



## **Support for Families**

### **LIST OF SUPPORT AND CHARITIES IF NEEDED.**

**\*\*\*This is not a comprehensive list\*\*\***

#### **In case of emergencies/safeguarding concerns**

- 999 – All immediate emergencies contact number. Police, Fire, Ambulance.
- 101 – Non emergency contact number. Police, Fire, Ambulance.
- 111 – NHS none emergency contact number and (COVID-19) support line. *Website: <https://www.nhs.uk/>*
- NSPCC - Help for adults concerned about a child: 0808 800 5000
- Childline - Help for children and young people: 0800 1111
- Slough Childrens services Trust 01753 875362. The operating hours (for this team only) are 9am to 5pm  
*For emergencies outside these hours call the Emergency Duty Team on 01344 786543 email: [EDT@bracknell-forest.gov.uk](mailto:EDT@bracknell-forest.gov.uk) or dial 999.*
- Slough Advice Centre – Additional support and advice  
*Website <https://sloughadvicecentre.co.uk/uncategorized/salvation-army-slough/>*



## **List of Charities to contact/signpost**

### **Mental health and family wellbeing:**

#### **Home start Slough**

Information, advice and practical support for parents of young children

**Opening Hours**

*Monday to Friday 10am – 4pm*

**Homestart Slough**

111 High St

Burnham

SL1 7JZ

**01628 661029**

[www.hsslough.co.uk](http://www.hsslough.co.uk)

[office@hsslough.co.uk](mailto:office@hsslough.co.uk)

#### **Mind (The National Association for Mental Health)**

Advice and support to empower anyone experiencing a mental health problem. We campaign to improve services, raise awareness and promote understanding. We won't give up until everyone experiencing a mental health problem gets support and respect.

Telephone: 0208 519 2122

Website: <https://www.mind.org.uk/>

#### **Samaritans**

24 hour service, for anyone who's struggling to cope, who needs someone to listen without judgement or pressure.

We offer listening and support to people and communities in times of need.

In prisons, schools, hospitals and on the rail network, Samaritans are working with people who are going through a difficult time and training others to do the same.

Every life lost to suicide is a tragedy, and Samaritans' vision is that fewer people die by suicide.

Contact: 01753 531011 – 116 123

#### **Daisy's Dream**

Daisy's Dream is a professional support service responding to the needs of children and families affected by life threatening illness or bereavement.

Contact: 0118 934 2604

Website: <https://www.daisysdream.org.uk/about-us>



## **Alzheimers Society**

Information and advice for anyone affected by dementia and keep people with dementia connected to their lives

### **Opening Hours**

*Face to face support Monday to Friday, over the phone and in writing. 24hour Iso availableonline forum*

### **Alzheimers Society/strong>**

**6 North Road**

**Maidenhead**

**SL6 1PL**

**01628 626 331**

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

[berkshire@alzheimers.org.uk](mailto:berkshire@alzheimers.org.uk)

## **Turn2Me**

Free Online Mental Health Support Services

### **Opening Hours**

*Online 1-1 Counselling Sessions*

### **Turn To Me**

**Online**

[www.turn2me.org](http://www.turn2me.org)

## **FirstStop Advice**

FirstStop Advice is an independent, impartial and free service offering advice and information to older people, their families and carers about housing and care options for later life.

<http://www.firststopcareadvice.org.uk/access-services/public/>

## **Autism Berkshire**

Autism Berkshire is the county's leading autism charity, offering a wide range of services to support individuals and families living with autism.

As part of the SPACE project, we deliver the following services for Slough residents:

**Appointments for benefits advice for autistic people and their families with our expert adviser Kevin Jackson at the Shelter office at 27 Church Street, Slough. To make an appointment (these normally take place on Fridays), please email [admin@autismberkshire.org.uk](mailto:admin@autismberkshire.org.uk) or call 01189 594 594.**

**The Hidden Pearls social group for autistic adults, which meets fortnightly on Tuesday evenings at the Earl of Cornwall pub, in Cippenham Lane, from 7pm to 9pm. For more information about the group and its activities, contact the co-ordinator, Sarah Brown, by email at [sarah.brown@autismberkshire.org.uk](mailto:sarah.brown@autismberkshire.org.uk), call 01189 594 594 or see our website at the address below.**

Advice about autism is available by calling our Helpline service on 01189 594 594 between 10am and 1pm on weekdays or by emailing [contact@autismberkshire.org.uk](mailto:contact@autismberkshire.org.uk)



## **Carers Helpline**

Carers Helpline

Carers Helpline  
**01753 303428**  
[sloughcarers@gmail.com](mailto:sloughcarers@gmail.com)

## **Silverline**

The Silver Line is the only free confidential helpline providing information, friendship and advice to older people, open 24 hours a day, every day of the year.

Helpline – 0800 4 70 80 90

<https://www.thesilverline.org.uk/>

## **Budgeting and Finance:**

### **Shelter**

Shelter provide support for all housing related problems, including disrepair, rent, illegal eviction, harrassment, housing benefit, repossession and landlord /tenant disputes

#### **Opening Hours**

*Mon – 9.30am – 1pm triage drop in, Tues – 9.30am – 1pm triage drop in, Weds – 9.30am – 1pm triage drop in, Thurs- 9.30am – 1pm triage drop in, Fri – Mon – 9.30am – 1pm triage. ADVICE HELPLINE 0808 800 4444 – 8AM TO 8PM MONDAY TO FRIDAY and 8AM TO 5PM SATURDAY AND SUNDAY*

### **Shelter**

27 Church Street  
Slough  
SL1 1PL

**0344 5151380**

[www.shelter.org.uk](http://www.shelter.org.uk)

[slough@shelter.org.uk](mailto:slough@shelter.org.uk)

### **Slough Foodbank**

We are part of a UK-wide network of food banks. Slough is one of over 415 foodbanks providing emergency food to people in crisis nationwide.

**01753 550303**

[www.slough.foodbank.org.uk](http://www.slough.foodbank.org.uk)

[office@slough.foodbank.org.uk](mailto:office@slough.foodbank.org.uk)



## **Universal Credits – Budgeting Support**

Money Advice Service's Online Money Manager is an interactive tool that offers personalised advice, on making the most of your money while you're on Universal Credit. It offers help and advice on a range of money topics, including opening a bank account, keeping on top of bills and dealing with debt.

<https://obs.moneyadviceservice.org.uk/>

## **Salvation Army – Slough**

We offer practical support and services to all who need them, regardless of ethnicity, religion, gender or sexual orientation. Our work includes: Homelessness, Modern slavery, Poverty, Addiction, Influencing social policy, Older people, Community - debt advice, unemployment, isolation.

01753 525819

[www.salvationarmy.org.uk/slough](http://www.salvationarmy.org.uk/slough)

## **P3 – People, Potential , Possibilities**

Providing community based support services for aged 18+ adults in Slough, offering successful and lasting routes out of social exclusion and homelessness. We will work with you to support and solve problems related to your home or tenancy that may lead to the loss of your home. We will work with you to improve your situation, to be more confident and independent.

01753 571 324

[p3charity.org](http://p3charity.org)

## **Advocacy in Slough**

Advocacy is acting to help people say what they want, secure their rights, represent their interests and obtain services they need.

Advocacy in Slough provide the following types of Advocacy:

Care Act Advocacy, NHS complaints Advocacy , IMHA – Independent Mental Health Advocacy and from Sept 2016 IMCA – Independent Mental Health Capacity Advocacy

**01753 415299**

**Text 07713711999**

[www.advocacyinlough.org.uk](http://www.advocacyinlough.org.uk)

[info@advocacyinlough.org.uk](mailto:info@advocacyinlough.org.uk)

## **Slough Furniture Project**

Information, advice and support to families on state benefits who may need support regarding furniture.

### **Opening Hours**

*Monday to Friday 9.00am to 3.00pm*

### **Slough Furniture Project**

167 Farnham Road

Slough

SL1 4XP

**01753 692535**

[malcolm.anderson@salvationarmy.org.uk](mailto:malcolm.anderson@salvationarmy.org.uk)



## **Baby Bank Windsor**

Baby Bank was set up in 2015 by two Windsor mums. We collect good quality second hand clothes, equipment and furniture and gift it to families in extreme need within the Royal Borough of Windsor and Maidenhead , Berkshire and the surrounding areas.

Telephone 07704 919184

Email: [info@thebabybank.org](mailto:info@thebabybank.org)

Website: <https://www.thebabybank.org/>

## **Childcare Choices**

All about Government help with childcare costs, including 15 to 30 hours free childcare, Tax-Free Childcare, tax credits, Universal Credit, vouchers and support.

[www.childcarechoices.gov.uk](http://www.childcarechoices.gov.uk)

## **Other:**

### **The DASH Charity**

Confidential information and advice to individuals and families affected by domestic abuse.

#### **Opening Hours**

*Call for an appointment*

#### **The DASH Charity**

**01753 549865**

[www.thedashcharity.org.uk](http://www.thedashcharity.org.uk)

[info@thedashcharity.org.uk](mailto:info@thedashcharity.org.uk)

### **Slough Refugee Support**

Information and advice services for refugees and asylum seekers. Includes immigration, education, employment, housing, health, asylum procedures, benefits, English classes and a wide range of support services

#### **Opening Hours**

*Monday – Closed. Tuesday 10am – 12pm noon drop in Wednesday Appointments for Casework. Thursday 10am - 12 noon drop-in and Friday 10am – 12 noon drop-in*

#### **Slough Refugee Support**

28 Bath Road

Slough

SL1 3SR

**01753 537142**

[www.sloughrefugeesupport.org.uk](http://www.sloughrefugeesupport.org.uk)

[srsinfo@sloughrefugeesupport.org.uk](mailto:srsinfo@sloughrefugeesupport.org.uk)



## Sorting Separation

Information and advice for people looking to get support and help after a separation

### Opening Hours

*Online tool*

### Sorting Separation

#### Online Resource

[www.sortingoutseparation.org.uk](http://www.sortingoutseparation.org.uk)

## Turning Point

Information and advice to support people with drug or alcohol issues, a mental health concern, learning disability or employment solution

### Opening Hours

*Call for an appointment*

### Turning Point

Maple House

95 High St

Slough

SL1 1DHL

**01753 692548**

[www.turning-point.co.uk](http://www.turning-point.co.uk)

[info@turning-point.co.uk](mailto:info@turning-point.co.uk)

## Citizens Advice

They give people the knowledge and confidence they need to find their way forward - whoever they are, and whatever their problem.

Our network of charities offers confidential advice online, over the phone, and in person, for free.

Adviceline: [03444 111 444](tel:03444111444)

<https://www.citizensadvice.org.uk/>