Relate Counsellor.
 - have a live chat with a counsellor service for parents, which is free and confidential, to talk about any teen relate issues.
- **Resources for Autism** - 020 8458 3259 - provide practical services for children and for their families and carers.
- **Respect (perpetrators)** - 0808 802 4040 / <http://respect.uk.net> - Confidential information and advice to help perpetrators stop their violence and change their abusive behaviours; information for domestic violence perpetrator programmes.
- **Respect (YP)** - 020 7549 0578 / <http://respect.uk.net> - focus on interventions with YP who use violence and abuse in close relationships, whether its relationship abuse, adolescent to parent violence or abusive behaviour within the family e.g. sibling abuse, young parent abuse.
- **Rethink** - 0300 5000 927 / www.rethink.org - provide expert, accredited advice and information to everyone affected by mental health problems.

- **The Richmond and Kingston LSCB** - www.richmondandkingstonlscb.org.uk - website provides a range of resources, and contacts, and includes a training programme suitable for professionals, volunteers and in some cases individuals.
- **Road Works Preventative Programme** – referral from in recourse pack - a preventative programme for young people aged 14 - 16 from Richmond and Kingston at risk of entering the criminal justice system. The programme consists of two elements: Risk Prevention Workshops & Positive Activities.
- **RPLC** - 020 8948 5701 / www.rplc.org.uk - distribute revenue income through grants to organisations, winter fuel payments to pensioners on benefits and small grants to those in extreme need. Provide an education support programme and offer charitable housing at a number of properties to people living or working in Richmond. Area covers TW9, TW10, SW14 and SW13 postcode areas.
- *** Ruils** - 020 8831 6083 / www.ruils.co.uk – supports individuals and families to live independently. Provide information and advice, advocacy, befriending, SEN advice and community activities.
- **Samaritans** - 116 123 - www.samaritans.org - can help you explore your options, understand your problems better, or just be there to listen.
- **Safer Space** – This project works with 5-16 year old's within the Royal Borough of Kingston who have been affected by Domestic Abuse or Violence, this can include hearing or seeing domestic abuse occur.
- **Contact details**: 020 8547 6046 & saferspace@victimsupport.org.uk
- **Scope** – 0808 800 3333 / www.scope.org.uk – disabilities charity that provide support, information and advice to parents. Disability can be physical impairment, learning disability or any other condition
- **The Secretary of State** - www.gov.uk/government/ministers/secretary-of-state-for-education - Department for Education can assist with school related issues.
- **SEND Family Voice** - www.sendfamilyvoices.org - is a volunteer lead charity that brings people together into a community to improve services, share support and strengthen the collective voice. The charity was formed in response to opportunities offered by Special Educational Needs and Disability
- **Separated families** - www.separatedfamilies.info - Practical information for parents who are sharing care.
- **Shelter** – 0808 800 4444 - help people struggling with homelessness and housing issues through advice, support and legal services.
- **Shooting Star Chase** - www.shootingstarchase.org.uk -provide hospice services for children and young people and their support includes bereavement and after care for those who use their services.
- **Shout This Way** - stw@achievingforchildren.org.uk -a weekly youth club for LGBTQI people aged 13 to 19. Activities are guided by what the members want to do and the atmosphere is very informal and relaxed
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- **SOS! SEN** - 020 8538 3731 / www.sossen.org.uk - offers a free friendly independent and confidential telephone helpline for parents and others looking for information and advice on SEN. They focus on finding a way through the legal and procedural maze. They hold regular advice surgeries locally.
- **Stonewall Housing** - 020 7359 / www.stonewallhousing.org - free confidential advice on safe housing for LGBT domestic abuse victims in London.
- **Strengthening Families Team** – through SPA - provides support to families who may be faced with factors such as poor parenting, being out of work, mental health issues, domestic violence, substance misuse and other disadvantages
- **Survivors UK** - 020 3598 3898 / www.survivorsuk.org - Provides information, support and counselling for men who have been raped or sexually abused.
- **TAG Youth Club** - 07950411743 / www.tagyouthclub.org - is a registered charity that aims to empower and optimise the potential of young people who have a disability aged 15-25 who either live, earn, or learn in RBK or LBRUT. The club meets weekly on a Friday evening at Ham Youth Centre 52 weeks a year.
- **Turn2us** - www.turn2us.org.uk - offers help and information for anyone experiencing financial hardship or debt problems, or who is looking for funding to support an individual need within the family (e.g. a short break). It has a grant and benefit search engine which can be tailored to meet your requirements including locality, and a phone helpline that is free to call and gives you access to trained staff who can talk you through your options.
- **Victim Support (0808 168 9111)** provide support to anyone affected by crime.
- **Welcare** - 020 8893 9123 / www.welcare.org - provide practical help and support to families, empowering them to rebuild their lives and access opportunities to ensure their children have a happy, confident childhood and future.

- **Whizz-Kidz** - 020 7233 6600 / www.whizz-kidz.org.uk - runs youth groups, wheelchair skills training, work placements and residential camps for young wheelchair users, and a Parent Network and equipment
- **Winston's Wish** - 08452 030 405 / www.winstonswish.org.uk - provides professional therapeutic help via a national helpline, interactive website and publications. Professionally qualified clinical practitioners provide bereaved children and their families with a range of support services.
- **Women's Aid** - 0808 2000 247 24 / www.womensaid.org.uk - 24 hrs freephone DV helpline that provides support and advice to woman and children.
- **Women and Girls Network Sexual Violence Helpline** - 0808 801 0770 / www.wgn.org.uk Offers free and confidential specialist emotional support for women and girls who have experienced recent or historic sexual violence and abuse.
- **Youngminds Parents Helpline** - 0808 802 554 - offer free, confidential online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.
- **Young People's Drug and Alcohol Support Service** - 020 8547 6920 - a team of experienced professionals from all different backgrounds and training consisting of: drugs workers, youth workers, outreach workers, counsellors and psychotherapists.
- **Youth Enquiry Service (YES)** - 0208 288 7503 - aims to support young people and provide early intervention, developing skills , knowledge , resilience and increase protective factors to make safe informed choices. Workshops and courses on subjects such as drugs , the law, sexual health, housing, ASB, etc.
- **Yuva** - 020 8222 8281 / www.dvip.org/yuva-programme.htm - works with young people (age 11-25) who have been abusive to their parents/carers and in their close relationships. Help young people look at their abusive behaviour and find safe, non abusive alternatives.