

USEFUL SUPPORT SERVICE CONTACT DETAILS FOR CHILDREN AND YOUNG PEOPLE		
Service Name	Service Information (please see individual websites for further information)	Service Contact Numbers
<b>Safeguarding</b>		
<b>Multi Agency Safeguarding Hub (MASH)</b>	<p><b>For children and young people up to 18</b></p> <p><b>Address:</b> 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><b>Email:</b> <a href="mailto:children@milton-keynes.gov.uk">children@milton-keynes.gov.uk</a></p> <p><b>Website:</b> <a href="https://www.milton-keynes.gov.uk/children-young-people-families/milton-keynes-multi-agency-safeguarding-hub-mash">https://www.milton-keynes.gov.uk/children-young-people-families/milton-keynes-multi-agency-safeguarding-hub-mash</a></p>	<p>01908 253 169 or 01908 253 170</p>
<b>Family Support</b>		
<b>Children and Families Practices</b>	<p><b>For families with children up to 18</b></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><b>Address:</b> Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ</p> <p><b>Email:</b> <a href="mailto:children@milton-keynes.gov.uk">children@milton-keynes.gov.uk</a></p> <p><b>Website:</b> <a href="https://www.milton-keynes.gov.uk/children-young-people-families/early-help/children-and-families-practices-one-family-one-plan">https://www.milton-keynes.gov.uk/children-young-people-families/early-help/children-and-families-practices-one-family-one-plan</a></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>
<b>Children and Family Centres</b>	<p><b>Children's Centres</b> <b>For families with children from 0 to 5, as well as expectant parents</b> Support and a range of services for families across 17 Children's Centres in Milton Keynes.</p> <p><b>Family Centres</b> For the whole family including older children and grandparents</p> <p><b>Website:</b> <a href="https://www.milton-keynes.gov.uk/children-young-people-families/early-years-and-childcare/children-s-centres">https://www.milton-keynes.gov.uk/children-young-people-families/early-years-and-childcare/children-s-centres</a></p>	
<b>Family Lives</b>	<p><b>Parenting and family support through their website and helpline</b></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><b>Email:</b> <a href="mailto:askus@familylives.org.uk">askus@familylives.org.uk</a></p>	<p>0808 800 2222</p>

	<p><b>Website:</b> <a href="http://www.familylives.org.uk">www.familylives.org.uk</a></p> <p><b>Online parenting courses:</b> <a href="https://www.familylives.org.uk/how-we-can-help/online-parenting-courses/">https://www.familylives.org.uk/how-we-can-help/online-parenting-courses/</a></p> <p><b>Printable leaflets:</b> <a href="https://www.familylives.org.uk/how-we-can-help/leaflets/">https://www.familylives.org.uk/how-we-can-help/leaflets/</a></p>	
<b>Mental Health</b>		
<b>Milton Keynes Specialist Child and Adolescent Mental Health Service (MK Sp CAMHS)</b>	<p><b>For children and young people up to the age of 18</b></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: <a href="mailto:cnw-tr.mkspcamhsspa@nhs.net">cnw-tr.mkspcamhsspa@nhs.net</a></p> <p>Milton Keynes CAMHS website: <a href="https://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/milton-keynes-camhs">https://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/milton-keynes-camhs</a></p> <p>Information about CAMHS mental health services for children, young people and their families <a href="https://www.cnwl.nhs.uk/camhs">https://www.cnwl.nhs.uk/camhs</a></p>	<p>01908 724228 (new referrals)</p> <p>01908 724544 (existing patients)</p>
<b>Milton Keynes Early Intervention Psychosis Team</b>	<p><b>For young people and adults aged 14+</b></p> <p>The team provides assessment and treatment for people experiencing their first episode of psychosis</p> <p>Westcroft Health Centre, 1 Savill Lane, Westcroft, Milton Keynes, MK4 4EN</p> <p>Website: <a href="http://www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/milton-keynes-early-intervention-psychosis-team">www.cnwl.nhs.uk/services/mental-health-services/child-and-adolescent-mental-health-services/milton-keynes-early-intervention-psychosis-team</a></p>	01908 725 888
<b>East Midlands Community Forensic Child and Adolescent Mental Health Service</b>	<p><b>For young people up to the age of 18</b></p> <p>Forensic CAMHS provided advice, consultation, specialist assessment and support to services and teams working with young people in the community who exhibit risky behaviours or who are already in the youth justice system and have or display signs of mental health difficulties.</p> <p>Email: <a href="mailto:FCAMHSEastMidlands@nottshc.nhs.net">FCAMHSEastMidlands@nottshc.nhs.net</a></p> <p>Website: <a href="https://www.stah.org/our-services/camhs/fcamhs/">https://www.stah.org/our-services/camhs/fcamhs/</a></p>	0115 952 9487

Local Counselling Services		
<b>YiS – Young People’s Mental Health, Counselling, Education and Training</b>	<p><b>For young people aged 11 to 21</b></p> <p>Free and confidential counselling for young people who live, learn or work in Milton Keynes.</p> <p><b>Address:</b> YiS – Youth Counselling Service, c/o Milton Keynes College, Chaffron Way, Leadenhall, MK6 5LP</p> <p><b>Email:</b> <a href="mailto:info@mkyis.org.uk">info@mkyis.org.uk</a></p> <p><b>Messenger:</b> m.me/YiSMentalHealth</p> <p><b>Website:</b> <a href="http://www.mkyis.org.uk">www.mkyis.org.uk</a></p>	01908 604 700
<b>Mind</b>	<p><b>For young people and adults aged 16+</b></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><b>Address:</b> Margaret Powell House, Central Milton Keynes, MK9 3BN</p> <p><b>Email:</b> <a href="mailto:hq@mind-blmk.org.uk">hq@mind-blmk.org.uk</a></p> <p><b>Website:</b> <a href="http://www.mind-blmk.org.uk">www.mind-blmk.org.uk</a></p>	<p>0300 330 0648</p> <p>MK Office: 01908 257 830</p>
<b>Relate Milton Keynes</b>	<p><b>For young people aged 11 to 18</b></p> <p>Counselling for young people and families to help improve relationships.</p> <p><b>Address:</b> Relate Milton Keynes, 47 Aylesbury Street, Wolverton, MK12 5HX</p> <p><b>Email:</b> <a href="mailto:appointment@relatemk.org">appointment@relatemk.org</a></p> <p><b>Website:</b> <a href="http://www.relatemk.org">www.relatemk.org</a></p>	01908 310 010
<b>NewStart</b>	<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><b>Website:</b> <a href="http://www.thebus-stop.org">www.thebus-stop.org</a> <a href="http://www.convergencecollege.org">www.convergencecollege.org</a></p>	<p>07799 847720</p> <p>01908 234 643</p>
Online, Text and Telephone Support		
<b>Kooth</b>	<p><b>For young people aged 11 to 19</b></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</p>	

	mobile, tablet and desktop and offers free safe and anonymous support for young people.  <b>Website:</b> <a href="http://www.kooth.com">www.kooth.com</a>	
<b>ChatHealth</b>	<p><b>For young people young people aged 11-19</b></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"> <li>• stress and anxiety</li> <li>• bullying</li> <li>• self-harm</li> <li>• alcohol and drugs</li> <li>• sex, contraception and relationship</li> </ul> <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>	Text 07480 635517
<b>Childline</b>	<p><b>For children and young people up to the age of 19</b></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><b>The Helpline</b> is open 24 hours a day 7 days a week</p> <p><b>Chat online:</b> <a href="http://www.childline.org.uk/get-support/1-2-1-counsellor-chat">www.childline.org.uk/get-support/1-2-1-counsellor-chat</a></p> <p>Sign video service for deaf children</p> <p><b>Website:</b> <a href="http://www.childline.org.uk">www.childline.org.uk</a></p>	Helpline 0800 1111
<b>Muslim Youth Helpline</b>	<p><b>For young people</b></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><b>The Helpline</b> is open 7 days a week, 365 days a year 4.00pm – 10.00pm</p> <p><b>Email:</b> <a href="mailto:info@myh.org.uk">info@myh.org.uk</a></p> <p><b>Website:</b> <a href="http://www.myh.org.uk">www.myh.org.uk</a></p>	Helpline 0808 808 2008
<b>Samaritans</b>	<p><b>For children young people and adults</b></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>	Free Helpline 116 123  0330 094 5717

	<p><b>The Helpline</b> is open 24 hours a day, 7 days a week</p> <p>Local Office: 161 Fishermead Boulevard Fishermead MK6 2AB</p> <p>Email: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a> Website: <a href="http://www.samaritans.org/branches/samaritans-milton-keynes">www.samaritans.org/branches/samaritans-milton-keynes</a></p>	Local call charges apply
<b>SHOUT</b>	<p><b>For children and young people</b></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 : <a href="http://www.giveusashout.org">www.giveusashout.org</a> <a href="http://www.crisistextline.uk">www.crisistextline.uk</a></p>	Crisis Text Line Text SHOUT to 85258
<b>SupportLine</b>	<p><b>For children, young people and adults</b></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: <a href="mailto:info@supportline.org.uk">info@supportline.org.uk</a> Website: <a href="http://www.supportline.org.uk">www.supportline.org.uk</a></p>	01708 765 200
<b>The Mix</b>	<p><b>For young people up to the age of 25</b></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><b>Free confidential helpline and webchat service</b> open 7 days a week from 4.00pm to 11.00pm</p> <p><b>Crisis Messenger:</b> service that is available 24 hours a day, 7 days a week.</p> <p><b>Counselling Service:</b> <a href="https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service">https://www.themix.org.uk/get-support/speak-to-our-team/the-mix-counselling-service</a></p> <p>Email: <a href="http://www.themix.org.uk/get-support/speak-to-our-team/email-us">www.themix.org.uk/get-support/speak-to-our-team/email-us</a></p> <p>Website with lots of helpful information and resources.</p> <p>Website: <a href="http://www.themix.org.uk">www.themix.org.uk</a></p>	<p>Helpline 0808 808 4994</p> <p>Crisis Text Line Text THEMIX to 85258</p>
	<b>For children, young people and their parents</b>	

<b>Young Minds</b>	<p>National Charity committed to improving the emotional well-being and mental health of children and young people.</p> <p><b>Parent's helpline</b> 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><b>Crisis Messenger:</b> A young person looking for help and support can text the YoungMinds Crisis messenger 24/7 if they are experiencing a mental health crisis.</p> <p><b>Website:</b> <a href="http://www.youngminds.org.uk">www.youngminds.org.uk</a></p>	<p>Parents Helpline 0808 802 5544</p> <p>Crisis Messenger Text YM to 85258</p>
<b>Youth Mental Health Hub</b>	<p><b>For children and young people</b></p> <p>An information hub offering advice and help on mental health problems including depression, anxiety, and stress.</p> <p><b>Website:</b> <a href="https://www.nhs.uk/Livewell/youth-mental-health/Pages/Youth-mental-health-help.aspx">https://www.nhs.uk/Livewell/youth-mental-health/Pages/Youth-mental-health-help.aspx</a></p>	
<b>Helplines Partnership</b>	<p>On line directory of helplines across the UK and internationally</p> <p><b>Website:</b> <a href="http://www.helplines.org/helplines">www.helplines.org/helplines</a></p>	
<b>Support for Emotional Well-Being</b>		
<b>Service Six</b>	<p><b>For children and young people aged 5 to 19 (up to 25 with a disability)</b></p> <p>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.</p> <p>26 Rock Street Wellingborough NN8 4LW</p> <p><b>Email:</b> <a href="mailto:info@servicesix.co.uk">info@servicesix.co.uk</a>  <b>Email for Referrals:</b> <a href="mailto:referrals@servicesix.co.uk">referrals@servicesix.co.uk</a>  <b>Website:</b> <a href="http://www.servicesix.co.uk/youth-starz/">http://www.servicesix.co.uk/youth-starz/</a></p>	<p>07850 916600</p> <p>01933 277 520 or 01933 273 746</p>

Therapeutic Support		
<b>Ride High</b>	<p><b>For children and young people aged 8 to 17</b></p> <p>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.</p> <p>Ride High Equestrian Centre Redlands Drive Loughton MK5 8DH</p> <p><b>General enquiries</b> Email: <a href="mailto:info@ridehigh.org">info@ridehigh.org</a></p> <p><b>For queries relating to referrals</b> Email: <a href="mailto:admin@ridehigh.org">admin@ridehigh.org</a></p> <p><b>Website:</b> <a href="http://www.ridehigh.org">www.ridehigh.org</a></p>	<p>Ride High Centre: 01908 696 169</p> <p>Ride High Mobile: 07507 308 943</p>
<b>Child and Family Wellbeing</b>	<p><b>For children and their families</b></p> <p>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 <b>Play Therapy UK (PTUK)</b>.</p> <p><b>Email:</b> <a href="mailto:emma.halls@childandfamilywellbeing.co.uk">emma.halls@childandfamilywellbeing.co.uk</a></p> <p>There is a charge attached to this service, please see website for further details: <b>Website:</b> <a href="http://www.childandfamilywellbeing.co.uk">www.childandfamilywellbeing.co.uk</a></p>	07375 423826
<b>Headstart</b>	<p><b>For young people aged 13 to 17</b></p> <p>Arts activities to improve the health and wellbeing of young people who experience stress, anxiety or depression.</p> <p>Email: <a href="mailto:info@artsforhealthmk.org.uk">info@artsforhealthmk.org.uk</a> Referrals: <a href="mailto:referrals@artsforhealthmk.org.uk">referrals@artsforhealthmk.org.uk</a> Website: <a href="http://www.artsforhealthmk.org.uk">www.artsforhealthmk.org.uk</a></p>	01908 996 124
1:1 Support		
<b>Youth:MK One to One Programme</b>	<p><b>For young people of secondary school age 11 to 18</b></p> <p>One to one support to promote young people's personal and social development and enable them to have a voice, influence and place in their communities and society as a whole.</p>	01908 252 019

	<p><b>This service is under review (April 2020) Information will be updated shortly</b></p> <p>For more information please contact Caroline Barder, Team Manager for the Stay Safe Team, Youth:MK</p> <p><b>Email:</b> <a href="mailto:caroline.barder@milton-keynes.gov.uk">caroline.barder@milton-keynes.gov.uk</a></p>	
<b>Victims of Sexual Assault / CSE</b>		
<b>Solace Sexual Assault Referral Centre (SARC)</b>	<p><b>For children of all ages</b></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><b>Website:</b> <a href="http://www.solacesarc.org.uk">www.solacesarc.org.uk</a></p>	0800 970 9952
<b>Independent Sexual Violence Advisory Service (ISVA)</b>	<p><b>For young people 16 +</b></p> <p>A free support service for victims of any form of sexual abuse, including sexual exploitation and stalking involving a perceived sexual motive.</p> <p><b>Email:</b> <a href="mailto:isvathamesvalley@refuge.org.uk">isvathamesvalley@refuge.org.uk</a></p> <p><b>Website:</b> <a href="http://www.refugesexualviolence.org.uk">www.refugesexualviolence.org.uk</a></p> <p><b>For young people under 16</b> the service is provided by <b>SAFE</b></p>	0800 221 8186
<b>Mosac</b>	<p><b>For families</b></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><b>The free helpline is open</b> Monday, Thursday and Friday 10.00am – 2.00pm Tuesday and Wednesday 10.00am – 6.00pm</p> <p><b>Email:</b> <a href="mailto:enquiries@mosac.org.uk">enquiries@mosac.org.uk</a></p> <p><b>Website:</b> <a href="http://www.mosac.org.uk">www.mosac.org.uk</a></p>	<p>Helpline</p> <p>0800 980 1958</p>

## Children Affected by Crime





	<b>Email:</b> <a href="mailto:info@kidscape.org.uk">info@kidscape.org.uk</a> <b>Website:</b> <a href="http://www.kidscape.org.uk">www.kidscape.org.uk</a>	
<b>ThinkuKnow</b>	<b>For children and young people aged 4 to 18 and their parents</b>  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  <b>Website:</b> <a href="http://www.thinkuknow.co.uk">www.thinkuknow.co.uk</a>	

Eating Disorders		
<b>Beat Eating Disorders</b>	<b>Beat Youthline is open for children and young people up to the age of 18.</b>  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.  The Helpline is open 365 days a year Monday to Friday 12.00pm – 8.00pm Weekends and Bank Holidays 4.00pm – 8.00pm  <b>Email:</b> <a href="mailto:fyp@beateatingdisorders.org.uk">fyp@beateatingdisorders.org.uk</a> <b>One to One webchat:</b> <a href="https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one">https://www.beateatingdisorders.org.uk/support-services/helplines/one-to-one</a> <b>Website:</b> <a href="http://www.beateatingdisorders.org.uk">www.beateatingdisorders.org.uk</a>	Youthline 0808 801 0711  General Enquiries 0300 123 3355
Bereavement		
<b>Child Bereavement UK</b>	<b>For children and young people aged 4 to 25</b>  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.  Family Support Group for children 4 – 12 years Young People's Advisory Group for young people 11 – 25 years  Child Bereavement UK Sapphire House, Opal Court, East Wade Park, Foxmilne	Support & Information 0800 02 888 40  MK Office 01908 550 895

	<p>MK15 ODS</p> <p>Email: <a href="mailto:mksupport@childbereavementuk.org">mksupport@childbereavementuk.org</a></p> <p>Website: <a href="http://www.childbereavementuk.org">www.childbereavementuk.org</a></p>	
<b>Harrys Rainbow</b>	<p><b>For children and young people of all ages up to 18</b></p> <p>Support and access to advice, for children, young people and their families in Milton Keynes and the surrounding areas, who have been 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: <a href="mailto:info@harrysrainbow.co.uk">info@harrysrainbow.co.uk</a></p> <p>Website: <a href="http://www.harrysrainbow.co.uk">www.harrysrainbow.co.uk</a></p>	01908 061 676
<b>Winston's Wish</b>	<p><b>For children and young people up to age 18 and their families</b></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: <a href="mailto:ask@winstonswish.org">ask@winstonswish.org</a></p> <p>On line Chat: <a href="https://www.winstonswish.org/online-chat/">https://www.winstonswish.org/online-chat/</a></p> <p>Wednesday and Friday 12.00pm – 4.00pm</p> <p>Crisis Messenger: Text WW to 85258.</p> <p>Website: <a href="http://www.winstonswish.org">www.winstonswish.org</a></p>	<p>Helpline</p> <p>08088 020 021</p>
<b>Substance Misuse</b>		
<b>MKYP Drug and Alcohol Service</b> (formerly Compass)	<p><b>For children and young people up to the age of 18</b></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"> <li>• at risk of harm from drug and/or alcohol misuse</li> <li>• already experiencing problematic drug and/or alcohol misuse</li> <li>• being negatively impacted through living with someone else's misuse, for example parents, siblings or peers</li> </ul> <p>Email and Referrals: <a href="mailto:ypdaservice@milton-keynes.gov.uk">ypdaservice@milton-keynes.gov.uk</a></p>	01908 253 011

## Sexual Health Services, Support and Advice

<p><b>iCaSH Integrated Contraception and Sexual Health Services</b> (formerly Brook)</p>	<p><b>For young people and adults</b></p> <p>iCash provides services for all aspects of sexual health, including contraception, sexually transmitted infection (STI) and HIV testing and treatment. The service is provided in partnership with Terrence Higgins Trust, who deliver sexual health education and outreach across Milton Keynes (see below)</p> <p>624 South Fifth Street Milton Keynes Central MK9 2FX</p> <p>Patients of any age are also able to book appointments for all services (including those based at Milton Keynes Hospital) from this clinic.</p> <p>Please note that services for all ages will become available here from July 2020.</p> <ul style="list-style-type: none"> <li>•C-card</li> <li>•Chlamydia testing</li> <li>•Free condoms</li> <li>•Contraception (including coil consultations and fittings)</li> <li>•Emergency contraception</li> <li>•HIV testing</li> <li>•Psychosexual service</li> <li>•STI testing</li> <li>•Support and advice</li> <li>•Home testing (postal or collection)</li> <li>•Wellbeing support and advice</li> </ul> <p><b>Website:</b> <a href="http://www.icash.nhs.uk">www.icash.nhs.uk</a>  <b>Tel:</b> 0300 300 3030 Phone lines open Monday to Friday 8.30am, Saturday 9.15am</p>	<p>0300 300 3030</p>
<p><b>Terrence Higgins Trust</b></p>	<p><b>For young people aged to 25</b></p> <p>The Terrence Higgins Trust provides sexual health education and community outreach services including free condoms, health promotion and targeted education.</p> <p><b>1:1 education tailored to individual needs</b></p> <p>Referral criteria:</p> <ul style="list-style-type: none"> <li>• Underage sexual activity</li> <li>• Unsafe sexual behaviour</li> <li>• Risk of CSE</li> <li>• STI's</li> <li>• Previous or current unhealthy relationships</li> <li>• Contraceptive advice</li> <li>• Online safety/sexting</li> <li>• LGBT – questioning sexuality support/around sexuality</li> <li>• Termination of pregnancy support</li> </ul>	<p>0300 300 3030</p>

	<ul style="list-style-type: none"> <li>• Pregnancy Options</li> </ul> <p>Email: <a href="mailto:ccs.icash.milton.keynes.education@nhs.net">ccs.icash.milton.keynes.education@nhs.net</a></p>	
<b>Young Carers</b>		
<b>Young Carers MK Young Adult Carers</b>	<p><b>Young Carers</b> <b>For children and young people aged 8 to 19</b></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><b>Young Adult Carers – Same Chances</b> <b>For young people aged 16 to 25</b></p> <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: <a href="mailto:mail@carersmiltonkeynes.org">mail@carersmiltonkeynes.org</a> Website: <a href="http://www.carersmiltonkeynes.org">www.carersmiltonkeynes.org</a></p>	01908 231703
<b>Lesbian, Gay, Bisexual, Trans</b>		
<b>Q:alliance</b>	<p><b>For young people 13 to 19</b></p> <p>A registered charity that provides support, information, representation and a wide range of activities for young lesbian, gay, bisexual &amp; trans people, &amp; for young people questioning their sexuality or gender identity who live in Milton Keynes.</p> <p>Email: <a href="mailto:communications@qalliance.org.uk">communications@qalliance.org.uk</a> Youth Group Email: <a href="mailto:qyouthmk@qalliance.org.uk">qyouthmk@qalliance.org.uk</a> Facebook: <a href="http://www.facebook.com/Qalliance">www.facebook.com/Qalliance</a> Website: <a href="http://www.qalliance.org.uk">www.qalliance.org.uk</a></p>	
<b>Mermaids</b>	<b>For children, young people up to the age of 19, their families and professionals working with them</b>	Helpline 0808 801 0400

	<p>National charity offering individual and family support for gender diverse and transgender children. Support includes a helpline, email support service, online forums for parents and teens. Resources for parents, young people and professionals.</p> <p><b>The helpline is open:</b> Monday –Friday 9.00am-9.00pm</p> <p><b>Email:</b> <a href="mailto:info@mermaidsuk.org.uk">info@mermaidsuk.org.uk</a>  <b>Website:</b> <a href="http://www.mermaidsuk.org.uk">www.mermaidsuk.org.uk</a></p>	
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## HIV Support and Prevention Services

<b>Terence Higgins Trust</b>	<p>For young people 16+</p> <p>UK's leading HIV and sexual health charity supporting people living with HIV. A range of services are offered including HIV testing, support for people living with HIV, sexual health information and advice, advocacy, 1:1 and on line support.</p> <p>THT Direct Helpline is open Monday to Friday 10.00am-6.00pm Saturday and Sunday 10.00am – 1.00pm</p> <p>624 South Fifth Street Milton Keynes MK9 2FX</p> <p>Email: <a href="mailto:info.miltonkeynes@tht.org.uk">info.miltonkeynes@tht.org.uk</a>  Website: <a href="http://www.tht.org.uk/mkservices">www.tht.org.uk/mkservices</a></p> <p>Online support: <a href="http://www.myhiv.org.uk">www.myhiv.org.uk</a></p>	<p>01908 018 281</p> <p>Helpline 0808 802 1221</p>
<b>STaSS</b>	<p>Support for everyone who is living with or closely affected by HIV and or Hepatitis.</p> <p>Services include providing Mental Health, HIV and other STI such as Hepatitis awareness to the general public, delivering training to community groups, individuals and corporate organisations.</p> <p>Individual referrals can be sent via email for assessment, support and signposting</p> <p>Room 12 Kingston Community Centre 11 Winchester Circle Kingston Milton Keynes</p>	<p>01908 282 185</p> <p>07950 397 475</p>

	<p>MK10 OBA</p> <p>Email: <a href="mailto:admin@stass.org.uk">admin@stass.org.uk</a></p> <p>Website: <a href="http://www.stass.org.uk">www.stass.org.uk</a></p>	
<b>Housing</b>		
<b>Reconnect Milton Keynes</b>	<p>For young people age 16 – 17</p> <p>Reconnect MK offers impartial, professional support and mediation for young people aged 16-25 at risk of or currently experiencing homelessness as a result of a breakdown in family or other significant relationship.</p> <p>Through one-to-one, joint and whole family support and/or mediation sessions with a qualified mediator, they support young people and families to improve communication, overcome conflict and strengthen relationships.</p> <p>Email: <a href="mailto:reconnect.mk@depaulcharity.org.uk">reconnect.mk@depaulcharity.org.uk</a></p> <p>Website: <a href="http://www.depaulcharity.org.uk">www.depaulcharity.org.uk</a></p>	<p>03305550180</p> <p>07971 951687</p>
<b>Connection Support</b>	<p><b>For young people age 16+ and adults</b></p> <p>Housing related support to help avoid homelessness or to sustain a tenancy and maintain independence</p> <p>Bletchley Park Science &amp; Innovation Centre E Block EAL2 The Mansion Bletchley Park Milton Keynes MK3 6EB</p> <p>Email: <a href="mailto:mkenquiries@connectionsupport.org.uk">mkenquiries@connectionsupport.org.uk</a></p> <p>Website: <a href="http://www.connectionsupport.org.uk/milton-keynes">www.connectionsupport.org.uk/milton-keynes</a></p>	<p>01908 363 492</p>

<b>Education and Careers</b>		
<b>The Princes Trust</b>	<p>The Prince's Trust is a youth charity that helps change young lives supporting young people who are unemployed and those struggling at school and at risk of exclusion. Practical and financial support, developing key workplace skills such as confidence and motivation. We work with 13 to 30-year-olds who have struggled at school, have been in care, are long-term unemployed or have been in trouble with the law.</p> <p>Website: <a href="http://www.princes-trust.org.uk">www.princes-trust.org.uk</a></p>	
<b>ReturnMK</b>	<p>For young people aged 15 – 25</p> <p>ReturnMK provides music, multimedia and life-skills service for young people.</p> <p>A not-for-profit organisation which provides funded and subsidised alternative activities that engage young people, in the Milton Keynes and surrounding areas, otherwise excluded from mainstream schools/activities to enable them to have a sense of social inclusion. Initiatives are also offered that incorporate after-school and holiday projects.</p>	<p>0300 3033 609</p>

	<p>Young people can attend with parent's consent or professional referral.</p> <p>The Point 602 Midsummer Boulevard Central Milton Keynes MK9 3NB</p> <p>Website: <a href="http://www.returnmk.org">www.returnmk.org</a></p>	
<b>Youth Advice and Guidance</b>	<p>Youth Advice and Guidance is a free and confidential service for young people in Milton Keynes aged who are not in employment, education or training. Our skilled and experienced Personal Advisers are here to help you make decisions and take action. Through our Community based work, we offer:</p> <ul style="list-style-type: none"> <li>•Professional advice on job search – where to look, how to apply and practical support with applications.</li> <li>•Information and advice on applying for apprenticeships.</li> <li>•Use of our IT facilities for independent job search including free internet access.</li> <li>•A matching service for jobs.</li> </ul> <p>CMK Library: 555 Silbury Boulevard, Central Milton Keynes, MK9 3HL, 1:00pm – 4:00pm</p> <p>16-19 (Up to 25 with learning difficulties or disabilities)</p> <p>Email: <a href="mailto:Communitylearning.MK@Milton-keynes.gov.uk">Communitylearning.MK@Milton-keynes.gov.uk</a></p>	

Physical Health		
	<b>For children, young people and adults</b>	
<b>Action for M.E</b>	<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: <a href="mailto:questions@actionforme.org.uk">questions@actionforme.org.uk</a> Website: <a href="http://www.actionforme.org.uk/children-and-young-people">www.actionforme.org.uk/children-and-young-people</a></p>	0117 927 9551
	<b>For children and young people up to the age of 25</b>	
<b>Young Epilepsy</b>	<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: <a href="mailto:helpline@youngepilepsy.org.uk">helpline@youngepilepsy.org.uk</a></p> <p>Email: <a href="mailto:info@youngepilepsy.org.uk">info@youngepilepsy.org.uk</a> Website: <a href="http://www.youngepilepsy.org.uk">www.youngepilepsy.org.uk</a></p>	<p>01342 832 243</p> <p>Helpline: 01342 831 342</p>



<b>Why Weight MK</b>	<p><b>For families with children aged 5 to 19</b></p> <p>Free service for residents within Milton Keynes who are looking to take control of their weight and create achievable goals towards leading a healthy lifestyle. Programmes offer support to overweight children and young people to reach and maintain a healthier weight.</p> <p>By post: Why Weight Team - Milton Keynes Acorn House 281 Midsummer Boulevard Milton Keynes MK9 3HP</p> <p>Email referrals securely to: <a href="mailto:whyweight.mk@nhs.net">whyweight.mk@nhs.net</a></p> <p>Email: <a href="mailto:info@whyweightmk.co.uk">info@whyweightmk.co.uk</a> Website: <a href="http://www.whyweightmk.co.uk">www.whyweightmk.co.uk</a></p>	01908 046 380
<b>SHINE</b>	<p><b>For children, young people, adults and their families</b></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: <a href="mailto:southernregion@shinecharity.org.uk">southernregion@shinecharity.org.uk</a> Website: <a href="http://www.shinecharity.org.uk">www.shinecharity.org.uk</a></p>	01733 555 988
<b>Serious and Life Limiting Illness</b>		
<b>Rays of Sunshine Charity</b>	<p><b>For children aged 3 to 18</b></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: <a href="http://www.raysofsunshine.org.uk">www.raysofsunshine.org.uk</a></p>	0208 782 1171
<b>Together for Short Lives</b>	<p><b>For children, young people and their families</b></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: <a href="http://www.togetherforshortlives.org.uk">www.togetherforshortlives.org.uk</a></p>	<p>Office 0117 989 7820</p> <p>Helpline 0808 8088 100</p>

<b>Keech Hospice Care</b>	<p><b>For children, young people and adults</b></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: <a href="mailto:info@keech.org.uk">info@keech.org.uk</a> Website: <a href="http://www.keech.org.uk/childrens-services">www.keech.org.uk/childrens-services</a></p>	<p>01582 492 339</p> <p>Advice Line 0800 035 6497</p>
<b>Willow Foundation</b>	<p><b>For young people 16+ and adults up to the age of 40</b></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: <a href="mailto:info@willowfoundation.org.uk">info@willowfoundation.org.uk</a> Website: <a href="https://www.willowfoundation.org.uk/have-special-day">https://www.willowfoundation.org.uk/have-special-day</a></p>	<p>01707 259 777</p>
<b>Helen and Douglas House</b>	<p><b>For babies, children and young people up to the age of 18</b></p> <p>Helen &amp; 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 &amp; Douglas House 14A Magdalen Road Oxford OX4 1RW</p> <p>Email: <a href="mailto:reception@helenanddouglas.org.uk">reception@helenanddouglas.org.uk</a> Website: <a href="http://www.helenanddouglas.org.uk">www.helenanddouglas.org.uk</a></p>	<p>01865 794 749</p>

Disabilities		
<b>National Deaf Childrens Society (NDCS)</b>	<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.</p> <p>We can also give advice and information to professionals working with deaf children.</p> <ul style="list-style-type: none"> <li>• Website: <a href="http://www.ndcs.org.uk">http://www.ndcs.org.uk</a></li> <li>• Email us: <a href="mailto:helpline@ndcs.org.uk">helpline@ndcs.org.uk</a></li> <li>• Live chat: we have a live chat service. Click on the icon on the right to start your chat.</li> </ul>	0808 800 8880
<b>The National Autistic Society</b>	<p>Website: <a href="http://www.autism.org.uk/">http://www.autism.org.uk/</a></p> <p>E-mail: <a href="mailto:NASmiltonkeynesbranch@nas.org.uk">NASmiltonkeynesbranch@nas.org.uk</a></p>	07827662052
<b>Network Autism</b>	<p><b>Sensory processing: an online resource</b></p> <p><b>Middletown Centre for Autism</b>, 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: <a href="http://network.autism.org.uk">network.autism.org.uk</a></p>	
<b>PACA Mark</b>	<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>	07852526057

	<p>Website: <a href="http://www.pacamk.org">www.pacamk.org</a></p> <p>Email: <a href="mailto:pacamk@gmail.com">pacamk@gmail.com</a></p>	
<b>Short break vouchers</b>	<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>Email: <a href="mailto:Short.breaks@milton-keynes.gov.uk">Short.breaks@milton-keynes.gov.uk</a></p>	01908 254 770
<b>Disability Living Allowance for Children</b>	<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: <a href="https://www.gov.uk/dla-disability-living-allowance-benefit/overview">https://www.gov.uk/dla-disability-living-allowance-benefit/overview</a></p>	
<b>Disabled parents Network</b>	<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: <a href="http://www.disabledparentsnetwork.org.uk">www.disabledparentsnetwork.org.uk</a></p>	
<b>Happy days charity</b>	<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: <a href="http://www.happydayscharity.org/">http://www.happydayscharity.org/</a></p>	
<b>Headway</b>	<p>HEADWAY provides support and information to people over 18 years who have sustained a brain injury, their families and carers. They also have day centre facilities provided Wed and Thurs pm.</p> <p>Website: <a href="http://www.headwaymk.talktalk.net">www.headwaymk.talktalk.net</a></p>	
<b>Hearing link</b>	<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: <a href="http://www.hearinglink.org">www.hearinglink.org</a></p>	
<b>Living made easy</b>	<p>Charitable funding for children's equipment</p> <p>Website: <a href="http://www.livingmadeeasy.org.uk/scenario.php?csid=172">http://www.livingmadeeasy.org.uk/scenario.php?csid=172</a></p>	
<b>Inter-action MK</b>	<p>Inter-Action is a community arts organisation and resource centre. It occupies a 3 acre site next to the Grand Union Canal. Aims to increase access across all art forms for disabled people, people often denied access to the arts. Our programme of inclusive arts projects helps to develop creative, personal and social skills. Please contact the Centre for full details including information about the Groovy Gecko Club, Milton Keynes' first club night run by people with learning disabilities.</p> <p>Website: <a href="http://www.interactionmk.org.uk">www.interactionmk.org.uk</a></p>	

<b>Milton Keynes Centre for integrated living</b>	<p>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.</p> <p>Website: <a href="http://mkcil.org.uk/">http://mkcil.org.uk/</a></p>	
<b>IT-CAN-HELP</b>	<p>IT-CAN-HELP are part of a network of volunteers who provide free computer support to disabled people. We visit people in their own homes and at other locations such as residential homes and day centres. Their services include support on; impartial advice on computer hardware and software, installing new equipment and software, helping you get connected to the Internet and use email, getting you started with standard packages such as word processing, solving technical problems that may arise, giving advice and assistance with hardware and software upgrades, helping you to get the most out of your computer and software.</p> <p>Website: <a href="http://www.itcanhelp.org.uk">www.itcanhelp.org.uk</a></p>	
<b>Make a wish foundation</b>	<p>Grant wishes to children and young people fighting life threatening illnesses.</p> <p>Website: <a href="http://www.make-a-wish.org.uk/">http://www.make-a-wish.org.uk/</a></p>	
<b>Merlin's magic wand charity</b>	<p>A worldwide charity for children, aiming to provide magical experiences for those who are seriously ill, disabled or disadvantaged.</p> <p>Website: <a href="http://www.merlinsmagicwand.org/">http://www.merlinsmagicwand.org/</a></p>	
<b>MENCAP</b>	<p>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.</p> <p>Telephone 0808 808 1111</p> <p>Website: <a href="https://www.mencap.org.uk/">https://www.mencap.org.uk/</a></p>	
<b>MK multiple sclerosis Therapy Group</b>	<p>MK MS Therapy Croup 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, Fibrohyalgia, Autism and sports injuries.</p> <p>Website: <a href="http://www.mkmstherapygroup.btck.co.uk/">http://www.mkmstherapygroup.btck.co.uk/</a></p>	
<b>Portage</b>	<p>Portage offer a service for children from birth to 3/4 years old who show a significant delay in their development.</p> <p>Website: <a href="http://www.portage.org.uk">www.portage.org.uk</a></p>	
<b>Milton Keynes Reader service</b>	<p>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</p>	01908 231123

	<p>disability and to local organisations who need advice on presenting information in alternative formats.</p> <p>Website: <a href="http://www.miltonkeynesreaderservice.org.uk/">http://www.miltonkeynesreaderservice.org.uk/</a></p>	
<b>Scope</b>	<p>Supports disabled people to have the same opportunities to fulfil their life ambitions as non-disabled people.</p> <p>Website: <a href="http://www.scope.org.uk/">http://www.scope.org.uk/</a></p>	0808 800 3333
<b>MK SNAP</b>	<p>SNAP is a work preparation and life skills unit for people aged 16+ with learning and physical difficulties. People are able to develop their skill and abilities in a supportive, stimulating environment leading to a better quality of life and greater interaction with the wider community.</p> <p>Website: <a href="http://www.mksnap.org">www.mksnap.org</a></p>	01908 690 330
<b>The Childrens Trust Tadworth</b>	<p>Provides care, education, therapy and rehabilitation to children with multiple disabilities, complex health needs and acquired brain injury.</p> <p>Website: <a href="http://www.thechildrenstrust.org.uk/">http://www.thechildrenstrust.org.uk/</a></p>	
<b>Xtra Special Families</b>	<p>Organising and providing activities, which have been designed to improve life chances in the interest of social welfare</p> <p>Relieving people who are disabled residents in Milton Keynes and its surrounding area by providing support to carers and their families</p> <p>Providing support and activities, which develop caring skills, capacities and capabilities to enable them to participate in society</p> <p>Website: <a href="https://www.facebook.com/Sxsfmk">https://www.facebook.com/Sxsfmk</a></p>	
<b>Contact</b>	<p>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.</p> <p>Website: <a href="http://www.cafamily.org.uk/">http://www.cafamily.org.uk/</a></p>	0808 808 3555
<b>Centre for Integrated living</b>	<p>MK CIL is an information centre which provides a very wide range of free and confidential information on any disability related issue for disabled people, their families, carers, and anyone else with an interest in the field of disability.</p> <p>Website: <a href="http://mkcil.org.uk/">http://mkcil.org.uk/</a></p>	
<b>Brain wave</b>	<p>Works with families to deliver individual home based therapy and exercise programmes that helps children with disabilities and developmental delay to achieve their potential.</p> <p>Website: <a href="http://www.brainwave.org.uk/">http://www.brainwave.org.uk/</a></p>	
<b>Child brain injury trust</b>	<p>Provide information, support and training for anyone affected by childhood acquired brain injury.</p> <p>Website: <a href="http://www.childbraininjurytrust.org.uk/">http://www.childbraininjurytrust.org.uk/</a></p>	
<b>Cerebra</b>	<p>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.</p> <p>Website: <a href="http://www.cerebra.org.uk">http://www.cerebra.org.uk</a></p>	

<b>Autism friendly cinema</b>	Autism friendly cinema screenings  Website: <a href="https://www.dimensions-uk.org/families/autism-friendly-screenings/">https://www.dimensions-uk.org/families/autism-friendly-screenings/</a>	
<b>Autism MK</b>	This website is designed to help people who have Autistic Spectrum Conditions (ASC) find services to help them in their lives.  Website: <a href="http://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/autism">http://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/autism</a>	
<b>Autism Education Trust</b>	An interactive site for young people including information on home, law and money; friends and relationships; and work and study  Website: <a href="http://www.autismeducationtrust.org.uk/the-den.aspx">http://www.autismeducationtrust.org.uk/the-den.aspx</a>	
<b>VICTA (Visually Impaired Children Taking Action)</b>	Provides support and information to parents/carers/Visually Impaired young people/organisations. Make grants to individuals, groups and research projects.  Website: <a href="http://www.victa.org.uk/">http://www.victa.org.uk/</a>	
<b>The Sequel Trust</b>	Supplies specialist communication equipment for disabled people of all ages across the UK.  Website: <a href="http://www.thesequaltrust.org.uk/">http://www.thesequaltrust.org.uk/</a>	
<b>Children today</b>	Provides equipment to children and young people living with disabilities.  Website: <a href="http://www.childrentoday.org.uk">www.childrentoday.org.uk</a>	
<b>MK SENDIAS</b>	Offers independent information, advice, and support to the parents of children who have, or who may have, a special educational need.  Website: <a href="http://www.milton-keynes.gov.uk/mksendias">www.milton-keynes.gov.uk/mksendias</a>	
<b>Netuddy</b>	Netbuddy is full of handy <a href="#">tips</a> and bright ideas from parents, carers, teachers and therapists with experience of learning disability and autism.  Website: <a href="http://blog.scope.org.uk/2014/07/03/introducing-our-new-online-community/">http://blog.scope.org.uk/2014/07/03/introducing-our-new-online-community/</a>	

<b>Safeguarding</b>		
<b>NSPCC</b>	<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 <a href="#">types of child abuse</a>, 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: <a href="http://www.nspcc.org.uk/preventing-abuse/">www.nspcc.org.uk/preventing-abuse/</a> Email: <a href="mailto:help@nspcc.org.uk">help@nspcc.org.uk</a>.</p>	<p>Helpline: 0808 800 5000</p> <p>Child line: 0800 1111</p>

## ADULT INFORMATION

### Legal / contact

#### Child Law Advice

We operate two limited intensive support telephone lines for complex matters and clarifying questions. One for family and child law calls and one for education law calls.

Please view our **terms and conditions** prior to contacting our service. At <https://childlawadvice.org.uk/clas/terms-and-conditions/>

**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.

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>If you are calling about <b>family or child law</b> the number is <b>0300 330 5480</b>.</p> <p>If you are calling about <b>education law</b>, the number is <b>0300 330 5485</b>.</p> <p>Website: <a href="https://childlawadvice.org.uk/">https://childlawadvice.org.uk/</a></p>	
<b>Family Law Group</b>	<p>Family Law Legal Services including Divorce &amp; Separation, Child Arrangements, Care Proceedings, Matrimonial Finance &amp; Property, Mediation and Legal Aid where available.</p> <p>Address: 1 Sovereign Court 204 Upper Fifth Street Milton Keynes MK9 2HR</p> <p>Email: <a href="mailto:mail@familylawgroup.co.uk">mail@familylawgroup.co.uk</a></p>	01908 787900
<b>Relate</b>	<p>Email: <a href="mailto:appointment@relatemk.org">appointment@relatemk.org</a></p> <p>Call in: 47 Aylesbury Street (entrance is on Bedford Street), Wolverton, Milton Keynes MK12 5HX</p>	01908 310010
<b>Gingerbread National Office</b>	<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, housing, divorce, separation, solicitors, childcare. Network of local groups.</p> <p>Website: <a href="http://www.gingerbread.org.uk">www.gingerbread.org.uk</a></p>	0808 802 0925
<b>Rights of Women</b>	<p>Legal advice by women for women</p> <p><b>Family Law</b> 020 7251 6577</p> <p>Monday – Thursday 7pm – 9pm, Friday 12pm – 2pm</p> <p><b>Criminal Law</b> Call 020 7251 8887 Open Tuesdays: 7pm-9pm</p> <p><b>Immigration And Asylum Law</b> Call 020 7490 7689 Monday 10am – 4pm, Thursday 10am – 1pm, 2pm- 5pm</p> <p>EU settlement scheme advice line Call: 020 7118 0267</p> <p>Tuesdays 11am – 1pm &amp; 2pm – 4pm</p> <p>Wednesdays 11am – 1pm &amp; 2pm – 4pm</p> <p><b>Professionals' Advice Line</b> Call: 020 7490 7689</p>	0207 251 6577

	<p>Wednesdays 10am – 12pm</p> <p>1st, 15th and 29th May 2019</p> <p>Fridays 10am – 12pm</p> <p>14th and 28th June 2019</p> <p>12th and 26th July 2019</p> <p>9th and 23rd August 2019</p> <p>6th and 20th September 2019</p> <p>Website: <a href="http://www.rightsofwomen.org.uk">www.rightsofwomen.org.uk</a></p>	
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## Substance misuse

<b>ARC Addiction Recovery Community (formerly Compass)</b>	<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><b>Tel:</b> 01908 250730</p> <p><b>Email:</b> <a href="mailto:cnwl.arc-mk@nhs.net">cnwl.arc-mk@nhs.net</a></p> <p><b>Website:</b> <a href="https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/arc-milton-keynes">https://www.cnwl.nhs.uk/services/mental-health-services/addictions-and-substance-misuse/arc-milton-keynes</a></p> <p><b>Opening hours:</b> 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>	<p>01908 250 730</p>
<b>Alcoholics Anonymous</b>	<p>Meetings across MK – meetings can be found on website. <a href="http://www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting">www.alcoholics-anonymous.org.uk/AA-Meetings/Find-a-Meeting</a></p> <p><b>Tel:</b> 0845 769 7555</p> <p><b>Email:</b> <a href="mailto:help@alcoholics-anonymous.org.uk">help@alcoholics-anonymous.org.uk</a></p> <p><b>Website:</b> <a href="http://www.alcoholics-anonymous.org.uk">www.alcoholics-anonymous.org.uk</a></p>	<p>0845 769 7555</p>
<b>Port of call</b>	<p>If you or someone you know has a problem with <b>alcohol</b> or <b>drugs</b>, you are no longer alone. <b>Port of Call</b> is a safe place that provides support and information for:</p> <ul style="list-style-type: none"> <li>• people who are concerned about their relationship with alcohol or drugs</li> <li>• people who are helping someone who has an addiction</li> </ul> <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 <b>addiction treatment</b> 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><b>Email:</b> <a href="http://www.portofcall.com">www.portofcall.com</a></p> <p><b>Live chat online:</b> <a href="http://www.portofcall.com">www.portofcall.com</a></p> <p><b>Text:</b> 82228</p> <p><b>Tel:</b> 0808 115 8610</p>	<p>0808 115 8610</p>

## 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,  <a href="https://www.gamblersanonymous.org.uk/index.php/meetings">https://www.gamblersanonymous.org.uk/index.php/meetings</a></p> <p>They can be contacted by sending an email via the website:  <a href="https://www.gamblersanonymous.org.uk/#contact">https://www.gamblersanonymous.org.uk/#contact</a></p>	
Gam Care	<p><b>National Gambling Helpline</b></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>	0808 8020 133

	<p><b>NetLine</b></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. <a href="https://www.gamcare.org.uk/frontline-services/netline">https://www.gamcare.org.uk/frontline-services/netline</a></p> <p>For partners, friends and family</p> <p><b>The first thing friends and family often say when they contact us is ‘What can I do to help them stop?’</b></p> <p>It’s not surprising that this might be your top priority, both for their sake and your own.</p> <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 <b>Freephone 0808 8020 133</b> or chat via our <a href="#">NetLine</a>.</p>	
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Mental Health		
<b>Talk for Change</b>	<p><a href="http://www.talkforchange.org.uk">www.talkforchange.org.uk</a></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</p>	<p>01908 228 830</p>

	Emergency Service or call the Samaritans on their emergency number 08457 90 90 90 – See more at: <a href="http://www.talkforchange.org.uk/#sthash.b4oOlxFv.dpuf">http://www.talkforchange.org.uk/#sthash.b4oOlxFv.dpuf</a>	
<b>ASTI</b>	<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>	01908 725099
<b>IAPT – Improving access to Psychological therapies</b>	<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>Stantonbury Health Centre, Purbeck, Stantonbury, MK14 6BL</p>	01908 725099 (option 2)
<b>Milton Keynes Acute Home Treatment Team</b>	<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 Center, all admissions into Campbell center are assessed by Milton Keynes Acute home treatment team.</p> <p>Referred through the Milton Keynes assessment and short intervention team (ASTI), A&amp;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
<b>Mind</b>	<p>For young people 16+</p> <p><b>Milton Keynes Wellbeing Centre</b> Margaret Powell House</p>	01908 257 830

	<p>Central Milton Keynes MK9 3BN</p> <p><b>Open: Monday: 9.30am-4.30pm, Tuesday to Thursday: 9.30am-9.30pm, Friday 9.30am-2.30pm</b>  <b>Email:</b> <a href="mailto:MK@mind-blmk.org.uk">MK@mind-blmk.org.uk</a>  <b>Website:</b> <a href="http://www.mind-blmk.org.uk/">http://www.mind-blmk.org.uk/</a></p>	
<b>West Bletchley Wellbeing Counselling Service</b>	<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: <a href="mailto:wbwbcounselling@btconnect.com">wbwbcounselling@btconnect.com</a>  Website: <a href="http://www.wbwbcounselling.org.uk/">http://www.wbwbcounselling.org.uk/</a></p>	01908 370 860
<b>Milton Keynes Early Intervention Psychosis Team</b>	<p>Ages 14 -35 years old</p> <p>Westcroft Health centre, 1 Saville lane, Westcroft, MK4 4EN</p>	01908 340 950
<b>Rethink Mental Illness</b>	<p>Support, information, advice and advocacy for adults (18+) affected by mental illness</p> <p>Referral only service</p> <p>Room 2 11 Winchester Circle Kingston Milton Keynes MK10 0BA</p> <p>Email: <a href="mailto:mkds@rethink.org">mkds@rethink.org</a>  Website: <a href="http://www.rethink.org">www.rethink.org</a></p>	01908 585 085
<b>Sliver Line</b>	<p>Helpline for Older People</p> <p>The Silver Line is the only national confidential and free helpline for older people open every day and night of the year.</p> <p>No question too big No problem too small No need to be alone</p>	0800 4 70 80 90
<b>New Start Drop-in and Counselling</b>	<p>The BUS-STOP Free Drop-In &amp; Counselling facility, is located at Central Milton Keynes, in Market Square - next to the Market, Outside Crown Walk Entrance 8.</p>	Tel: 01908 234643 - PLEASE NOTE -

<b>service (BUS STOP)</b>	<p>FREE Drop-In Service to the general public, some who may be suffering from Stress or Upset and just need to talk to someone and be heard.</p> <p>Market days (m,t,th,f,sa, su) - 10am - 5pm in Market days - 9am - 8pm in Summer</p> <p>thebus-stop.org Email: office@thebus-stop.org</p>	<p>voicemail only</p> <p>Mobile: +447799 847720.</p>
<b>Mental health telephone helpline</b>		
<b>Samaritans</b>	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
<b>SANeline</b>	Emotional support and information from 6pm-11pm, 365 days a year	0300 304 7000
<b>CALM</b>	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
<b>Switchboard – LGBT+ helpline</b>	<p>FOR LGBT from 10am – 11pm, 365 days a year to listen to any problems that you are having.</p> <p><b>Website:</b> <a href="http://www.switchboard.lgbt">www.switchboard.lgbt</a></p>	0300 330 0630
<b>Papyrus HOPEline</b>	<p>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.</p> <p><a href="http://www.Papyrus.uk.org">www.Papyrus.uk.org</a></p>	<p>0800 068 41 41</p> <p>TEXT 07786 209 697</p>
<b>Anxiety UK</b>	Helpline on weekdays between 9.30am-5.30pm	08444 775 774
<b>No Panic</b>	<p>Provides a helpline, step-by-step programmes, and support for those with anxiety disorders.</p> <p><b>Website:</b> <a href="http://www.nopanic.org.uk">www.nopanic.org.uk</a></p>	0844 967 4848
<b>b-eat</b>	<p>Helpline for people experiencing eating disorders</p> <p><b>Email:</b> <a href="mailto:help@b-eat.co.uk">help@b-eat.co.uk</a></p>	0845 364 1414
<b>Bipolar UK</b>	Info and support line open 9am-5pm	020 7931 6480
<b>Cruse bereavement care</b>	<p>Offer advice and support if your feeling in crisis after someone has died. Helpline is open on weekdays between 9.30-5pm and until 8pm on Tuesday – Thursday evening.</p> <p><b>Email:</b> <a href="mailto:helpline@cruse.org.uk">helpline@cruse.org.uk</a></p>	0844 477 9400
<b>OCD UK</b>	<p>Advice line open weekdays between 9am-5pm</p> <p><b>Email:</b> <a href="mailto:support@ocduk.org">support@ocduk.org</a></p>	0845 120 3778
<b>Elefriends</b>	A supportive community which provides online peer support for anyone experiencing a mental health problem.	A supportive community which



	Website: <a href="http://www.elefriends.org.uk">www.elefriends.org.uk</a>	provides online peer support for anyone experiencing a mental health problem.
<b>Self help leaflets – which can be printed for free</b>	Self help Leaflets – Anxiety, bereavement, controlling anger, depression and low mood, DV, eating disorders, sleep problems  Website: <a href="https://web.ntw.nhs.uk/selfhelp/">https://web.ntw.nhs.uk/selfhelp/</a>	

Bereavement		
<b>Milton Keynes Bereavement Service</b>	<p>One to one emotional support to those who have been bereaved.</p> <p>PO BOX 6298 Milton Keynes MK1 9GA</p> <p>Email: <a href="mailto:mk.bs@virgin.net">mk.bs@virgin.net</a> Website: <a href="http://www.bereavementservicemk.org.uk/">http://www.bereavementservicemk.org.uk/</a></p> <p><b>Drop-In times:</b> West Bletchley Wellbeing Counselling Service, 221a Whaddon Way, Bletchley MK3 7DZ</p> <p>Monday 12.00 – 2.00pm, Tuesday 7.00-9.00pm, Thursday 2.00 – 4.00pm</p>	07483 308 032
<b>Bereavement payment</b>	<p>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.</p> <p>Website: <a href="http://www.gov.uk/bereavement-payment">www.gov.uk/bereavement-payment</a></p>	
<b>Funeral payments</b>	<p>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 dependant on circumstances. Any money you get is usually paid back from the deceased person's estate.</p> <p>Website: <a href="https://www.gov.uk/funeral-payments">https://www.gov.uk/funeral-payments</a></p>	

Social care		
<b>ASCAT – Adult social care access team</b>	Milton Keynes Council, Civic Offices, 1 Saxon Gate East, Central Milton Keynes, MK9 3EJ	Monday to Friday from 8:30am-5:00pm

	<b>Email:</b> <a href="mailto:ascat@milton-keynes.gov.uk">ascat@milton-keynes.gov.uk</a> <b>Website:</b> <a href="https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care">https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care</a>	01908 253772  Out of hours 01908 605650
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Elderly		
<b>Age UK</b>	Peartree Centre, 1 Chadds Lane, Peartree Bridge, Milton Keynes, MK6 3EB  <b>TEmail:</b> <a href="mailto:info@ageconcernmk.org.uk">info@ageconcernmk.org.uk</a> <b>Website:</b> <a href="http://www.ageuk.org.uk/miltonkeynes">www.ageuk.org.uk/miltonkeynes</a>	01908 550700
<b>Homeshare UK</b>	<p>Homeshare is a way of helping people to help each other by exchanging their resources. In a Homeshare, someone who needs a small amount of help to live independently in their own home (householder) is matched with someone who has a housing need and can provide support and companionship (homesharer).</p> <p>In return for 10 hours a week of help around the home, a householder provides a room and shared facilities rent-free to a homesharer.</p> <p><a href="http://homeshareuk.org">homeshareuk.org</a></p>	0151 227 3499

Carers		
<b>Carers MK</b>	<p>Carers MK is an independent local charity established in 2006 to support unpaid carers in Milton Keynes.</p> <p>Monday 9am – 5pm  Tuesday 9am – 5pm  Wednesday 9am – 7.30pm  Thursday 9am – 5pm  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: <a href="https://carersmiltonkeynes.org/services/support-groups/">https://carersmiltonkeynes.org/services/support-groups/</a></p> <p><b>Email:</b> <a href="mailto:mail@carersmiltonkeynes.org">mail@carersmiltonkeynes.org</a>  <b>Website:</b> <a href="http://www.carersmiltonkeynes.org/">www.carersmiltonkeynes.org/</a></p>	01908 231 703
<b>Carers UK</b>	<p>Careers helpline: Help and advice on weekends between 10am – 4pm</p> <p><b>Email:</b> <a href="mailto:advice@carers.uk">advice@carers.uk</a></p>	0808 808 7777
<b>Carers Credit</b>	<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: <a href="http://www.gov.uk/carers-credit/overview">www.gov.uk/carers-credit/overview</a></p>	

<b>Carers Allowance</b>	<p>Carer's Allowance is £62.10 a week to help you look after someone with substantial caring needs.</p> <p>You don't have to be related to, or live with, the person you care for.</p> <p>You must be 16 or over and spend at least 35 hours a week caring for them.</p> <p>Carer's Allowance is taxable. It can also affect your other benefits.</p> <p>Website: <a href="http://www.gov.uk/carers-allowance/overview">www.gov.uk/carers-allowance/overview</a></p>	

## Respite/ Care And Support Needs

<b>Shared Lives</b>	<p>Shared Lives services are designed to support adults with care and support needs who need a helping hand. This service is available to all Adult Social Care service users. The scheme matches an adult who has care and support needs with an approved Shared Lives Carer. The carers share their regular family and community life with the adult to provide the help they need, this can include social and recreational activities, washing and dressing (personal care) and preparing food. Shared Lives support can vary from a day a week, a day a month, overnight stays or living with someone for a short while or permanently.</p> <p>sharedlivesmk@milton-keynes.gov.uk</p>	01908 258 088
<b>Personal Assistants</b>	<p>Personal Assistants work directly with someone who has care and support needs. They are paid using direct payments ensuring control over the support that you receive and who does this.</p> <p>Staff employed by People who use Direct Payments are often called Personal Assistants and the range of help they can offer you includes;</p> <p>personal care helping you to get washed and dressed, household tasks such as cleaning or shopping help with paying bills; accompanying you to work and social events.</p> <p><a href="https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/personal-assistant-register">https://www.milton-keynes.gov.uk/social-care-and-health/adult-social-care/personal-assistant-register</a></p>	01908 258088

## Contact

<b>Families need Fathers</b>	<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>	0300 0300 363
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	<p><b>National Telephone Helpline</b> – available from 9am – 10pm Monday to Friday, 10am – 3pm at weekends on 0300 0300 363.</p> <p><b>Website:</b> <a href="http://www.Fnf.org.uk/">www.Fnf.org.uk/</a></p>	
<b>Fathers4justice</b>	<ol style="list-style-type: none"> <li>1. We know how bad things get. We will help you talk things through and explore your options.</li> <li>2. We will give you independent, confidential advice on your case.</li> <li>3. We are fathers who have been through the system, and won.</li> <li>4. We will give you options for further ongoing support in your case.</li> </ol> <p>£30 for online subscription for one year.</p> <p><b>Email</b> <a href="mailto:office@fathers-4-justice.org">office@fathers-4-justice.org</a>  <b>Website:</b> <a href="http://www.fathers-4-justice.org/">www.fathers-4-justice.org/</a></p>	
<b>Divorce Support Group</b>	<p>Email: <a href="mailto:mail@divorcesupportgroup.co.uk">mail@divorcesupportgroup.co.uk</a>  Website: <a href="http://www.divorcesupportgroup.co.uk/">www.divorcesupportgroup.co.uk/</a></p>	0844 800 9098
<b>National Family Mediation</b>	<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: <a href="http://www.nfm.org.uk">www.nfm.org.uk</a></p>	0300 4000 636
<b>Useful websites for separation</b>		
<b>Family lives</b>	<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 <a href="tel:08088002222">0808 800 2222</a>. 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
<b>Sorting out separation</b>	<p>Online Info only:</p> <p>Helping you deal with relationship break-down including:  Children and parenting, Legal and mediation, Relationship and conflict, money and work, health and housing.</p> <p>Website: <a href="http://www.sortingoutseparation.org.uk/">www.sortingoutseparation.org.uk/</a></p>	
<b>NSPCC</b>	<p>General information and advice regarding separation and divorce.</p> <p>Website: <a href="https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/separation-divorce-and-contact/">https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/separation-divorce-and-contact/</a></p>	
<b>Create your own parenting plan online</b>	<p>Create plan online using this website:</p> <p>Website: <a href="http://www.splittingup-putkidsfirst.org.uk/home">www.splittingup-putkidsfirst.org.uk/home</a></p>	
<b>Support for Grandparents</b>		

<b>Grandparents Support Group</b>	<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: <a href="mailto:grandparents.sq@ntlworld.com">grandparents.sq@ntlworld.com</a> Website: <a href="http://www.grandparentsupportgroup.org.uk/">http://www.grandparentsupportgroup.org.uk/</a></p>	01525 753 422
<b>Grandparents Plus</b>	<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>Email: <a href="mailto:info@grandparentsplus.org.uk">info@grandparentsplus.org.uk</a> Email: <a href="mailto:advice@grandparentsplus.org.uk">advice@grandparentsplus.org.uk</a> Website: <a href="http://www.grandparentsplus.org.uk">www.grandparentsplus.org.uk</a></p>	<p>Main Office 020 8981 8001</p> <p>Advice Line 0300 123 7015</p>
<b>Family Rights Group</b>	<p>For family and friends carers (also known as Kinship Carers)</p> <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: <a href="mailto:office@frg.org.uk">office@frg.org.uk</a> Website: <a href="http://www.frg.org.uk">www.frg.org.uk</a></p>	Advice line 0808 801 0366

## Benefits

<b>Child Benefit</b>	<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>You may have to pay a tax charge if you have an individual income over £50,000 and you or your partner get Child Benefit.</p> <p>It is £20.50 per week for the eldest/only child and £13.55 per week for each additional child.</p> <p>Website: <a href="https://www.gov.uk/child-benefit">https://www.gov.uk/child-benefit</a></p>	
<b>Child care and tax credits</b>	<p>Help with childcare costs while you are working, up to £122.50 a week for 1 child or up to £210 a week for 2 or more children.</p> <p>Website: <a href="https://www.gov.uk/childcare-tax-credits">https://www.gov.uk/childcare-tax-credits</a></p>	
<b>Childcare grant</b>	<p>Full-time higher education students with children can apply for a childcare grant of up to 85% of child care costs or £150.23 a week for 1 child or up to £257.55 a week for 2 or more children 2014-2015. It is for child care cost for children up to the age of 15 or 17 if they have special educational needs.</p>	

	Childcare grants: <a href="https://www.gov.uk/childcare-grant">https://www.gov.uk/childcare-grant</a>	
<b>Cold Weather Payment</b>	<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. The 2015 to 31<sup>st</sup> March 2016 Cold weather Payment scheme will start on the 1<sup>st</sup> November 2015. You'll be able to check if your area is due a payment in November 2015.</p> <p>If you are eligible to get this, you'll be paid it automatically and receive the payment of £25.</p> <p>Website: <a href="https://www.gov.uk/cold-weather-payment">https://www.gov.uk/cold-weather-payment</a></p>	
<b>Employment and support allowance (ESA)</b>	<p>If you are ill or disabled it offers financial support if you're unable to work or personalised help so that you can work if you are able to and varies between £57.90 a week to £109.30 a week depending on circumstance and time period.</p> <p>Website: <a href="https://www.gov.uk/employment-support-allowance">https://www.gov.uk/employment-support-allowance</a></p>	
<b>Free school meals</b>	<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 <b>not</b> universal. You will need to make a <b>separate</b> 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> <p>Website: <a href="https://www.milton-keynes.gov.uk/schools-and-lifelong-learning/information-for-parents/school-meals">https://www.milton-keynes.gov.uk/schools-and-lifelong-learning/information-for-parents/school-meals</a></p>	
<b>Guardians allowance</b>	<p>You could get Guardian's Allowance if you're bringing up a child whose parents have died. You may also be <a href="#">eligible</a> if there's one surviving parent. The <a href="#">Guardian's Allowance rate</a> is £16.55 a week. You get it on top of <a href="#">Child Benefit</a> and it's tax-free.</p> <p>Website: <a href="https://www.gov.uk/guardians-allowance">https://www.gov.uk/guardians-allowance</a></p>	
<b>Healthy start</b>	<p>If you are pregnant or have a child under 4 years old, you can receive vouchers for milk, fruit, vegetables, infant formula or vitamins. The vouchers are £3.10 and you get 1 a week 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.</p>	

	Website: <a href="https://www.gov.uk/healthy-start">https://www.gov.uk/healthy-start</a>	
<b>Help with health costs</b>	<p>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.</p> <p>Website: <a href="http://www.nhs.uk/nhsengland/Healthcosts/pages/Aboutthehealthcosts.aspx">http://www.nhs.uk/nhsengland/Healthcosts/pages/Aboutthehealthcosts.aspx</a></p>	
<b>Sure start maternity grant</b>	<p>A one-off payment of £500 to help towards the costs of having a child when claiming certain benefits.</p> <p>Website: <a href="https://www.gov.uk/sure-start-maternity-grant/overview">https://www.gov.uk/sure-start-maternity-grant/overview</a></p>	

### Debt advice / support

<b>MK Money Lifeline – Debt Advice</b>	<p>Services are provided by a team of trained volunteers who give advice in accordance with the training provided by Community Money Advice.</p> <p>MK Money Lifeline Acorn House 391A, Midsummer Boulevard Milton Keynes MK9 3HP</p> <p>Email: <a href="mailto:office@mkmoneylifeline.org.uk">office@mkmoneylifeline.org.uk</a> Website: <a href="http://www.mkmoneylifeline.org.uk">http://www.mkmoneylifeline.org.uk</a></p> <div style="background-color: #4a69bd; color: white; padding: 10px; border-radius: 10px; margin-top: 10px;"> <p style="text-align: center; margin: 0;"><b>Opening Times</b></p> <p>Monday: 10:00-16:00 Tuesday: 10:00-16:00 Wednesday: 09:00-12:00 Thursday: 10:00-16:00</p> <p style="margin-top: 10px;">Monday :19:30-21:30 by appointment only.</p> <p style="margin-top: 10px;">Answer phone operates outside of office hours. Please call for an appointment.</p> </div>	0300 123 5198
<b>Local Welfare Provision (LWP)</b>	<p>Milton Keynes Council provides a Local Welfare Provision scheme (LWP) which aims to:</p> <ul style="list-style-type: none"> <li>Prevent serious risk to health, wellbeing or safety</li> </ul>	01908 253040

	<ul style="list-style-type: none"> <li>• Provide essential support in the event of an emergency</li> <li>• Help people to be part of the community</li> </ul> <p>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</p> <p>Email: <a href="mailto:lwp@milton-keynes.gov.uk">lwp@milton-keynes.gov.uk</a></p> <p>Website: <a href="https://www.milton-keynes.gov.uk/benefits-council-tax/welfare-reform/what-is-local-welfare-provision-lwp">https://www.milton-keynes.gov.uk/benefits-council-tax/welfare-reform/what-is-local-welfare-provision-lwp</a></p>	
Buttle UK	<p>We can deliver or fund critical household items such as:</p> <ul style="list-style-type: none"> <li>•Gas or electric cookers</li> <li>•Essential household items, furniture and kitchen equipment</li> <li>•Clothing in exceptional or emergency situations</li> <li>•Baby equipment</li> <li>•Fridges and freezers</li> <li>•Washing machines</li> <li>•Children’s beds and bedding</li> </ul> <p>Website: <a href="https://www.buttuk.org/need-support/families/all#help">https://www.buttuk.org/need-support/families/all#help</a></p> <p>Contact online via: <a href="https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form">https://www.turn2us.org.uk/About-Us/Contact-us/Contact-us-form</a> and complete form.</p>	020 7828 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: <a href="https://www.turn2us.org.uk/">https://www.turn2us.org.uk/</a></p>	
Step Change	<p>New to us? Get expert <b>debt advice</b>. Don’t forget to use our <a href="#">budget form</a> (can be found online) to gather your information before calling. A debt advice call takes around 40 minutes to complete.</p> <p>Website: <a href="http://www.stepchange.org">www.stepchange.org</a></p> <p>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 <b>all</b> of the following criteria for us to be able to advise you:</p> <ul style="list-style-type: none"> <li>• You’ve lived in the UK in the last 3 years</li> <li>• Your debts were incurred in the UK</li> <li>• You access your money from a UK bank account and/or you are returning to the UK within the next 12 months</li> </ul>	<b>0800 138 1111</b>
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,</p>	01908 233 725



	<p>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> <p>Unit 5 Hollin Lane Stacey Bushes Milton Keynes MK12 6HT</p> <p>Website: <a href="http://www.mkstorehouse.org/">http://www.mkstorehouse.org/</a></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: <a href="http://www.talismancharity.org">www.talismancharity.org</a></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> <p>Email: <a href="mailto:karen.phillips440@gmail.com">karen.phillips440@gmail.com</a></p>	01908 563 350
Women First Direct	<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>We expect to award grant funding of £5,000 to £30,000 per annum to each successful application over a period of one to three years initially. However, if you have any questions please email us <a href="mailto:grants@smallwoodtrust.org.uk">grants@smallwoodtrust.org.uk</a></p> <p>Website: <a href="http://www.smallwoodtrust.org.uk">www.smallwoodtrust.org.uk</a></p>	<b>0300 365 1886</b>

Charlies 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: <a href="https://www.charliesgift.co.uk/">https://www.charliesgift.co.uk/</a></p> <p>Applying for support: <a href="https://www.charliesgift.co.uk/pages/contact-us">https://www.charliesgift.co.uk/pages/contact-us</a></p>	
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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><b>Wolverton</b> Old Bath House and Community Centre : Monday to Friday - 10:00-14:00</p> <p><b>Woughton</b>-Community Council Hub Coffee Hall: Monday 18:00-18:30 Tuesday 12:00-12:30 Wednesday 15:30-16:00 Friday 10:30-11:00 Saturday 10:00-11:00</p> <p><b>Daisychain Children's Centre</b>-Community Council Hub: Monday to Friday 09:00-16:00</p> <p><b>Vineyard Church Netherfield:</b> Tuesday 17:30 to 18:30 Thursday 10:00 to 11:00 Sunday 14:00-15:00</p> <p><b>Great Linford</b>-The Little 'Bookshop' Cafe Monday-Friday 10:00-15:00 Saturday-Sunday 10:00-13:00</p> <p><b>EVENTS</b></p> <p>Weekly Pop-up Cafe Every Thursday, 12.30-14:00</p> <p>Website: <a href="http://mkcommunityfridge.org">mkcommunityfridge.org</a> Email: <a href="mailto:mkcommunityfridge@gmail.com">mkcommunityfridge@gmail.com</a></p>	<p>01908 310574 / 07813 780125</p>

The Food Bank	<p><b>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.</b></p> <p>MON 10:30 – 11:30 – Crosslinks Centre, Water Eaton Church Centre, Drayton Road, Bletchley, MK2 2RR  MON 14:00 – 15:00 – Christian Centre, Strudwick Drive, Oldbrook, Milton Keynes, MK6 2TG  TUE 11:10 – 11:30 – Great Linford Parish Council Offices, St Leger Drive, Great Linford, MK14 5HA  TUE 11:40 – 12:00 – Foodbank Van, Lovat Hall Baptist Church Car Park, Newport Pagnell, MK16 0EJ  TUE 13:30 – 15:00 – Kings Community Centre, Creed Street, Wolverton, MK12 5LY  TUE 14:30 – 15:30 – Moorlands Centre, Dodkin, Beanhill, MK6 4LP  WED 10:30 – 11:30 – Melrose Avenue Resource Centre, Frank Moran Centre, Melrose Avenue, Bletchley, MK3 6HT  WED 13:30 – 14:30 – New Life Church MK, Ridgeway Centre, Featherstone Road, Wolverton Mill South, MK12 5TH  THU 11:00 – 12:00 – Christian Centre, Strudwick Drive, Oldbrook, Milton Keynes, MK6 2TG  FRI 10:30 – 11:30 – St Andrews Baptist Church, St Andrews Road, Bletchley, MK3 5R  FRI 14:00 – 15:00 – Church of Christ the Cornerstone, 300 Saxon Gate West, Central Milton Keynes, MK9 2ES  SAT 09:30 – 11:00 – St George’s Church, St Georges Way, MK12 5EX</p> <p>Agencies who can issue a foodbank voucher: <a href="http://mkfoodbank.org.uk/wp-content/uploads/Agency-Listing-2.pdf">http://mkfoodbank.org.uk/wp-content/uploads/Agency-Listing-2.pdf</a></p> <p>Website: <a href="http://mkfoodbank.org.uk">mkfoodbank.org.uk</a>  Email: <a href="mailto:thefoodbank@mkcc.org.uk">thefoodbank@mkcc.org.uk</a></p>	01908 322 800
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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: <a href="mailto:privatesectorhousing@milton-keynes.gov.uk">privatesectorhousing@milton-keynes.gov.uk</a></p>	<p>01908 252 664 / 01908 253271</p>
MKC Housing	<p>Milton Keynes council Housing services.</p> <p>Civic Offices 1 Saxon Gate East Central Milton Keynes MK9 3EJ</p> <p>Website: <a href="http://www.milton-keynes.gov.uk/housing">www.milton-keynes.gov.uk/housing</a></p>	<p>01908 252 937</p> <p>Out of hours emergency: 01908 226 699</p>
Connection Support	<p>For young people age 16+ and adults</p> <p>Housing related support to help avoid homelessness or to sustain a tenancy and maintain independence</p> <p>Bletchley Park Science &amp; Innovation Centre E Block EAU3 The Mansion Bletchley Park Milton Keynes MK3 6EB</p> <p>Email: <a href="mailto:mkenquiries@connectionsupport.org.uk">mkenquiries@connectionsupport.org.uk</a> Website: <a href="http://www.connectionsupport.org.uk/milton-keynes/">www.connectionsupport.org.uk/milton-keynes/</a></p>	<p>01908 363 492 01908 363 493</p>
Open Door	<p>Open Door works with those who are vulnerably housed and sleeping rough to support them into accommodation and to reintegrate them into society.</p> <p>Weekly drop-ins where people can eat a hot meal and access advice and support services such as housing, health, mental health and drug and alcohol support.</p> <p>Monday 11am - 1:30pm The Salvation Army Centre Ramsons Avenue, Conniburrow, Milton Keynes, MK14 7BA</p> <p>Wednesday 10am - 1:30pm Queensway Methodist Church Hall, Queensway, Bletchley, MK2 2HB</p> <p><a href="mailto:opendoormk@opendoormk.org.uk">opendoormk@opendoormk.org.uk</a> 61 North Seventh Street Milton Keynes, UK MK9 2DP</p>	<p>01908 295616</p>
Shelter	<p>National Housing helpline</p> <p>Website: <a href="http://www.shelter.org.uk">www.shelter.org.uk</a></p>	<p>0808 800 4444</p>
National Homelessness Advice Service	<p>Free advice for professionals regarding housing.</p> <p>Chat service which was quick response, information and advice. A transcript of the chat can be emailed to the professional</p>	

	Website: <a href="https://www.nhas.org.uk/">https://www.nhas.org.uk/</a>	
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Criminal / legal support		
P3- Milton Keynes Justice team	<p>Our aim is to 'link' ex-offenders into local services that meet their needs, helping them to resolve housing issues, financial difficulties, mental health needs, addiction issues, relationship problems, among many others, with the ultimate aim of safely re-integrating them into society.</p> <p>Website: <a href="https://www.p3charity.org/services/milton-keynes-justice-team">https://www.p3charity.org/services/milton-keynes-justice-team</a></p>	01908 679 734
Offenders Families Helpline	<p>The National Offenders' Families Helpline can support you if a family member is in contact with the criminal justice system. We provide advice and information on all aspects from what happens on arrest, visiting a prison to preparing for release.</p> <p>Monday – Friday 9:00am – 8:00pm Saturdays and Sunday 10:00am – 3:00pm</p> <p>Website: <a href="http://www.offendersfamilieshelpline.org">www.offendersfamilieshelpline.org</a></p>	0808 808 2003
Action for prisoners and offenders families	<p><a href="#">Action for Prisoners' and Offenders' Families</a> (APOF) merged with Family Lives in 2014 and supports all those working with families of offenders and prisoners through regular communications, sharing best practice and keeping stakeholders informed of developments in the sector.</p> <p>Website: <a href="https://www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families/">https://www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families/</a> Printable leaflets for families: <a href="https://www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families/leaflets-for-families-affected-by-imprisonment/">https://www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families/leaflets-for-families-affected-by-imprisonment/</a></p>	National Offenders families helpline: 0808 808 2003
The Prison Advice and Care Trust (Pact)	<p>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.</p> <p>What we do:</p> <ul style="list-style-type: none"> <li>• Build stronger families and safer communities.</li> <li>• Reduce risk of harm to prisoners and their children.</li> <li>• Remove barriers and increase awareness in public services.</li> <li>• Influence commissioning, policy and legislation.</li> </ul> <p>Website: <a href="https://www.prisonadvice.org.uk/">https://www.prisonadvice.org.uk/</a></p>	Prisoners family helpline: 0808 808 3444

Disabilities / Disabilities benefits		
Network Autism	<p><b>Sensory processing: an online resource</b></p> <p><b>Middletown Centre for Autism</b>, 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>	

	Website: <a href="http://network.autism.org.uk">network.autism.org.uk</a>	
Access to Work	<p>An Access to Work grant can pay for <a href="#">practical support</a> if you have a disability, health or mental health condition to help you: start working or staying in work. There is no set amount that someone can receive but you must be over 16 and need to contact your regional centre (London)</p> <p>Website: <a href="http://www.gov.uk/access-to-work">www.gov.uk/access-to-work</a></p>	
Blind Person's Allowance	<p>Blind Person's Allowance is added to your yearly <a href="#">Personal Allowance</a> - the amount of money you can earn before you start paying Income Tax. For the tax year 2015-2016 the allowance is £2,290</p> <p>You can claim Blind Person's Allowance if you're registered with your local council as blind or severely sight impaired.</p> <p>Website: <a href="http://www.gov.uk/blind-persons-allowance">www.gov.uk/blind-persons-allowance</a></p>	
<b>Disabled Students' Allowances (DSA)</b>	<p>As a higher education student living in England, you can apply for DSA if you have a; disability, long-term health condition, mental health condition or specific learning difficulty such as dyslexia. The amount of money depends on the individuals needs and varies greatly and is available for part time and full time students. For further information contact the disability adviser at your college or university.</p> <p>Website: <a href="https://www.gov.uk/disabled-students-allowances-dsas/overview">https://www.gov.uk/disabled-students-allowances-dsas/overview</a></p>	
<b>Department of Work and Pensions, Disability and Carers Service</b>	<p>Provides financial support for customers claiming disability benefits and their carers – for example, Disability Living Allowance and Carer's Allowance.</p> <p>Website: <a href="http://www.dwp.gov.uk/about-dwp/customer-delivery/disability-and-carers-service/">http://www.dwp.gov.uk/about-dwp/customer-delivery/disability-and-carers-service/</a></p>	
<b>Disabled facilities grant</b>	<p>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.</p> <p>Website: <a href="https://www.gov.uk/disabled-facilities-grants/overview">https://www.gov.uk/disabled-facilities-grants/overview</a></p>	
<b>Family fund</b>	<p>Provides grants to low-income families raising disabled and seriously ill children and young person aged 17 or under.</p> <p>Website: <a href="http://www.familyfund.org.uk/">http://www.familyfund.org.uk/</a></p>	
<b>Sunny Days</b>	<p>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.</p> <p>Provides grants to low-income families raising disabled and seriously ill children and young person aged 17 or under.</p> <p>Website: <a href="http://www.sunnydaysfund.org.uk/index.shtml">http://www.sunnydaysfund.org.uk/index.shtml</a></p>	

<b>The Social Fund</b>	<p>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</p> <p>Website: <a href="https://www.gov.uk/government/publications/the-social-fund-technical-guidance">https://www.gov.uk/government/publications/the-social-fund-technical-guidance</a></p>	
<b>Water Sure</b>	<p>To qualify you must receive certain benefits, have three or more children or live with someone who has a medical conditions which uses a lot of water</p> <p>Website: <a href="http://www.unitedutilities.com/Watersure.aspx">http://www.unitedutilities.com/Watersure.aspx</a></p>	
<b>Motability</b>	<p>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.</p> <p>Website: <a href="http://www.motability.co.uk">http://www.motability.co.uk</a></p>	
<b>Parking concessions for disabled and blind people (blue badge scheme)</b>	<p>The Blue Badge scheme is for people with severe mobility problems. It allows Blue Badge holders to park close to where they need to go.</p> <p>Website: <a href="http://www.milton-keynes.gov.uk/streets-transport-and-parking/disabled-parking-blue-badge-scheme">http://www.milton-keynes.gov.uk/streets-transport-and-parking/disabled-parking-blue-badge-scheme</a></p>	
<b>Concessionary Bus card scheme for disabled people</b>	<p>Holders of a Disabled Person's Bus Pass are entitled to free off-peak travel on local buses anywhere in England</p> <p>Website: <a href="http://www.milton-keynes.gov.uk/streets-transport-and-parking/bus-travel/bus-passes-and-cards/disabled-person-s-bus-pass">http://www.milton-keynes.gov.uk/streets-transport-and-parking/bus-travel/bus-passes-and-cards/disabled-person-s-bus-pass</a></p>	
<b>Bucks Vision</b>	<p>BucksVision provides specialist services for people who are blind and partially sighted. Staff can provide advice, information on the help that is available and training to maintain independence. They provide social clubs and a visiting scheme and equipment demonstrations.</p> <p>Website: <a href="http://www.bucksvision.co.uk/">http://www.bucksvision.co.uk/</a></p>	
<b>Disability snow sport UK</b>	<p>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 snowsports by offering increased opportunities, independence, mobility, freedom and social interaction. We welcome skiers of all ages and abilities.</p> <p>Website: <a href="http://www.disabilitysnowsport.org.uk">www.disabilitysnowsport.org.uk</a></p>	
<b>Shaw Trust</b>	<p>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</p>	

	<p>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.</p> <p>Website: <a href="http://www.shaw-trust.org.uk">www.shaw-trust.org.uk</a></p>	
<b>MK SNAP</b>	<p>SNAP is a work preparation and life skills unit for people aged 16+ with learning and physical difficulties. People are able to develop their skill and abilities in a supportive, stimulating environment leading to a better quality of life and greater interaction with the wider community.</p> <p>Website: <a href="http://www.mksnap.org">www.mksnap.org</a></p>	01908 690 330
<b>Spinal Injuries Association</b>	<p>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.</p> <p>Website: <a href="http://www.spinal.co.uk">www.spinal.co.uk</a></p>	

Benefits		
<b>Personal Independence Payment (PIP)</b>	<p>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. You could get between £21.80 and £139.75 a week.</p> <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: <a href="https://www.gov.uk/pip/overview">https://www.gov.uk/pip/overview</a></p>	
<b>Winter fuel payment</b>	<p>You could get between £100 and £300 tax-free to help pay for heating bills if you were born on or before 5<sup>th</sup> January 1953. Most payments are made automatically between November and December and you should receive the money before Christmas. 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. You can't claim Winter Fuel Payment for 2015 to 2016 after 31 March 2016.</p> <p>Website: <a href="https://www.gov.uk/winter-fuel-payment">https://www.gov.uk/winter-fuel-payment</a></p>	
<b>Local welfare provision</b>	<p>Crisis loans and community care grants are no longer available from the DWP. Milton Keynes Council is now administering the Local Welfare Provision (LWP) which aims to, 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.</p> <p>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. The total value of Local Welfare Provision grants made by the council is limited to the funding that has been made available to it by the Government. We will consider whether an</p>	



	<p>application meets the criteria for Local Welfare Provision and that there are still funds available.</p> <p>Website: <a href="http://www.milton-keynes.gov.uk/benefits-council-tax/benefits-available/what-is-local-welfare-provision-lwp">http://www.milton-keynes.gov.uk/benefits-council-tax/benefits-available/what-is-local-welfare-provision-lwp</a></p>	
<b>Housing Benefits</b>	<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: <a href="https://www.gov.uk/housing-benefit">https://www.gov.uk/housing-benefit</a></p>	
<b>Council Tax Reduction Scheme</b>	<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: <a href="https://www.gov.uk/apply-council-tax-reduction">https://www.gov.uk/apply-council-tax-reduction</a></p>	

### Life limited conditions

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

Asian women's resource centre	Website: <a href="http://www.asianwomenscentre.org.uk/">http://www.asianwomenscentre.org.uk/</a>	

### Domestic Abuse

<b>MK ACT</b>	<p>MK Act is a charity in Milton Keynes which works with over 100 families' everyday 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.</p> <p>Email: <a href="mailto:info@MK-ACT.org">info@MK-ACT.org</a></p> <p>Website: <a href="http://www.mkact.com">www.mkact.com</a></p>	<p>Helpline: 0344 375 4307</p>
<b>National Centre for Domestic Violence</b>	<p>Assistance to obtain court injunctions</p> <p>Website: <a href="http://www.ncdv.org.uk">www.ncdv.org.uk</a></p>	<p>0800 970 2070</p>
Asian Women's Helpline	<p>Support for Asian victims of abuse, including "honour-based violence" and forced marriage. Non-English speakers available.</p>	<p>01494 446 366</p>

	Website: <a href="http://www.wycombewomensaid.org.uk">www.wycombewomensaid.org.uk</a>	
Karma Nirvana	Support for Asian victims of abuse, including “honour-based violence” and forced marriage. Non-English speakers available.  Website: <a href="http://www.karmanirvana.org.uk">www.karmanirvana.org.uk</a>	0800 5999 247
Kiran Project	Support for Asian victims of abuse, including “honour-based violence” and forced marriage. Non-English speakers available.  Website: <a href="http://www.kiranproject.org.uk">www.kiranproject.org.uk</a>	0208 5581 986
Forced Marriage Unit	Support for Asian victims of abuse, including “honour-based violence” and forced marriage. Non-English speakers available.  Website: <a href="http://www.gov.uk/forced-marriage">www.gov.uk/forced-marriage</a>	0207 0080 151
Women’s Aid	National Helpline  Website: <a href="http://www.womensaid.org.uk">www.womensaid.org.uk</a>	0808 2000 247
<b>Sexual Assault Referral Centre (SARC)</b>	SARC provides a safe, discreet and caring environment to support victims of rape and sexual assault  Thames Valley SARC Bicester SOLACE Centre Police House Bicester Ox26 2NT  Website: <a href="http://www.solacesarc.org.uk">www.solacesarc.org.uk</a>	0300 130 3036
Rape Crisis	National Rape Helpline  Website: <a href="http://www.rapecrisis.org.uk">www.rapecrisis.org.uk</a>	0808 802 9999
Victim Support	Support for victims of crime  Website: <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>	
National Stalking Helpline	Harassment or stalking advice  Website: <a href="http://www.stalkinghelpline.org">www.stalkinghelpline.org</a>	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: <a href="http://www.mensadviceline.org.uk">www.mensadviceline.org.uk</a> Email: <a href="mailto:info@mensadviceline.org.uk">info@mensadviceline.org.uk</a>	0808 802 0300
Mankind	Men’s National helpline  Website: <a href="http://www.mankind.org.uk">www.mankind.org.uk</a>	Helpline: 0808 801 0327
Respect Phone-line	For perpetrators  Website: <a href="http://www.respectphoneline.org.uk">www.respectphoneline.org.uk</a>	01823 334244
Galop	Lesbian and gay helpline  Website: <a href="http://www.galop.org.uk">www.galop.org.uk</a>	0808 802 4040

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### Gypsies, travellers and Roma families

Friends, families and travellers - FFT	<b>Friends, Families and Travellers: Working towards equality</b> 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.  <a href="http://www.gypsy-traveller.org">www.gypsy-traveller.org</a>	Helpline: 01273 234 777
Oxfordshire and Buckinghamshire Gypsy and Traveller Services	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.  <b>Areas served:</b> Oxfordshire, Buckinghamshire Contact details  <b>Address:</b> 1st floor, Bicester Fire Station, Queens Avenue, Bicester, Oxfordshire OX26 2NR  <b>Telephone Number(s):</b> 01865 815545  <b>Email address:</b> <a href="mailto:travellers@oxfordshire.gov.uk">travellers@oxfordshire.gov.uk</a>	01865 815545

### Asylum Seekers

<b>Migrant Help</b>	We run an asylum helpline that is free and accessible to all asylum seekers in the UK. We can advise you in your language on issues such as:  How to claim asylum Financial support Finding legal representation The asylum process Accessing healthcare Accommodation support Any other asylum issues  Also support for victims of human trafficking and Refugee resettlement  <a href="http://migranthelpuk.org/about-asylum-services">migranthelpuk.org/about-asylum-services</a>	Advice And Guidance: 0808 8000 630  Asylum Support Applications: 0808 8000 631
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