

Useful Contacts and Links

For Parents, Guardians, Relatives and Friends

Universal Credit service

The easiest way to contact the Universal Credit service is through your online journal. You can also call on 0800 328 5644 - Monday to Friday, 8am to 6pm (except bank holidays) - or textphone on 0800 328 1344 - Monday to Friday, 8am to 6pm (except bank holidays). These numbers are freephone numbers.

Freeschool Meal Check

<https://www.cloudforedu.org.uk/ofsm/rbwm/school> .

RBWM Multi Agency Safeguarding and Early Help Hub (MASH)

Telephone 01628 683150

Monday to Thursday 8.45am-5.15pm and Friday 8.45 am-4.45 pm

Emergency Duty Service (any time outside the hours above)

Tel: 01344 786543

Police Public Protection Unit including Child Abuse Investigation and Domestic Abuse

www.thamesvalley.police.uk/aboutus-depts-vpu

Tel: 101 or 999 in an emergency

The Hideout

Website for children and young people to understand domestic abuse and take positive action

www.thehideout.org.uk

The Dash Charity (formerly Berkshire East and South Bucks Women's Aid)

01753 549865

info@thedashcharity.org.uk

www.thedashcharity.org.uk

Adviza

Adviza has a range of information, services and products that can help you move forward in education, work or training.

Web: www.adviza.org.uk/who-am-i/young-person/

Tel: 0845 408 5002

Relate

For Relationship counselling and advice services.

www.relate.org.uk

Tel: 0300 100 1234

NSPCC (Child Protection Unit)

Expert advice from NSPCC advisers, who are all trained child protection officers.

www.nspcc.org.uk

Tel: 0808 800 5000 (Helpline)

Al-Anon

Offers understanding and support for families and friends of problem drinkers.

www.al-anonuk.org.uk

Tel: 020 7403 0888 (Helpline)

Family Rights Group

The Family Rights Group provides independent advice, information and advocacy to families involved with social care about the care and protection of their children in England and Wales.

www.frg.org.uk

Tel: 0808 801 0366 (Freephone advice line)

National Drugs Helpline (also called Talk to Frank)

Free and confidential telephone service that offers advice and information for those who are concerned, or have questions, about drugs. Callers might be drug users, recovering or past users, friends, family, colleagues or contacts of drug users.

www.talktofrank.com

Tel: 0300 123 6600 (24 hour helpline)

Missing Persons Helpline

Tel: 0500 700 700 (24 hour helpline)

NHS Smoking Helpline

www.smokefree.nhs.uk

Tel: 0800 022 4332 (Helpline)