



A USEFUL DIRECTORY OF SUPPORT FOR
CHILDREN, YOUNG PEOPLE AND ADULTS.

Two Mile Ash School

2023/24 Edition

USEFUL SUPPORT SERVICE CONTACT DETAILS FOR CHILDREN AND YOUNG PEOPLE

Service Name	Service Information <small>(please see individual websites for further information)</small>	Service Contact Numbers
Safeguarding		
Multi Agency Safeguarding Hub (MASH)	<p>For children and young people up to 18</p> <p>Address: Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ</p> <p>MASH can be contacted by telephone between Monday to Thursday 9.00am - 5.00pm and Friday 9.00am – 4.30pm</p> <p>Email: children@milton-keynes.gov.uk</p> <p>Website: https://www.milton-keynes.gov.uk/children-young-people-families/milton-keynes-multi-agency-safeguarding-hub-mash</p>	<p>01908 253 169 or 01908 253 170</p>
Family Support		
Children and Families Practices	<p>For families with children up to 18</p> <p>Children and Families Practices (CFP) offer Early Help services for families with additional or considerable needs. There are three teams that cover Milton Keynes and ensure support is more accessible to children, young people and their families.</p> <p>Address: Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ</p> <p>Email: children@milton-keynes.gov.uk</p> <p>Website: https://www.milton-keynes.gov.uk/children-young-people-families/early-help/children-and-families-practices-one-family-one-plan</p>	<p>Referrals to CFP 01908 253 169</p> <p>Local Practices: Central 01908 252 696</p> <p>North 01908 253712</p> <p>South 01908 657 800</p>
Children and Family Centres	<p>Children’s Centres For families with children from 0 to 5, as well as expectant parents Support and a range of services for families across 17 Children’s Centres in Milton Keynes.</p> <p>Family Centres For the whole family including older children and grandparents</p> <p>Website: https://www.milton-keynes.gov.uk/children-young-people-families/early-years-and-childcare/children-and-family-centres</p>	
Family Lives	<p>Parenting and family support through their website and helpline</p> <p>Family Lives provides help, emotional support, advice and guidance for all aspects of family life. The confidential and free helpline is open between Monday to Friday 9.00am – 9.00pm and Saturday and Sunday 10.00am – 3.00pm</p> <p>Email: askus@familylives.org.uk</p>	<p>0808 800 2222</p>

	<p>Website: www.familylives.org.uk</p> <p>Online parenting courses: https://www.familylives.org.uk/how-we-can-help/online-parenting-courses/</p> <p>Printable leaflets: https://www.familylives.org.uk/how-we-can-help/leaflets/</p>	
Mental Health		
<p>Milton Keynes Specialist Child and Adolescent Mental Health Service (MK Sp CAMHS)</p>	<p>For children and young people up to the age of 18</p> <p>Assessment for and provision of mental health needs and treatment for children and young people who may be experiencing mental health difficulties.</p> <p>Professionals can support parents making a referral. Young People 16+ can self-refer. Referral is now by referral form.</p> <p>Address: MK CAMHS, Eaglestone Health Centre, Standing Way, Eaglestone, MK6 5AZ</p> <p>Email: cnw-tr.mkspcamhsspa@nhs.net</p> <p>Milton Keynes CAMHS website: https://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/milton-keynes-camhs</p> <p>Information about CAMHS mental health services for children, young people and their families https://www.cnwl.nhs.uk/camhs</p>	<p>01908 724228 (new referrals)</p> <p>01908 724544 (existing patients)</p>
Local Counselling Services		
<p>YiS – Young People’s Mental Health, Counselling, Education and Training</p>	<p>For young people aged 11 to 21</p> <p>Free and confidential counselling for young people who live, learn or work in Milton Keynes.</p> <p>Address: YiS – Youth Counselling Service, c/o Milton Keynes College, Chaffron Way, Leadenhall, MK6 5LP</p> <p>Email: info@mkyis.org.uk</p> <p>Messenger: m.me/YiSMentalHealth</p> <p>Website: www.mkyis.org.uk</p>	<p>01908 604 700</p>

Mind	<p>For young people and adults aged 16+</p> <p>Mind offer counselling, peer support and a bereavement by suicide support service. They also work with local schools offering a range of activities from one-off assemblies, through to providing a well-being service to students.</p> <p>Address: Margaret Powell House, Central Milton Keynes, MK9 3BN Email: hq@mind-blmk.org.uk Website: www.mind-blmk.org.uk</p>	<p>0300 330 0648</p> <p>MK Office: 01908 257 830</p>
Relate Milton Keynes	<p>For young people aged 11 to 18</p> <p>Counselling for young people and families to help improve relationships.</p> <p>Email: appointment@relatemk.org Website: www.relatemk.org</p>	<p>01908 310 010</p>
NewStart	<p>Free Drop-in Service for Crisis Listening, short to medium term affordable counselling and long term Psychotherapy and Trauma work</p> <p>Drop-In – at the Minibus, Market Square, near Crown Walk – Entrance 8 Central Milton Keynes.</p> <p>Counselling Acorn House 393 Midsummer Boulevard CMK MK9 3HP</p> <p>Website: www.thebus-stop.org www.convergencecollege.org</p>	<p>07799 847720</p> <p>01908 234 643</p>
Online, Text and Telephone Support		
Kooth	<p>For young people aged 11 to 19</p> <p>An online counselling and emotional well-being platform for local children and young people living in Milton Keynes, Bedfordshire and Luton. A safe and confidential space to share experiences and gain support from the Kooth community and qualified professionals. Kooth is accessible through mobile, tablet and desktop and offers free safe and anonymous support for young people.</p> <p>Website: www.kooth.com</p>	
ChatHealth	<p>For young people young people aged 11-19</p> <p>ChatHealth is a mobile school health service offering healthcare advice to young people in Milton Keynes provided by CNWL</p> <p>It is typically used to provide advice about sensitive issues where young people might want to avoid a face to face appointment</p> <ul style="list-style-type: none"> • stress and anxiety 	<p>Text 07480 635517</p>

	<ul style="list-style-type: none"> • bullying • self-harm • alcohol and drugs • sex, contraception and relationship <p>To access the confidential service, young people just need to send a text message to the ChatHealth nursing team who will respond within one working day.</p>	
Childline	<p>For children and young people up to the age of 19</p> <p>ChildLine is a free, confidential helpline for children and young people who want to talk about any issue they are going through. Trained counsellors comfort, listen and advise.</p> <p>The Helpline is open 24 hours a day 7 days a week Chat online: www.childline.org.uk/get-support/1-2-1-counsellor-chat Sign video service for deaf children Website: www.childline.org.uk</p>	<p>Helpline 0800 1111</p>
Muslim Youth Helpline	<p>For young people</p> <p>National Helpline providing culturally sensitive support to Muslim young people. Free, non-judgmental emotional support and advocacy. The Team offer support and a listening ear and, where necessary, make referrals to specialist agencies and other specialist support services. Helpline staff can help with issues including relationships, abuse (sexual, physical, and emotional), mental health problems, education and employment, social life and identity.</p> <p>The Helpline is open 7 days a week, 365 days a year 4.00pm – 10.00pm</p> <p>Email: info@myh.org.uk Website: www.myh.org.uk</p>	<p>Helpline 0808 808 2008</p>
Samaritans	<p>For children young people and adults</p> <p>Samaritans offer a safe, confidential place to talk, at any time about thoughts and feelings whatever they may be. Contact can be by telephone, email, web chat or letter.</p> <p>The Helpline is open 24 hours a day, 7 days a week</p> <p>Local Office: 161 Fishermead Boulevard Fishermead MK6 2AB</p> <p>Email: jo@samaritans.org Website: www.samaritans.org/branches/samaritans-milton-keynes</p>	<p>Free Helpline 116 123</p> <p>0330 094 5717 Local call charges apply</p>

SHOUT	<p>For children and young people</p> <p>Shout provides free, confidential support, 24/7 via text for anyone in crisis or struggling to cope and need immediate help.</p> <p>Website : www.giveusashout.org www.crisistextline.uk</p>	<p>Crisis Text Line Text SHOUT to 85258</p>
SupportLine	<p>For children, young people and adults</p> <p>Provides confidential emotional support by telephone email and post, in particular, to those who are socially isolated, vulnerable, at risk and victims of any form of abuse. They work with callers to develop healthy, positive coping strategies, an inner feeling of strength and increased self-esteem to encourage healing, recovery and moving forward with life.</p> <p>By post: SupportLine PO Box 2860 Romford Essex RM7 1JA</p> <p>Email: info@supportline.org.uk Website: www.supportline.org.uk</p>	<p>01708 765 200</p>
The Mix	<p>For young people up to the age of 25</p> <p>The Mix provides a free confidential telephone helpline and online service that aims to find young people the best help, whatever the problem.</p> <p>Free confidential helpline and webchat service open 7 days a week from 4.00pm to 11.00pm</p> <p>Crisis Messenger: service that is available 24 hours a day, 7 days a week.</p> <p>Counselling Service: https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service</p> <p>Email: www.themix.org.uk/get-support/speak-to-our-team/email-us</p> <p>Website with lots of helpful information and resources.</p> <p>Website: www.themix.org.uk</p>	<p>Helpline 0808 808 4994</p> <p>Crisis Text Line Text THEMIX to 85258</p>
Young Minds	<p>For children, young people and their parents</p> <p>National Charity committed to improving the emotional well-being and mental health of children and young people.</p> <p>Parent's helpline provides support and advice to anyone worried about the emotional well-being or behaviour of a child or young person under the age of 25. Monday – Friday 9.30 am – 4.00pm</p> <p>Crisis Messenger: A young person looking for help and support can text the Young Minds Crisis messenger 24/7 if they are experiencing a mental health crisis.</p> <p>Website: www.youngminds.org.uk</p>	<p>Parents Helpline 0808 802 5544</p> <p>Crisis Messenger Text YM to 85258</p>

Place2Be	Offering offer advice and resources for parents and carers to help support their child or young person's wellbeing. https://www.place2be.org.uk/our-services/parents-and-carers/	
Youth Mental Health Hub	For children and young people An information hub offering advice and help on mental health problems including depression, anxiety, and stress. Website: https://www.nhs.uk/Livewell/youth-mental-health/Pages/Youth-mental-health-help.aspx	
Helplines Partnership	Online directory of helplines across the UK and internationally Website: www.helplines.org/helplines	
Support for Emotional Well-Being		
Service Six	For children and young people aged 5 to 19 (up to 25 with a disability) The Youth Starz Project offers bespoke support programmes for individuals and groups alongside a range of free positive activities targeted within Milton Keynes and the Woughton areas. The aim is to improve well-being, increase life skills and raise aspirations to increase the life chances of children struggling with often complex and chaotic lives. Email: info@servicesix.co.uk Email for Referrals: referrals@servicesix.co.uk Website: http://www.servicesix.co.uk/youth-starz/	07850 916600 01933 277 520
Therapeutic Support		
Ride High	For children and young people aged 8 to 17 Ride High provides children who have difficulties with their daily lives with the opportunity to learn to ride and look after horses and ponies. Effecting lasting change in their attitude, self-confidence and life prospects so they become happy, confident young people who are positively engaged in the outside world. Ride High Equestrian Centre Redlands Drive Loughton MK5 8DH General enquiries Email: info@ridehigh.org For queries relating to referrals Email: admin@ridehigh.org Website: www.ridehigh.org	Ride High Centre: 01908 696 169 Ride High Mobile: 07507 308 943

Child and Family Wellbeing	<p>For children and their families Therapeutic support and practical guidance which is tailored to individual family needs.</p> <p><u>Emma Halls</u> Postgraduate qualified Therapeutic Play Practitioner, registered with Play Therapy UK (PTUK).</p> <p>Email: emma.halls@childandfamilywellbeing.co.uk</p> <p>There is a charge attached to this service, please see website for further details: Website: www.childandfamilywellbeing.co.uk</p>	<p>07375 423826</p>
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Victims of Sexual Assault / CSE

Solace Sexual Assault Referral Centre (SARC)	<p>For children of all ages</p> <p>SARC provides a safe, discreet and caring environment to support victims of rape and sexual assault</p> <p>Thames Valley SARC Bicester SOLACE Centre Police House Bicester Ox26 2NT</p> <p>All calls are confidential 0800 970 9952 Solace are there to help 24/7</p> <p>Website: https://www.solacesarc.org.uk/contact/</p>	<p>0800 970 9952</p>
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Mosac	<p>For families</p> <p>Mosac provides supportive services in a safe, non-judgemental environment for non-abusing parents and carers whose children have been sexually abused. They provide a range of support services to parents, carers and professionals dealing with children who have been sexually abused.</p> <p>The free helpline is open Monday, Thursday and Friday 10.00am – 2.00pm Tuesday and Wednesday 10.00am – 6.00pm</p> <p>Email: enquiries@mosac.org.uk Website: www.mosac.org.uk</p>	<p>Helpline 0800 980 1958</p>
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Children Affected by Crime

SAFE Support for Young People Affected by Crime	<p>For children and young people aged 5 to 18 (up to 25 for those with additional needs)</p> <p>SAFE offers support to children and young people who are dealing with the effects of crime and bullying and particularly specialises in supporting those who have witnessed or been a victim of domestic abuse and sexual violence (please note the service supports victims of sexual violence)</p>	<p>01865 582 495</p> <p>Direct Counselling Line 0800 133 7938</p>
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	<p>under 16 years old. Those aged 16 or over can receive support through the Independent Sexual Violence Advisory Service – ISVA).</p> <p>Unit 9, Standingford House 26 Cave Street St Clements, Oxford OX4 1BA</p> <p>Email: safe@safeproject.org.uk Website: www.safeproject.org.uk</p>	
Victims First Specialist Counselling Service	<p>For children and young people aged 5 to 18 and their families</p> <p>Providing emotional and practical support for victims and witnesses of crime and abuse, regardless of the crime, when it took place or whether it has been reported to the police. Support for children and young people includes a Young Victims Service and a specialist counselling service. Whole family approach to support is also available.</p> <p>Telephone lines open Monday Wednesday and Friday 9.00am – 5.00pm Tuesday and Thursday 9.00am – 7.00pm</p> <p>Victims First Specialist Counselling Service</p> <p>Free and confidential counselling service for those who have been a victim of crime (regardless of the crime been reported)</p> <p>Referrals can be made through the website.</p> <p>Website: https://www.victims-first.org.uk/crimes/victims-first-specialist-service/</p>	0300 1234 148

Bullying and Online Safety		
Bullying UK	<p>For children young people and their parents</p> <p>Bullying UK (part of Family Lives) is a leading charity providing advice and support to anyone affected by bullying.</p> <p>Email: askus@familylives.org.uk Website: www.bullying.co.uk</p>	Helpline 0808 800 2222
Kidscape	<p>For children young people and their parents</p> <p>Advice, training and practical tools to prevent bullying</p> <p>Email: info@kidscape.org.uk Website: www.kidscape.org.uk</p>	Parent Advice Line 020 7823 5430
ThinkuKnow	For children and young people aged 4 to 18 and their parents	

	<p>Thinkuknow is the education programme from the National Crime Agency's CEOP command. Thinkuknow aims to empower children and young people to identify the risks they may face online and know where they can go for support</p> <p>Website: www.thinkuknow.co.uk</p>	
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Eating Disorders

Beat Eating Disorders	<p>Beat Youthline is open for children and young people up to the age of 18.</p> <p>Charity supporting anyone affected by eating disorders, anorexia, bulimia or any other difficulties with food, weight or shape. Beat support eating disorder sufferers and their families.</p> <p>The Helpline is open 365 days a year Monday to Friday 12.00pm – 8.00pm Weekends and Bank Holidays 4.00pm – 8.00pm</p> <p>Email: fyp@beateatingdisorders.org.uk One to One webchat: https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one Website: www.beateatingdisorders.org.uk</p>	<p>Youthline 0808 801 0677</p> <p>General Enquiries 0300 123 3355</p>
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Bereavement

Child Bereavement UK	<p>For children and young people aged 4 to 25</p> <p>Support for children, young people and families who are bereaved. Support can also be offered to families who are facing bereavement, where a child of any age is not expected to live, or where children and young people are facing the bereavement of anyone significant in their lives.</p> <p>Family Support Group for children 4 – 12 years Young People's Advisory Group for young people 11 – 25 years</p> <p>Email: mksupport@childbereavementuk.org Website: www.childbereavementuk.org</p>	<p>Support & Information 0800 02 888 40</p> <p>MK Office 01908 550 895</p>
Harrys Rainbow	<p>For children and young people of all ages up to 18</p> <p>Support and access to advice, for children, young people and their families in Milton Keynes and the surrounding areas, who have been</p>	01908 061 676

	<p>bereaved through the loss of a significant loved one such as a parent or sibling.</p> <p>Recreational and leisure activities for children and young people in order to improve their conditions of life and to reduce the isolation felt during bereavement, by facilitating contact with other children and young people.</p> <p>Email: info@harrysrainbow.co.uk Website: www.harrysrainbow.co.uk</p>	
Winston's Wish	<p>For children and young people up to age 18 and their families</p> <p>Specialist bereavement support for children and young people after the death of a parent or sibling. The helpline offers confidential support, information and guidance to all those caring for a child or young person who has been bereaved</p> <p>The helpline is open Monday to Friday 9.00am – 5.00pm</p> <p>Email: ask@winstonswish.org</p> <p>On line Chat: https://www.winstonswish.org/online-chat/ Wednesday and Friday 12.00pm – 4.00pm</p> <p>Crisis Messenger: Text WW to 85258.</p> <p>Website: www.winstonswish.org</p>	<p>Helpline 08088 020 021</p>

Tourette Action

Tourette Action	<p>Support for people with Tourette Syndrome, ranging from healthcare services, statutory benefits and school provision, through to Tourettes Action services - peer support, information resources, ID cards and grants. Both for children and adults.</p> <p>https://www.tourettes-action.org.uk</p>	
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Hearing Voices

The Voice Collective	<p>Voice Collective is a UK-wide project that supports young people who hear voices, see visions, or have other sensory experiences or beliefs.</p> <p>https://www.voicecollective.co.uk/</p>	
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Substance Misuse		
MKYP Drug and Alcohol Service (formerly Compass)	<p>For children and young people up to the age of 18</p> <p>The Young People’s Drug and Alcohol Team delivers an integrated service which includes both universal and targeted drug and alcohol prevention interventions and specialist support for young people who are:</p> <ul style="list-style-type: none"> • at risk of harm from drug and/or alcohol misuse • already experiencing problematic drug and/or alcohol misuse • being negatively impacted through living with someone else’s misuse, for example parents, siblings or peers <p>Email and Referrals: ypdaservice@milton-keynes.gov.uk</p>	01908 253 011

Sexual Health Services, Support and Advice		
Terrence Higgins Trust	<p>For young people aged to 25</p> <p>The Terrence Higgins Trust provides sexual health education and community outreach services including free condoms, health promotion and targeted education.</p> <p>1:1 education tailored to individual needs</p> <p>Referral criteria:</p> <ul style="list-style-type: none"> • Underage sexual activity • Unsafe sexual behaviour • Risk of CSE • STI’s • Previous or current unhealthy relationships • Contraceptive advice • Online safety/sexting • LGBT – questioning sexuality support/around sexuality • Termination of pregnancy support • Pregnancy Options <p>Email: ccs.icash.milton.keynes.education@nhs.net</p>	0300 300 3030

Young Carers		
Young Carers MK Young Adult Carers	<p>Young Carers For children and young people aged 8 to 19</p> <p>Support for children and young people who are caring for a family member with a physical or mental illness, a disability or a drug or alcohol related problem. The person being cared for may be a parent, sibling or other relative living in the same household.</p> <p>Young Adult Carers – Same Chances For young people aged 16 to 25</p>	01908 231703

	<p>Providing individual and group support, new skills and social opportunities to young adult carers to ensure that have the same opportunities as other young people their age</p> <p>Margaret Powell House, 439 Midsummer Boulevard, Central Milton Keynes, MK9 3BN</p> <p>Email: mail@carersmiltonkeynes.org Website:www.carersmiltonkeynes.org</p>	
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Physical Health

<p>Action for M.E</p>	<p>For children, young people and adults</p> <p>Dedicated information and helpline service for young people and their carers.</p> <p>Children and young people under the age of 18 can join Action for M.E for free, giving access to a dedicated young member's forum, and services that can link them with other children and young people with M.E., including by letter, email or local group.</p> <p>Email: questions@actionforme.org.uk Website: www.actionforme.org.uk</p>	<p>0117 927 9551</p>
<p>Young Epilepsy</p>	<p>For children and young people up to the age of 25</p> <p>A national charity providing a range of services and supporting children, young people and their families, with epilepsy and associated conditions.</p> <p>Helpline Monday to Friday 9.00am – 1.00pm Email: helpline@youngpilepsy.org.uk</p> <p>Email: info@youngpilepsy.org.uk Website: www.youngpilepsy.org.uk</p>	<p>01342 832 243</p> <p>Helpline: 01342 831 342</p>
<p>More Life</p>	<p>For families with children aged 5 to 19</p> <p>MoreLife delivers weight management and health improvement programmes to individuals, families, local communities and within workplaces and schools.</p> <p>BEDFORDSHIRE AND MILTON KEYNES Acorn House Midsummer Boulevard Milton Keynes MK9 3HP</p> <p>Website: https://www.more-life.co.uk/what-we-do/our-services/children-teens-and-family-weight-management/</p>	<p>08082 082 340</p>

SHINE	<p>For children, young people, adults and their families</p> <p>SHINE provides specialist support pre-birth and beyond for anyone living with spina bifida, hydrocephalus and associated conditions, as well as to parents, families and carers.</p> <p>E-mail: southernregion@shinecharity.org.uk Website: www.shinecharity.org.uk</p>	01733 555 988
Serious and Life Limiting Illness		
Rays of Sunshine Charity	<p>For children aged 3 to 18</p> <p>Children’s Charity which grants wishes to brighten the lives of children and young people living with serious or life-limiting illnesses.</p> <p>By Post: Rays of Sunshine No 1 Olympic Way Wembley HA9 0NP</p> <p>Website: www.raysofsunshine.org.uk</p>	0208 782 1171
Together for Short Lives	<p>For children, young people and their families</p> <p>UK charity for all children with life-limiting conditions and all those who support, love and care for them. Support offered to children, families and professionals through the helpline and information and resources on the website.</p> <p>Website: www.togetherforshortlives.org.uk</p>	Office 0117 989 7820 Helpline 0808 8088 100
Keech Hospice Care	<p>For children, young people and adults</p> <p>Provides specialist care, practical and emotional support for children and their families who have life-limiting and terminal illnesses. Support for families across Bedfordshire, Hertfordshire and Milton Keynes. Care can be provided in the hospice, hospital, school, care or family home.</p> <p>Helpline 24 hours a day 7 days a week</p> <p>By post: Keech Hospice Care Great Bramingham Lane Streatley Luton LU3 3NT</p> <p>Email: info@keech.org.uk Website: www.keech.org.uk/childrens-services</p>	01582 492 339 Advice Line 0800 035 6497

Willow Foundation	<p>For young people 16+ and adults up to the age of 40</p> <p>Providing Special Days for seriously ill young adults at the most difficult of times.</p> <p>By post: Gate House Fretherne Road Welwyn Garden City Hertfordshire AL8 6NS</p> <p>Email: info@willowfoundation.org.uk Website: https://www.willowfoundation.org.uk/have-special-day</p>	01707 259 777
Helen and Douglas House	<p>For babies, children and young people up to the age of 18</p> <p>Helen & Douglas House care's for terminally ill children, young adults and their families through hospice care and their outreach service.</p> <p>Based in Oxford, but supports families from surrounding counties including Milton Keynes.</p> <p>By post: Helen & Douglas House 14A Magdalen Road Oxford OX4 1RW</p> <p>Email: reception@helenanddouglas.org.uk Website: www.helenanddouglas.org.uk</p>	01865 794 749
Disabilities		
National Deaf Children's Society (NDCS)	<p>Contact us for information and support for deaf children and families. We can provide advice and support on a range of issues including benefits, education, technology, health, social care, discrimination and communication. We can also give advice and information to professionals working with deaf children.</p> <ul style="list-style-type: none"> • Website: http://www.ndcs.org.uk • Email us: helpline@ndcs.org.uk 	0808 800 8880
The National Autistic Society	<p>Website: http://www.autism.org.uk/ E-mail: NASmiltonkeynesbranch@nas.org.uk</p>	07827662052
Network Autism	<p>Sensory processing: an online resource</p> <p>Middletown Centre for Autism, partners of Network Autism, have produced an online sensory processing resource aimed at supporting autistic children and young people and the professionals working with them.</p> <p>Website: network.autism.org.uk</p>	

PACA Mark	<p>The PACA Mark has been developed by parents/carers who care for disabled children and young people with additional needs in Milton Keynes.</p> <p>We have introduced Short Breaks Vouchers to increase opportunities for families in Milton Keynes to enjoy fun activities or short breaks. The vouchers entitle your child and family to take part at a setting of your choice.</p> <p>C/O Carers MK Margaret Powell House, 439 Midsummer Boulevard, Central Milton Keynes MK9 3BN</p> <p>Website: www.pacamk.org Email: pacamk@gmail.com</p>	01908 231703 (Option 3)
Short break vouchers	<p>The Short Breaks Voucher scheme offers activities for children and young people with disabilities and can be anything from an after school activity to an outing at the weekend or an evening event. Sometimes, there are opportunities for the whole family to enjoy the same activity together.</p> <p>Website: www.milton-keynes.gov.uk/short-breaks Email: short.breaks@milton-keynes.gov.uk</p>	01908 254 770
Disability Living Allowance for Children	<p>Disability Living Allowance is money to help with extra costs you may have for a child under 16 because they are disabled.</p> <p>Website: https://www.gov.uk/dla-disability-living-allowance-benefit/overview</p>	
Disabled parents Network	<p>A national charity that supports parents or those who hope to become parents with any form of disability. We are here for all parents with a disability or long term health challenge. We have a helpline offering advice, support and information. Also offer a peer support register, membership and an online forum.</p> <p>Website: www.disabledparentsnetwork.org.uk</p>	
Happy days charity	<p>We fund and organise holidays, residential trips, days out and theatre trips throughout the UK for disadvantaged young people with special needs.</p> <p>Website: http://www.happydayscharity.org/</p>	01462 530710
Hearing link	<p>Hearing Link is a voluntary organisation working throughout the whole of the UK. Their aim is to direct people to useful information about hearing loss and specialist services, and put people in touch with others who are having similar experiences. Not just a website - they are a team of real people with lots of knowledge and experience between us. If you have a question, or you want to discuss something personally, please don't hesitate to contact them.</p> <p>Website: www.hearinglink.org</p>	

Living Made Easy	Charitable funding for children's equipment Website: http://www.livingmadeeasy.org.uk/scenario.php?csid=172	
Milton Keynes Centre for Integrated Living	They currently offer drop-in and telephone enquiry service on disability benefits, employment, equipment, local and national services, leisure, holidays, support groups and much more. The service is free and confidential. We have information for disabled people aged from 0 to 99+. We have a comprehensive local and national database of support services and can signpost enquiries to sources of help. A disability benefits advisor is also available by appointment. Website: http://mkcil.org.uk/	
Make a Wish Foundation	Grant wishes to children and young people fighting life threatening illnesses. Website: http://www.make-a-wish.org.uk/	
Merlin's Magic Wand Charity	A worldwide charity for children, aiming to provide magical experiences for those who are seriously ill, disabled or disadvantaged. Website: http://www.merlinsmagicwand.org/	
MENCAP	Milton Keynes MENCAP Society promotes welfare and well-being of all children and adults who have a learning disability and who live in Milton Keynes and district. Support for families of people with a learning disability. Website: https://www.mencap.org.uk/	0808 808 1111
MK Multiple Sclerosis Therapy Group	MK MS Therapy Group provides therapy, help and advice for MS sufferers, their families and carers otherwise not available on the NHS. Also for ME, rheumatoid arthritis, strokes, cerebral palsy, oral cancer, Parkinson's, Fibromyalgia, Autism and sports injuries. Website: http://www.mkmstherapygroup.btck.co.uk/	
Portage	Portage offer a service for children from birth to 3/4 years old who show a significant delay in their development. Website: www.portage.org.uk	
Milton Keynes Reader service	Voluntary organisation providing one-to-one reading/writing service for local people with sight problems or physical disabilities provided by trained volunteers. Services are free to any disabled person living in the Milton Keynes area who finds accessing information difficult due to their disability and to local organisations who need advice on presenting information in alternative formats. Website: http://www.miltonkeynesreaderservice.org.uk/	01908 231123

Scope	Supports disabled people to have the same opportunities to fulfil their life ambitions as non-disabled people. Website: http://www.scope.org.uk/	0808 800 3333
The Children's Trust Tadworth	Provides care, education, therapy and rehabilitation to children with multiple disabilities, complex health needs and acquired brain injury. Website: http://www.thechildrenstrust.org.uk/	
Contact	Contact a Family provides support, advice and information for families with disabled children, no matter what their condition or disability. Provide a number of downloadable leaflets and information packs. Website: http://www.cafamily.org.uk/	0808 808 3555
Brain Wave	Works with families to deliver individual home based therapy and exercise programmes that helps children with disabilities and developmental delay to achieve their potential. Website: http://www.brainwave.org.uk/	01278 429089
Child Brain Injury Trust	Provide information, support and training for anyone affected by childhood acquired brain injury. Website: http://www.childbraininjurytrust.org.uk/	
Cerebra	A charity set up to help improve the lives of children with brain related conditions through research, education and directly supporting the children and their carers. Website: http://www.cerebra.org.uk	
Autism MK	This website is designed to help people who have Autistic Spectrum Conditions (ASC) find services to help them in their lives. Website: http://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/autism	
VICTA (Visually Impaired Children Taking Action)	Provides support and information to parents/carers/Visually Impaired young people/organisations. Make grants to individuals, groups and research projects. Website: http://www.victa.org.uk/	Grants: 01908 240831
The Sequel Trust	Supplies specialist communication equipment for disabled people of all ages across the UK. Website: http://www.thesequaltrust.org.uk/	01691 624222
Children today	Provides equipment to children and young people living with disabilities. Website: www.childrentoday.org.uk	01244 335622
MK SENDIAS	Offers independent information, advice, and support to the parents of children who have, or who may have, a special educational need.	01908 691691

	Website: www.milton-keynes.gov.uk/mksendas	Out of Hours 01908 226699
NAS Milton Keynes	A support Group open to anyone with children, friends or relative with/without a diagnosis of autism. The group is a chance to access help and information. www.miltonkeynes@nas.org.uk	07827 662052
MK ASD Parent Support Group	A non-profit making, voluntary organisation set up by parents of children with Autistic Spectrum Disorder (ASD). They aim to help support other parents / carers in Milton Keynes whose children have ASK. They can be found through their closed Facebook group (MK ASD parent support). Email: mk.asd.ps2014@gmail.com	
Parent Training Courses		
National Autistic Society: Teen Life Programme (ages 10-16)	A 6 session support programme for parents. The programme focuses on understanding autism as well as stress, anxiety, behaviour and planning for the future. www.autism.org.uk/teenlife Milton Keynes Inclusion and intervention team: Alena Bilkova and Candy Goodes	01908 657825
National Autistic Society: Early Bird Health Minds Programme (5 years)	A six-session parent support programme to help promote good mental health in children with autism. The session will look at strategies that can help children with autism to build self-esteem, increase confidence, reduce anxiety and develop resilience. www.autism.org.uk/healthyminds Local contact: Lesly-Ann Martin at Walnuts Lower School Lesleyann.martin@walnuts.milton-keynes.sch.uk	01908 646119
National Autistic Society: Early Birds Plus Programme (4-8 years)	This is a three-month training programme involving eight group session and two home visits. This offers support for families whose child receives a later diagnosis. This programmes aims to help increased understanding of autism, improve communication and develop strategies to pre-empt problem behaviours and manage when they do occur. www.autism.org.uk/earlybirdsplus Local contact: Lesly-Ann Martin at Walnuts Lower School Lesleyann.martin@walnuts.milton-keynes.sch.uk	01908 646119

Safeguarding		
NSPCC	<p>Our work increasingly focuses on preventing abuse. So that means we have to do everything we can to understand it and find the best ways to keep children safe.</p> <p>Whether you're a parent, worried about a child you know or work with children as part of your job, we all have a part to play in keeping them safe. Find out more about the types of child abuse, how to look out for a child's safety, the child protection system and the latest research and resources in child protection.</p> <p>Both helplines available 24 hours per day. Website: www.nspcc.org.uk/preventing-abuse/ Email: help@nspcc.org.uk.</p>	<p>Helpline: 0808 800 5000</p> <p>Child line: 0800 1111</p>

Legal / contact		
Child Law Advice	<p>Support telephone lines for complex matters and clarifying questions.</p> <p>https://childlawadvice.org.uk/clas/terms-and-conditions/</p> <p>The demand for both lines are high and the funding we have in place is limited. We are only able to answer a limited number of calls. We would therefore ask you to carefully read through all the relevant available information provided on this website and only contact our intensive support telephone lines with genuine, clarifying questions on the information provided.</p> <p>The lines are separated into family and education calls. It is important that you ring the correct number for the area of law you require advice on.</p> <p>Website: https://childlawadvice.org.uk/</p>	<p>0300 330 5480</p>
Family Law Group	<p>Family Law Legal Services including Divorce & Separation, Child Arrangements, Care Proceedings, Matrimonial Finance & Property, Mediation and Legal Aid where available.</p> <p>Address: 1 Sovereign Court 204 Upper Fifth Street Milton Keynes MK9 2HR</p> <p>Email: mail@familylawgroup.co.uk</p>	<p>01908 787900</p>
Relate	<p>Email: appointment@relatemk.org</p> <p>Call in: 47 Aylesbury Street (entrance is on Bedford Street), Wolverton, Milton Keynes MK12 5HX</p>	<p>01908 310010</p>
Gingerbread National Office	<p>Telephone advice, information and support for lone parents. Emotional support and listening service. Advice on rights and responsibilities. Information on benefits, contact and residence, Child Support Act,</p>	<p>0808 802 0925</p>

	housing, divorce, separation, solicitors, childcare. Network of local groups. Website: www.gingerbread.org.uk	
Rights of Women	Legal advice by women for women Website: www.rightsofwomen.org.uk	020 7251 6575

Substance misuse		
ARC Addiction Recovery Community (formerly Compass)	<p>A free and confidential service providing assessment and treatment for people at any stage of their alcohol, drug or gambling difficulties.</p> <p>33-37 Farthing Grove, Netherfield, Milton Keynes MK6 4JH</p> <p>Tel: 01908 250730</p> <p>Email: cnwl.arc-mk@nhs.net Website: https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/arc-milton-keynes</p> <p>Opening hours: Main service hours are 9am to 5pm. They are open later on some evenings of the week. Please contact the service for more information.</p>	01908 250 730
Alcoholics Anonymous	<p>Meetings across MK – meetings can be found on website. www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting</p> <p>Email: help@alcoholics-anonymous.org.uk Website: www.alcoholics-anonymous.org.uk</p>	0845 769 7555
Port of Call	<p>If you or someone you know has a problem with alcohol or drugs, you are no longer alone. Port of Call is a safe place that provides support and information for:</p> <ul style="list-style-type: none"> • people who are concerned about their relationship with alcohol or drugs • people who are helping someone who has an addiction <p>The Port of Call team is made up of people in recovery and professionals who are trained in addictions counselling. We urge you not to suffer in silence and reach out to someone who's been there and can help.</p> <p>Our network of addiction treatment specialists means we are able to help you navigate the full range of treatment options that are available, ensuring we can always offer the right help at the right time. We wish to assure you there is a way out and recovery from addiction is possible.</p> <p>Email: www.portofcall.com Live chat online: www.portofcall.com Text: 82228 Tel: 0808 115 8610</p>	0800 002 9010

Gambling Support		
Gamblers Anonymous	<p>GAMBLERS ANONYMOUS is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to do the same.</p> <p>This site offers various help for the compulsive gambler including a Forum, Chat Room, Literature and of course most importantly a meeting finder Meetings are the core of Gamblers Anonymous and we have meetings every day of the week throughout the UK</p> <p>To find local meetings, https://www.gamblersanonymous.org.uk/index.php/meetings</p> <p>They can be contacted by sending an email via the website: https://www.gamblersanonymous.org.uk/#contact</p>	
Gam Care	<p>National Gambling Helpline</p> <p>GamCare offers free, impartial and confidential advice and support about a gambling problem. Our advisers are available to talk from 8am to midnight every day of the year. Whether you are struggling with the effects of gambling issues of your own, or of someone close to you, we are here for you.</p> <p>You will be talking to a GamCare Adviser who is trained to listen and help people affected by problem gambling. The Adviser will listen to you carefully and encourage you to talk about your concerns. Sometimes just telling someone can be a relief, and it is an important first step towards dealing with the problem. If you wish to address the underlying issues which drive you to gamble more than you want, the Adviser may be able to help you do that too by putting you in touch with a counsellor or GamCare practitioner, either face-to-face, online or over the phone.</p> <p>If you have a friend or family member who is a problem gambler, the Adviser can suggest ways you can support them and encourage them to seek help. We can also help you deal with the effects of their gambling on your own life, including through counselling treatment.</p> <p>The NetLine provides confidential advice, information and emotional support throughout Great Britain to anyone experiencing problems with gambling. The NetLine is web 'chat' service, where you can talk to a GamCare Adviser by typing, and they will type back. You can access the service via a smartphone, tablet, laptop or desktop PC. As well as reading what the Adviser types, the Adviser can also send you documents and links to read later. https://www.gamcare.org.uk/frontline-services/netline</p> <p>For partners, friends and family The first thing friends and family often say when they contact us is ‘What can I do to help them stop?’ It’s not surprising that this might be your top priority, both for their sake and your own.</p>	0808 8020 133

	<p>If your friend, family member or loved one is a problem gambler, you are likely experiencing many strong but possibly conflicting emotions. For example, you could be trying to cover up their gambling, while trying to keep them from gambling more. You might also be angry, depressed about the debt they have run up and afraid that they won't stop. Gambling, and the loss of trust it often brings, can put an enormous strain on a relationship.</p> <p>If you find that you feel overwhelmed or are losing hope, it is important to seek professional help.</p> <p>GamCare also provides advice and treatment for family members and friends who are affected by a loved one's gambling behaviour, even if the gambler does not wish to seek support yet. We support you in your own right - contact our Advisers today to talk through all of the options available for you: call Freephone 0808 8020 133 or chat via our NetLine.</p>	
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Mental Health		
<p>Talk for Change</p>	<p>A single point of access to talking therapies in collaboration with MIND. Help with stress, anxiety, panic, obsessive thoughts, addictions etc.</p> <p>Please note this is not a crisis service. If you are experiencing a mental health crisis situation, please contact your GP, visit your nearest Accident and Emergency Service or call the Samaritans on their emergency number 08457 90 90 90</p> <p>Website: https://mktalkingtherapies.nhs.uk/</p>	<p>01908 228 830</p>
<p>ASTI</p>	<p>Community team which assesses people who have severe and / or enduring MH illness.</p> <p>May provide advice or info, introduce a care plan and refer onto other services. For individuals experiencing severe or enduring mental health difficulties or who are having a mental health crisis.</p> <p>Open 09.00 – 17.00 Monday to Friday.</p> <p>Entrance 2, Eaglestone Health centre, Standing way, Eaglestone, MK6 5AZ</p>	<p>01908 725099</p>
<p>IAPT – Improving access to Psychological therapies</p>	<p>CBT, Guided self-help, eye movement desensitisation and reprocessing (EMDR), counselling for depression, workshops to deal with stress, worry panic, and other common MH issues, telephone sessions. For people suffering depression, anxiety disorders who do not have an enduring mental illness. Waiting times can be up to 18 weeks.</p> <p>Appointments offer 9am-5pm Monday to Friday, evening appointments can be available.</p>	<p>01908 725099 (option 2)</p>

	Stantonbury Health Centre, Purbeck, Stantonbury, MK14 6BL	
Milton Keynes Acute Home Treatment Team	<p>Helps to avoid admissions to MH inpatient ward by providing intensive support to people in acute mental crisis in their homes. Team works closely with Campbell Centre, all admissions into Campbell Centre are assessed by Milton Keynes Acute home treatment team.</p> <p>Referred through the Milton Keynes assessment and short intervention team (ASTI), A&E or community MH team.</p> <p>Open 8am-10pm, 7 days a week. Open 09.00 – 17.00 Monday to Friday.</p> <p>Milton Keynes Hospital, Standing Way Eaglestone, Milton Keynes , MK6 5NG United Kingdom</p>	01908 724 501
Mind	<p>For young people 16+</p> <p>Milton Keynes Wellbeing Centre Margaret Powell House Central Milton Keynes MK9 3BN</p> <p>Open: Monday: 9.30am-4.30pm, Tuesday to Thursday: 9.30am-9.30pm, Friday 9.30am-2.30pm Email: MK@mind-blmk.org.uk Website: http://www.mind-blmk.org.uk/</p>	01908 257 830
West Bletchley Wellbeing Counselling Service	<p>Free service for residents of the West Bletchley Council area A sliding scale of charges ensures a range of counselling services are available to a wide range of people and budgets.</p> <p>221a Whaddon Way West Bletchley Milton Keynes MK3 7DZ</p> <p>Email: wbwbcounselling@btconnect.com Website: http://www.wbwbcounselling.org.uk/</p>	01908 370 860
Milton Keynes Early Intervention Psychosis Team	<p>Ages 14 -35 years old</p> <p>Westcroft Health centre, 1 Saville lane, Westcroft, MK4 4EN</p>	01908 340 950

Rethink Mental Illness	Support, information, advice and advocacy for adults (18+) affected by mental illness Referral only service Room 2 11 Winchester Circle Kingston Milton Keynes MK10 0BA Email: mkds@rethink.org Website: www.rethink.org	01908 585 085
Mental health telephone helpline		
Samaritans	Open 24 hours a day, 365 days per year. They listen to anything that is upsetting you, including intrusive thoughts and difficult thoughts or suicide and self-harm.	08457 90 90 90
SANEline	Emotional support and information from 6pm-11pm, 365 days a year	0300 304 7000
CALM	If you're a man experiencing distressing thoughts and feelings the campaign against living miserably is there to support you. Open 5pm – midnight, 365 days a year.	0800 58 58 58
Switchboard – LGBT+ helpline	FOR LGBT from 10am – 11pm, 365 days a year to listen to any problems that you are having. Website: www.switchboard.lgbt	0300 330 0630
Papyrus HOPEline	Under 35 and struggling with suicidal feelings and self harm – offer practical advice. Open weekdays 10am – 10pm, weekends 2pm – 10pm and bank holidays 2pm-5pm. www.Papyrus.uk.org	0800 068 4141 TEXT 07786 209 697
Anxiety UK	Helpline on weekdays between 9.30am-5.30pm	08444 775 774
No Panic	Provides a helpline, step-by-step programmes, and support for those with anxiety disorders. Website: www.nopanic.org.uk	0844 967 4848
b-eat	Helpline for people experiencing eating disorders Email: help@b-eat.co.uk	0845 364 1414
Bipolar UK	Info and support line open 9am-5pm	020 7931 6480
Cruse bereavement care	Offer advice and support if you're feeling in crisis after someone has died. Helpline is open on weekdays between 9.30-5pm and until 8pm on Tuesday – Thursday evening. Email: helpline@cruse.org.uk	0844 477 9400

OCD UK	Advice line open weekdays between 9am-5pm Email: support@ocduk.org	0845 120 3778
Mind Side by Side	A supportive community which provides online peer support for anyone experiencing a mental health problem. Website: https://sidebyside.mind.org.uk/	
Self-help leaflets – which can be printed for free	Self-help leaflets: Anxiety, bereavement, controlling anger, depression and low mood, DV, eating disorders, sleep problems Website: https://web.ntw.nhs.uk/selfhelp/	

Bereavement

Milton Keynes Bereavement Service	One to one emotional support to those who have been bereaved. PO BOX 6298 Milton Keynes MK1 9GA Email: mk.bs@virgin.net Website: http://www.bereavementservicemk.org.uk/ Drop-In times: West Bletchley Wellbeing Counselling Service, 221a Whaddon Way, Bletchley MK3 7DZ Monday 12.00 – 2.00pm, Tuesday 7.00-9.00pm, Thursday 2.00 – 4.00pm	07483 308 032
Bereavement payment	You may be able to get a £2,000 Bereavement Payment if your husband, wife or civil partner has died. This is a one-off, tax-free, lump-sum payment. Website: www.gov.uk/bereavement-support-payment	
Funeral payments	If you are on a low income and need help to pay for a funeral you're arranging you could get this payment. How much you get is dependent on circumstances. Any money you get is usually paid back from the deceased person's estate. Website: https://www.gov.uk/funeral-payments	

Social care

ASCAT – Adult social care access team	Milton Keynes Council, Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ Email: ascat@milton-keynes.gov.uk	Monday to Friday from 8:30am- 5:00pm 01908 253772
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	Website: https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care	Out of hours 01908 605650
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Carers

Carers MK	<p>Carers MK is an independent local charity established in 2006 to support unpaid carers in Milton Keynes.</p> <p>Monday/Tuesday 9am – 5pm Wednesday 9am – 7.30pm Thursday/Friday 9am – 5pm</p> <p>We are also available to contact by telephone on the first Saturday of each month between 9am – 12.30pm.</p> <p>List of support groups: https://carersmiltonkeynes.org/services/support-groups/</p> <p>Email: mail@carersmiltonkeynes.org Website: www.carersmiltonkeynes.org/</p>	01908 231 703
Carers UK	<p>Careers helpline: Help and advice on weekends between 10am – 4pm</p> <p>Email: advice@carers.uk</p>	0808 808 7777
Carers Credit	<p>If you are a carer for at least 20 hours a week, it is a National Insurance credit that helps with gaps in your National Insurance record. Your State Pension is based on your National Insurance record.</p> <p>Website: www.gov.uk/carers-credit/overview</p>	
Carers Allowance	<p>You don't have to be related to, or live with, the person you care for. You must be 16 or over and spend at least 35 hours a week caring for them. Carer's Allowance is taxable. It can also affect your other benefits.</p> <p>Website: www.gov.uk/carers-allowance/overview</p>	

Contact

Families Need Fathers	<p>FNF is the leading UK charity supporting dads, mums and grandparents to have personal contact and meaningful relationships with their children following parental separation.</p> <p>We offer information, advice and support services helping parents to achieve a positive outcome for their children.</p> <p>Our online Forum and our network of over 50 UK Branches also offer pro-bono guidance of solicitors and others familiar with the operation of the family courts.</p> <p>National Telephone Helpline – available from 9am – 10pm Monday to Friday, 10am – 3pm at weekends on 0300 0300 363.</p> <p>Website: www.fnf.org.uk/</p>	0300 0300 363
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Fathers4justice	<ol style="list-style-type: none"> 1. We know how bad things get. We will help you talk things through and explore your options. 2. We will give you independent, confidential advice on your case. 3. We are fathers who have been through the system, and won. 4. We will give you options for further ongoing support in your case. <p>£30 for online subscription for one year.</p> <p>Email office@fathers-4-justice.org Website: www.fathers-4-justice.org/</p>	
National Family Mediation	<p>About National Family Mediation National Family Mediation (NFM) offers high-quality family mediation and support services to all families affected by relationship breakdown, divorce or separation in England and Wales. NFM mediators are carefully selected and trained to the highest standards. They will help you to reach joint decisions about all the issues associated with your separation.</p> <p>We also provide specialist services for children / grandparents.</p> <p>Website: www.nfm.org.uk</p>	0300 4000 636
Useful websites for separation		
Family Lives	<p>How we can help you</p> <p>If you would like support and advice, you can talk to one of our Family Support Workers by calling our confidential helpline on 0808 800 2222. You can also share experiences and advice with other parents on our Forums. Family Lives is here for you and you can contact us about any family issue, big or small.</p>	0808 800 2222
Support for Grandparents		
Grandparents Support Group	<p>Support group for Grandparents caring for their grandchildren</p> <p>Drop in Tuesday 10.00am – 12.00pm (term time only) at</p> <p>Kent's Hill Community Centre Firthwood Crescent Kents Hill Milton Keynes MK7 6HQ</p> <p>Email: grandparents.sq@ntlworld.com Website: http://www.grandparentsupportgroup.org.uk/</p>	01525 753 422
Now Kinship	<p>Support for Grandparents caring for their grandchildren</p> <p>A national charity dedicated to grandparents and their role in the care and development of their grandchildren.</p> <p>Website: www.kinship.org.uk</p>	Main Office 020 8981 8001 Advice Line 0300 123 7015
Family Rights Group	<p>For family and friends carers (also known as Kinship Carers)</p>	Advice line 0808 801 0366

	<p>Website providing help and advice for those raising someone else's child as a family or friends carer, or are thinking about raising someone else's child as a family and friends carer.</p> <p>The Helpline is open Monday to Friday 9.30am – 3.00pm</p> <p>Email: office@frg.org.uk Website: www.frg.org.uk</p>	
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Benefits		
Child Benefit	<p>If you are responsible for a child under 16 (or 20 if they stay in approved education or training.) and you live in the UK.</p> <p>Website: https://www.gov.uk/child-benefit</p>	
Child Care and Tax Credits	<p>Help with childcare costs while you are working.</p> <p>Website: https://www.gov.uk/childcare-tax-credits</p>	
Cold Weather Payment	<p>If you are getting certain benefits, you may be able to get a Cold Weather Payment. These payments are made when your local temperature is either recorded as, or forecast to be, an average of 0 degrees Celsius or below over 7 consecutive days.</p> <p>Website: https://www.gov.uk/cold-weather-payment</p>	
Employment and Support Allowance (ESA)	<p>If you are ill or disabled it offers financial support if you're unable to work.</p> <p>Website: https://www.gov.uk/employment-support-allowance</p>	
Free School Meals	<p>From September 2014, all children in Reception, Year 1 or Year 2 can receive school meals at no cost to you. This is a universal entitlement for all infant aged children. In addition, every child whose parent is receiving one of the welfare benefits listed will be eligible for Pupil Premium funding. This is extra money for the school, provided by government, to pay for targeted support for learning. To register for Pupil Premium funding, all you have to do is complete the registration form. Entitlement to Free School Meals for children in school Year 3/Key Stage 2 and above is not universal. You will need to make a separate application and your eligibility will be dependent on the welfare benefits that you receive. Your entitlement will go through a regular checking process. In order to apply for Free School Meals for a child/children in year 3 and above, please collect a Free School Meals application form from your child's school, print one from the council website or email the free school meals team to request one to be sent to you. You can also collect a Free School Meal application form - for pupils in Year 3/Key Stage 2 and above from the reception at Milton Keynes Council offices at Saxon Court and Civic Offices</p>	

	Website: https://www.milton-keynes.gov.uk/schools-and-lifelong-learning/information-for-parents/school-meals	
Guardians Allowance	You could get Guardian's Allowance if you're bringing up a child whose parents have died. You may also be eligible if there's one surviving parent. You get it on top of Child Benefit and it's tax-free. Website: https://www.gov.uk/guardians-allowance	
Healthy Start	If you are pregnant or have a child under 4 years old, you can receive vouchers for milk, fruit, vegetables, infant formula or vitamins. If you are pregnant or have a child aged 1-4 or two vouchers a week if you have a child under the age of 1. Website: https://www.gov.uk/healthy-start	
Help with health costs	Although treatment on the NHS is free at the point of delivery, there may still be some costs (for example, your journey to hospital). However, much or all of the cost can be reclaimed, which should ease any added stress. Website: http://www.nhs.uk/nhsengland/Healthcosts/pages/Abouthealthcosts.aspx	
Sure Start maternity grant	A one-off payment of £500 to help towards the costs of having a child when claiming certain benefits. Website: https://www.gov.uk/sure-start-maternity-grant/overview	

Debt advice / support		
MK Money Lifeline – Debt Advice	Services are provided by a team of trained volunteers who give advice in accordance with the training provided by Community Money Advice. MK Money Lifeline Acorn House 391A, Midsummer Boulevard Milton Keynes MK9 3HP Email: office@mkmoneylifeline.org.uk Website: http://www.mkmoneylifeline.org.uk	0300 123 5198
Local Welfare Provision (LWP)	Milton Keynes Council provides a Local Welfare Provision scheme (LWP) which aims to: <ul style="list-style-type: none"> • Prevent serious risk to health, wellbeing or safety • Provide essential support in the event of an emergency • Help people to be part of the community An award will normally be a one off payment, normally in goods or services, as a short term fix to prevent a long term problem Email: lwp@milton-keynes.gov.uk	01908 253040

	Website: https://www.milton-keynes.gov.uk/benefits-council-tax/local-welfare-provision/what-is-local-welfare-provision-lwp	
Buttle UK	<p>We can deliver or fund critical household items such as:</p> <ul style="list-style-type: none"> •Gas or electric cookers •Essential household items, furniture and kitchen equipment •Clothing in exceptional or emergency situations •Baby equipment •Fridges and freezers •Washing machines •Children’s beds and bedding <p>Website: https://www.buttleuk.org</p> <p>Contact online via: https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form and complete form.</p>	0207 828 7311
Turn 2 Us	<p>Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support services. Access to Benefits Calculator.</p> <p>Website: https://www.turn2us.org.uk/</p>	
Step Change	<p>New to us? Get expert debt advice. Don’t forget to use our budget form (can be found online) to gather your information before calling. A debt advice call takes around 40 minutes to complete.</p> <p>Website: www.stepchange.org Phone lines available: Mon-Fri 8am-8pm, Sat 8am-4pm</p> <p>We can only give advice and offer debt solutions to clients living in the UK in England, Wales, Scotland or Northern Ireland or clients from the UK living abroad on a short-term basis.</p> <p>If you’re living abroad on a short term basis you must fit all of the following criteria for us to be able to advise you:</p> <ul style="list-style-type: none"> • You’ve lived in the UK in the last 3 years • Your debts were incurred in the UK • You access your money from a UK bank account and/or you are returning to the UK within the next 12 months 	0800 138 1111
MK Storehouse	<p>We provide donated clothing for adults and for children of school age upwards free of charge to families and individuals who are in need and have been referred to us.</p> <p>Professional referral required. If you are a local authority, charity, faith organisation or if you are a professional working in care, health or education, you can refer to MK Storehouse individuals or families in need who you have come into contact with. If you wish to refer anyone then please contact us and we will discuss this with you and supply the necessary information and Referral Form.</p>	01908 233 725

	<p>Unit 5 Hollin Lane Stacey Bushes Milton Keynes MK12 6HT</p> <p>Website: http://www.mkstorehouse.org/</p>	
Baby Basics MK	<p>Baby Basics MK is a volunteer-led charity dedicated to supporting families who are in greatest need in Milton Keynes. Baby Basics is sponsored by King's Church MK, who originally gave birth to it before it became a charity in its own right.</p> <p>We rely on donations of second-hand, but good condition, baby essentials. These are lovingly made into gift packages that give families everything they will need to get started with a new baby, and continue to support them where needed.</p> <p>Families may be referred to us by professionals.</p>	01908 968 488
Talisman Charitable Trust	<p>We assist individuals of small means who the trustees consider to be deserving and may be described as "going short". From time to time, we also assist other charities with similar objectives to our own.</p> <p>In general, the relief of poverty includes grants for education, health, housing, disablement or disability.</p> <p>Applications should be made on behalf of individuals by a local authority, another charitable organisation or a non-profit organisation such as the Citizens' Advice Bureau</p> <p>Website: www.talismancharity.org</p>	
Catherine Featherstone	<p>For families in conditions of need, hardship or distress whereby making a grant of money or providing or paying for items, services or facilities calculated to reduce the need, hardship or distress of such persons. Preference will be made to those who attend church regularly.</p> <p>For Milton Keynes / Buckinghamshire.</p>	01908 563 350
Smallwood Trust	<p>We understand that a small amount of money and support can make a big difference. That's why we can provide a little bit of extra cash to help you with your day to day household and living expenses, and a guiding hand to help you through a tough situation. We will discuss your circumstances with you when you apply.</p> <p>Website: www.smallwoodtrust.org.uk</p>	0300 365 1886
Charlie's Gift	<p>'Charlie's Gift' is a Hertfordshire based charity, which provides grants of money to support local children who face challenges in life because of health issues, special needs, bereavement or poverty.</p> <p>Website: https://www.charliesgift.co.uk/</p> <p>Applying for support: https://www.charliesgift.co.uk/pages/contact-us</p>	

Food Banks		
Community Fridge	<p>Community initiative designed to help residents and businesses reduce food waste and build stronger community bonds. Everyone is welcome to use MK Community Fridge. Go in, select the food needed and register what food has been taken...enjoy.</p> <p>OPENING TIMES</p> <p>Coffee Hall (Woughton Community Council) Tuesday 10:00-14:00 Thursday 10:00-14:00</p> <p>Conniburrow (Big Local Community Hub) Wednesday 12:30-14:30 Friday 12:30-14:30 Saturday 12:30-14:30</p> <p>Great Linford (Little Bookshop) Monday 11:00-12:30 Friday 11:00-12:30</p> <p>Netherfield (Vineyard Chapel) Tuesday 17:00-19:00 Thursday 11:00-13:00</p> <p>Westcroft (Westcroft Pavillion) Tuesday 14:00-16:00</p> <p>Wolverton (The Old Bath House) Wednesday 18:00-19:00 Saturday 12:00-13:30</p> <p>Website: www.mkcommunityfridge.org</p> <p>Email: mkcommunityfridge@gmail.com</p>	<p>01908 310574</p> <p>07813 780125</p>
The Food Bank	<p>Food parcels can be picked up from one of our serving sessions located around the city. Clients can receive a food parcel x5 times within a rolling 12 month period.</p> <p>Frank Moran Centre, Melrose Avenue, Bletchley, MK3 6PA Mon to Fri 09:00 – 16:00</p> <p>King’s Community Centre, Creed St, Wolverton, MK12 5LY Mon to Fri 12:30 – 14:30</p> <p>Spotlight Centre, Serpentine Court, Lakes Estate Bletchley, MK2 3QR Mon to Fri 12:00 – 14:00</p> <p>Rowans Family Centre, 13A Moorfoot, Fullers Slade, MK11 2BD Mon to Fri 09:00 – 15:00 (appointments only – call Helpline to book)</p> <p>Moorlands Family Centre, 8 Dodkin, Beanhill, MK6 4LP Mon and Weds 14:30 – 15:30 Thurs 09.30 – 10.30</p>	<p>01908 322 800</p> <p>0300 303 4933</p>

	<p>Hedgerows Family Centre, Langland Road, Netherfield, MK6 4NP Mon to Fri 09:00 – 15:00 (appointments only – call Helpline to book)</p> <p>Milton Keynes Christian Centre, Strudwick Drive, Oldbrook, MK6 Mondays and Fridays only, 13:45 – 14:45</p> <p>Oakgrove Parish Council Office, 27 Atlas Way, Oakgrove, MK10 9SG Tuesdays and Thursdays, 14:30 – 16:00</p> <p>Unity Park (the old bus station), 401 Elder Gate, MK9 1LR Wednesdays and Thursdays 14.30 – 16.00</p> <p>Great Linford Parish Office, 1 St Leger Court, Gt Linford, MK14 5HA Mon, Tues, Thurs, Fri 09:00 – 16:00 Weds 09.00 – 12.00</p> <p>Agencies who can issue a foodbank voucher: http://mkfoodbank.org.uk/wp-content/uploads/Agency-Listing-2.pdf</p> <p>Website: www.mkfoodbank.org.uk</p> <p>Email: thefoodbank@mkcc.org.uk</p>	
Housing		
Private Sector Housing	<p>The team covers all housing which is not owned by the council, including leasehold properties, privately rented accommodation, housing association properties and those which are owner occupied.</p> <p>email: privatesectorhousing@milton-keynes.gov.uk</p>	01908 252664
MKC Housing	<p>Milton Keynes Council Housing services.</p> <p>Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3EJ</p> <p>Website: www.milton-keynes.gov.uk/housing</p>	01908 252 937 Out of hours emergency: 01908 226 699
Connection Support	<p>For young people age 16+ and adults. Housing related support to help avoid homelessness or to sustain a tenancy and maintain independence</p> <p>Bletchley Park Science & Innovation Centre E Block EAU3 The Mansion Bletchley Park Milton Keynes MK3 6EB</p> <p>Email: mkenquiries@connectionsupport.org.uk Website: www.connectionsupport.org.uk/milton-keynes/</p>	01908 363 492 01908 363 493
Shelter	<p>National Housing helpline</p> <p>Website: www.shelter.org.uk</p>	0808 800 4444

National Homelessness Advice Service	Free advice for professionals regarding housing. Chat service which was quick response, information and advice. A transcript of the chat can be emailed to the professional Website: https://www.nhas.org.uk/	
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Criminal / legal support		
The Prison Advice and Care Trust (Pact)	The Prison Advice and Care Trust (Pact) is a national charity that provides support to prisoners, people with convictions, and their families. We support people to make a fresh start, and minimise the harm that can be caused by imprisonment on people who have committed offences, on families and on communities. What we do: <ul style="list-style-type: none"> • Build stronger families and safer communities. • Reduce risk of harm to prisoners and their children. • Remove barriers and increase awareness in public services. • Influence commissioning, policy and legislation. Website: https://www.prisonadvice.org.uk/	Prisoners family helpline: 0808 808 2003

Disabilities / Disabilities benefits		
Network Autism	Sensory processing: an online resource - Middletown Centre for Autism, partners of Network Autism, have produced an online sensory processing resource aimed at supporting autistic children and young people and the professionals working with them. Website: www.autism.org.uk	
Department of Work and Pensions, Disability and Carers Service	Provides financial support for customers claiming disability benefits and their carers – for example, Disability Living Allowance and Carer’s Allowance. Website: http://www.dwp.gov.uk/about-dwp/customer-delivery/disability-and-carers-service/	
Disabled Facilities Grant	If you or someone living in your property is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there. Milton Keynes families will need to make this request through an occupational therapist. Website: https://www.gov.uk/disabled-facilities-grants/overview	
Family Fund	Provides grants to low-income families raising disabled and seriously ill children and young person aged 17 or under. Website: http://www.familyfund.org.uk/	
Sunny Days	Sunny Days Children's Fund is a national registered charity which raises funds to help children under the age of 18 years with a wide range of adverse medical conditions including Leukaemia, Cerebral Palsy, the Deaf and Blind, Terminal Illnesses, and all other life hindering conditions.	

	Provides grants to low-income families raising disabled and seriously ill children and young person aged 17 or under. Website: http://www.sunnydaysfund.org.uk/index.shtml	
The Social Fund	This guide gives information about Budgeting Loans, Sure Start Maternity Grants, Funeral Payments, Cold Weather and Winter Fuel Payments. The guide applies equally to people of working age and to people over State Pension age Website: https://www.gov.uk/government/publications/the-social-fund-technical-guidance	
Motability	The Motability Scheme enables disabled people to lease a new car, scooter or powered wheelchair, using their Government funded mobility allowance . If you receive the Higher Rate Mobility Component of Disability Living Allowance, the Enhanced Rate of the Mobility Component of Personal Independence Payment (PIP) , the War Pensioners’ Mobility Supplement (WPMS) or the Armed Forces Independence Payment (AFIP) you may be eligible to join the Motability Scheme. Website: http://www.motability.co.uk	
Disability snow sport UK	The skiers and boarders charity offering skiing lessons to those with physical and/or mental disabilities. We strive to promote equality and opportunity for those with disabilities to take part in snow sports by offering increased opportunities, independence, mobility, freedom and social interaction. We welcome skiers of all ages and abilities. Website: www.disabilitysnowsport.org.uk	
Shaw Trust	Shaw Trust is a national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently. We believe everyone has the right to work and we have campaigned for over 25 years to turn our vision into a reality. Every year we work with over 75,000 clients who face barriers due to disability, ill health or social circumstance. Thousands of employers and public sector organisations also benefit from our range of services for business. We are the UK’s largest third sector provider and one of the Government’s lead partners in the delivery of employment programmes for disabled and disadvantaged people. Website: www.shaw-trust.org.uk	
Spinal Injuries Association	SIA is the national organisation for spinal cord injured people and their families. It offers a range of services for paralysed people throughout the UK. Website: www.spinal.co.uk	

Benefits		
Personal Independence Payment (PIP)	Personal Independence Payment (PIP) helps with some of the extra costs caused by long-term ill-health or a disability if you’re aged 16 to 64.	

	<p>The rate depends on how your condition affects you, not the condition itself. You'll need an assessment to work out the level of help you get. Your award will be regularly reassessed to make sure you're getting the right support.</p> <p>Website: https://www.gov.uk/pip/overview</p>	
Winter Fuel Payment	<p>You usually get a Winter Fuel Payment automatically if you get the State Pension or another social security benefit (not Housing Benefit, Council Tax Reduction or Child Benefit or Universal Credit).</p> <p>If you qualify but don't get paid automatically, you'll need to make a claim.</p> <p>Website: https://www.gov.uk/winter-fuel-payment</p>	
Housing Benefits	<p>You could get Housing Benefit to help you pay your rent if you're on a low income. Housing Benefit can pay for part or all of your rent. How much you get depends on your income and circumstances. You can apply for Housing Benefit whether you're unemployed or working. You may also be able to get help with your rent if your benefits stop. Housing Benefit can't be paid for heating, hot water, energy or food - if you need help, use a benefits calculator to see what else you might be entitled to.</p> <p>Website: https://www.gov.uk/housing-benefit</p>	
Council Tax Reduction Scheme	<p>Apply to your local council for Council Tax Reduction (sometimes called Council Tax Support). You'll get a discount on your bill if you're eligible. You could be eligible if you're on a low income or claim benefits. Your bill could be reduced.</p> <p>Website: https://www.gov.uk/apply-council-tax-reduction</p>	

Life limited conditions

Keech Hospice Care	<p>Provides emotional and practical support for adults and children diagnosed with a life-limiting condition and their families.</p> <p>Website: https://www.keech.org.uk/childrens-services</p>	
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Multi-Cultural

Asian Women's Resource Centre	<p>We provide support services in the following languages: Bengali, Gujarati, Hindi, Hinko, Konkani, Marathi, Pashto, Patwari, Punjabi, Urdu, Farsi, Portuguese, Italian, Kurdish, Turkish & Azerbaijan. Our service ensures cultural sensitivity, confidentiality and listening time in a safe, non-judgemental environment. We have an open door policy to all women in need, from all ethnicity and backgrounds.</p> <p>This year the AWRC is celebrating 40 years of service, 40 years of providing life-saving support to women and children who have been affected by domestic abuse, forced marriages, honour based and faith-based abuse.</p> <p>Website: http://www.asianwomencentre.org.uk/</p>	
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Domestic Abuse		
MK ACT	MK Act is a charity in Milton Keynes which works with over 100 families' every day to help them move on from fear and abuse. We have been providing safe emergency accommodation in Milton Keynes for women and their children escaping domestic violence for over 40 years. Email: info@MK-ACT.org Website: www.mkact.com	Helpline: 0344 375 4307
National Centre for Domestic Violence	Assistance to obtain court injunctions Website: www.ncdv.org.uk	0800 970 2070
Asian Women's Helpline	Support for Asian victims of abuse, including "honour-based violence" and forced marriage. Non-English speakers available. Website: www.wycombewomensaid.org.uk	01494 446 366
Karma Nirvana	Support for Asian victims of abuse, including "honour-based violence" and forced marriage. Non-English speakers available. Website: www.karmanirvana.org.uk	0800 5999 247
Kiran Project	Support for Asian victims of abuse, including "honour-based violence" and forced marriage. Non-English speakers available. Website: www.kiranproject.org.uk	0208 5581 986
Forced Marriage Unit	Support for Asian victims of abuse, including "honour-based violence" and forced marriage. Non-English speakers available. Website: www.gov.uk/forced-marriage	0207 0080 151
Women's Aid	National Helpline Website: www.womensaid.org.uk	0808 2000 247
Sexual Assault Referral Centre (SARC)	SARC provides a safe, discreet and caring environment to support victims of rape and sexual assault Phone Support 0800 783 6294 (freephone) Monday 18:30 – 21:00 Thursday 18:30 – 20:30 Sunday 18:30 – 20:30 Text support: 07537 432 442 Thursday 18:30 – 20:30 Sunday 18:30 – 20:30 Email support: support@osarcc.org.uk – we aim to reply to support emails within 7 days or sooner when we are able. Website: https://www.osarcc.org.uk	0800 783 6294

Rape Crisis	National Rape Helpline Website: www.rapecrisis.org.uk	0808 802 9999
Victim Support	Support for victims of crime Website: www.victimsupport.org.uk	0808 168 911
National Stalking Helpline	Harassment or stalking advice Website: www.stalkinghelpline.org	0808 168 9274
Men's Advice Line	Confidential helpline for men experiencing domestic violence from a partner or ex-partner (or from other family members). Website: www.mensadvice.org.uk Email: info@mensadvice.org.uk	0808 802 0300
Mankind	Men's National helpline Website: www.mankind.org.uk	Helpline: 0808 801 0327
Respect Phone-line	For perpetrators Website: www.respectphoneline.org.uk	01823 334244
Galop	Lesbian and Gay Helpline LGBT+ Domestic Abuse Helpline 0800 999 5428 Conversion Therapy Helpline 0800 130 3335 LGBT+ Hate Crime Helpline 020 7704 2040 Website: www.galop.org.uk	0808 802 4040
Gypsies, Travellers and Roma Families		
Friends, Families and Travellers - FFT	Friends, Families and Travellers: Working towards equality We work on behalf of all Gypsies, Travellers and Roma regardless of ethnicity, culture or background. We seek to end racism and discrimination against Gypsies, Travellers and Roma and to protect the right to pursue a nomadic way of life. We provide advice and consultancy, promote health and wellbeing, and contribute to research and policy making, deliver training and much more. www.gypsy-traveller.org	Helpline: 01273 234 777
Oxfordshire and Buckinghamshire Gypsy and Traveller Services	Oxfordshire and Buckinghamshire Gypsy and Traveller Services is committed to ensuring that all issues that affect Travellers staying on land within the county are dealt with in a balanced and proportionate manner. We deal with any issues of unauthorised encampments and manage the six county council owned permanent sites. Address: 1st floor, Bicester Fire Station, Queens Avenue, Bicester, Oxfordshire OX26 2NR Email address: travellers@oxfordshire.gov.uk	01865 815545