

Support and advice available for families in the Maldon area (updated 3/5/17)

Issue	Source of support
Confidential support for mental health issues	<p>Samaritans of Chelmsford & Mid-Essex Tel: 116 123 - 24 hrs/365 days p.a. Round the clock confidential support given by trained volunteers on issues including: relationship and family problems; bereavement; financial worries; job, college or study related stress; loneliness and isolation; depression; illness; drug and alcohol misuse; and suicidal thoughts. Email: jo@samaritans.org 12 Critchett Terrace, Primrose Hill, Chelmsford, Essex CM1 2QN Web: www.samaritans.org/branches/samaritans-chelmsford-and-mid-essex</p> <p>Mid-Essex IAPT is designed to help you work out how to feel better. It is part of the national initiative Improving Access to Psychological Therapies (IAPT), to provide psychological therapies proven to help adults with depression and anxiety disorders. Support ranges from CBT courses; groups; online CBT; guided self help (with telephone support); and individual therapy. To refer yourself onto this free service either call 01376 308704 or 01376 308705; ask your GP to refer you; or via www.hpft.nhs.uk/mid-essex-iapt Mid-Essex IAPT, Tekhnicon House, Springwood Drive, Braintree CM7 2YN. Please note: this service is not able to provide immediate support in an emergency. If you require immediate urgent help, please contact your GP or call the Crisis Line on 0330 726 0130</p> <p>Emotional Wellbeing and Mental Health Service (EWMHS) (previously Children and Adolescent Mental Health Services, CAMHS) now provided by North East London NHS Foundation Trust (NELFT). Service provides targeted and specialist emotional wellbeing and mental health support for: children aged 0-18; anybody with Special Educational Needs (SEN) up to the age of 25; or any parent, guardian, professional or teacher of a child who is experiencing emotional wellbeing and mental health difficulties. Free at the point of entry and access to service via GP, other professional, or self-referral. Tel: 0300 300 1600 (9am-5pm, Monday to Friday). For out of hours and weekend Crisis Support Service please call 0300 555 1201 Web: www.nelft.nhs.uk/services-ewmhs</p>
Practical and/or emotional support	<p>Home-Start Essex in Maldon volunteers visit families for 2-3 hours at home each week. Volunteers who are all parents themselves, support parents in situations as diverse as isolation, bereavement, multiple births, illness, disability or who are just finding parenting a struggle. They provide practical and emotional support and help build the family's confidence and ability to cope. To get Home-Start support, you must have at least one child under five, and there must be a volunteer available to support you. Support is free, non-judgemental and confidential, with staff and volunteers being well trained, trustworthy and possessing enhanced level criminal records checks. Tel: 01621 858467 Maldon District Council Offices, Princes Road, Maldon CM9 5DL Email: maldon@home-startessex.org.uk Web: www.homestartmaldon.org.uk</p> <p>Support Time and Recovery Service (STaR) workers can provide information, guidance and practical support to adults with mild to moderate mental health problems on issues including employment, housing, loneliness, isolation, debt, finances, job seeking and volunteering. Workers at this free service work with clients on an action plan for a short period of time. Referral to this Mid Essex Improving Access to Psychological Therapies (IAPT) Service in partnership with Mid Essex Mind can be via GP, or self-refer via Mid Essex IAPT Service. Tel: 01206 764600 (Monday-Friday, 9am-5pm) www.mnessexmind.org/how-we-can-help/help-for-adults/practical-support/ and www.mnessexmind.org/wp-content/uploads/2016/08/Mid-and-North-Essex-Mind-Support-Time-and-</p>

	Recovery-Service.pdf
Information, advice & guidance	<p>Maldon, Dengie and Yellow Brick Road Children’s Centres offer a range of services including groups and activities, for families with children under 5 years. The centres can provide families with information, advice and guidance on a wide range of topics, a one-to-one outreach service, groups and courses such as: baby massage; messy play; baby singing & signing; first aid; parenting (Incredible Years, It’s Just a Phase, Play to Learn); language and communication (Talk With Me for two year olds); self-esteem and confidence (Mums Matter); domestic violence issues (Freedom Program); healthy cookery; young parents group; returning to work for lone parents (Brighter Futures).</p> <p>Maldon Children’s Centre, Maldon Library, Carmelite Way, Maldon, CM9 5FW Tel: 01621 851590 8am-6pm Monday-Friday (Centre open: 9am–5pm) Email: tallulah.shaughnessy@actionforchildren.org.uk Web: http://essexcentre.info/Maldon</p> <p>Dengie Children’s Centre, Ormiston Rivers Academy, Southminster Road, Burnham-on-Crouch, CM0 8QB Tel: 01621 783933 8am-6pm Monday-Friday (Centre open for groups/activities: Monday and Wednesday 9am–3pm) Email: tallulah.shaughnessy@actionforchildren.org.uk Web: http://essexcentre.info/Dengie</p> <p>Yellow Brick Road Children’s Centre, Great Totham Primary School, Walden House Road, Great Totham, CM9 8PN Tel: 01621 893844 8am-6pm Mon-Friday (Centre open for groups/activities: Tuesdays 9am-5pm, Thursdays 1pm-5pm) Email: tallulah.shaughnessy@actionforchildren.org.uk Web: http://essexcentre.info/YellowBrickRoad</p>
Citizens Advice Bureaux (CAB)	<p>Citizens Advice Bureaux (CAB): can provide advice on employment, legal, debt, money, benefits, housing, consumer, family and relationship problems.</p> <p>Maldon District Council Offices, Princes Road, CM9 5DL Tel: 01621 875774 Monday-Friday 10am–4pm. Danielle Lawrence, Project and Debt Advice Manager available Wednesdays, Thursdays and Fridays to conduct home visits or meet in CAB office. Tel: 01621 875866 Email: projects@maldoncab.cabnet.org.uk</p> <p>Burnham-on-Crouch: Town Council Offices, Chapel Rd, Burnham-on-Crouch CM0 8JA Thursdays 10am-1pm</p> <p>Southminster Library, Queensborough Road, CM0 7AD Tuesdays 9.30am-12pm Email: bureau@maldoncab.cabnet.org.uk Web: https://www.citizensadvice.org.uk/local/maldon-district/</p>
Constituency issues including: benefits, immigration, housing and health care	<p>John Whittingdale OBE MP, can provide advice on a range of issues including benefits, immigration, housing and health care. John holds surgeries in:-</p> <ul style="list-style-type: none"> - Maldon and Burnham, once a month on Saturdays; - South-Woodham-Ferrers and Stock, once a month on Fridays. <p>to book a surgery appointment telephone Helen Harrison, Maldon Constituency Conservative Association - 01621 855663 Web: www.maldonconservatives.org/ Email john.whittingdale.mp@parliament.uk & Web www.johnwhittingdale.org.uk/</p>
Housing, finance and benefits	<p>One Support service provides targeted short-term support focused on crisis intervention such as threat of eviction, priority debts as well as drop-in services. For immediate access to one off support for issues including benefit checks and housing guidance. Tel: 0300 123 1921 209b Wellington House, Butt Road, Colchester C03 3DA Email: essexfs@onehousinggroup.co.uk Web: www.onehousing.co.uk/</p>
Employment	Chelmsford Jobcentre Plus : The Gemini Centre, 88 New London Road,

	<p>Chelmsford, Essex CM2 0YN. Tel: 0345 604 3719 Web: www.gov.uk/contact-jobcentre-plus</p>
<p>Health</p>	<p><u>NHS Mid-Essex Clinical Commissioning Group: Childhood Illness Events</u> which are run by local GPs and Community Pharmacists aim to help local parents feel more in control and to feel supported. They want parents, grandparents and carers to know what signs to look out for connected to common childhood illnesses and what to do for help and support if they need it. http://midessexccg.nhs.uk/your-health-services/your-health/childhood-illnesses</p> <p><u>NHS Mid-Essex Clinical Commissioning Group: Common Childhood Illnesses and Wellbeing Handbook</u> is an extensive and informative guide for anyone who cares for a child aged from birth to 11 years old. It gives advice on how to spot signs of illness and what to do for minor conditions such as coughs and colds, fever, dry skin and rashes, chicken pox, bumps and bruises. Information on mental health and wellbeing, healthy lifestyles and advice on some more serious conditions like meningitis and sepsis is also covered in the booklet. There is also a handy section on when you should keep your child home from school. You can download the guide by clicking on the link below. http://midessexccg.nhs.uk/about-us/the-library/patient-guides/childhood-illness/2104-mid-essex-common-childhood-illness-and-wellbeing-handbook</p> <p><u>The Essex Child and Family Wellbeing Service</u> provided by Virgin Care in partnership with Barnardo's delivers four broad areas of support: health visiting; parenting support; family health; and resilience and development. http://www.virgincare.co.uk/service-hub/essex-0-19/</p> <p>Essex Health Visiting Service (Burnham-on-Crouch and Maldon): South Woodham Ferrers Clinic, Merchant Street, South Woodham Ferrers, CM3 5BF Tel: 01245 318317 / 0300 303 2619</p> <p>Essex 5-19 Children's Public Health Team (Maldon) Admin Block St Peter's Hospital, 32a Spital Road, Maldon, CM9 6EG Tel: 01621 727851</p> <p><u>Essex Lifestyle Service:</u> <u>Lifestyle Coaches</u> can help with accessing local services e.g. housing and education, eating more healthily, improving physical activity, quitting smoking, falls prevention and reducing stress. Service accessible by self-referral, or referral by health professionals, local pharmacies, voluntary organisations or job centres. The Lifestyle Coach will help with planning, setting and achieving goals that help you achieve better health and wellbeing. If eligible, you will also receive a FREE NHS health check.</p> <p><u>The Get Active Course</u> is a free 3 week introduction to exercise programme for those over the age of 18. This programme gives people opportunities to try a range of gentle taster exercise sessions, access information and support and benefit from free/discounted exercise vouchers. Group sessions are delivered in accessible community venues across Essex.</p> <p><u>Managing Health Programme</u> for people living with long term conditions - health problems that cannot be cured but can usually be controlled by medication and other therapies. Long Term Conditions can affect a person's life, from their ability to work and have relationships, to housing and education opportunities e.g. high blood pressure, depression, chronic obstructive pulmonary disease and arthritis. The course aims to help them take control of their health by learning new skills to help manage their condition better on a daily basis. The course covers dealing with pain and extreme tiredness, coping with feelings of depression, relaxation techniques and exercise, communication with family, friends and health professionals and planning for the future. Tel: 0300 303 9988 8am-8pm Email: provide.essexlifestyles@nhs.net</p>

	Web: www.essexlifestyleservice.org.uk/lifestyle-support/
Finance	Lenderhand: is a charity that provides assistance to families during challenging periods of life. Families can apply for goods or services up to the value of £1,000 (stringent application procedure) Web: www.lenderhand.org
Support group for lone parents	H.E.L.P Hope and Encouragement for Lone Parents have a club night at the West Maldon Community Centre, Sunbury Way, Maldon, 6.30pm-9pm on the last Friday of the month. They provide advice regarding money, domestic abuse, housing, personal counselling, lifestyle and parenting and help lone parents access new skills such as depression coping strategies; first aid for adults and children; computing basics; and online safety training sessions. Tel: 07960 975736 Office open Monday, Thursday, Friday 10am-4pm Connect House, Bates Road, Quayside Ind. Est, Heybridge, CM9 5FA www.loneparenthelp.org.uk
Domestic abuse	<p>If in extreme danger, telephone the Police on 999 or leave and go to your nearest police station: Maldon Police Station, West Square, Maldon CM9 5PA (please note station opening hours are Monday to Friday 9am-5pm).</p> <p>Safer Places work with people who have suffered domestic abuse, providing support and practical help:- safe accommodation within a refuge for women and their children who need to leave home; support within the community through drop in and one to one support; emotional support and counselling; practical support, advice and signposting about benefits, housing, debt, children, safety; training, education and employment support; family fun sessions, trips; legal advice; domestic abuse CBT based awareness programmes; specialist support for children e.g. mental health, drug and alcohol challenges; accommodation and support for people with disabilities. Tel: 03301 025811 (24 hours) Email: info@saferplaces.co.uk (9am-5pm); Web: www.saferplaces.co.uk</p> <p>24 hour National Domestic Violence Freephone Confidential Helpline: run in partnership between Women's Aid and Refuge, is a national service for women experiencing domestic violence, their family, friends, colleagues and others calling on their behalf. Helpline gives support, help and information over the telephone, by fully trained female helpline support workers and volunteers. Tel: 0808 2000 247 (24 hrs) Web: www.nationaldomesticviolencehelpline.org.uk</p> <p>The Change Project and The Drive Project delivers a community based domestic violence prevention programme. It is a Respect accredited programme for men who want to stop being abusive towards intimate partners. The Change Project also works with female perpetrators, offering an individual programme of work and provides an associated partner support service that supports men and women who have experienced abuse. Tel: 0845 3727701 / 07872 541982 Relate North Essex and East Herts, 11b Broomfield Road, Chelmsford CM1 1SY Web: www.thechange-project.org/index.php</p>
Furniture and kitchen appliances	Chelmsford Furniture Project is a registered charity that helps people on low incomes to furnish their home. Families can go in person to look at what they would like. Payment is by bank transfer or cash on delivery. If you would like to donate household furniture, Chelmsford Furniture Project can collect items free of charge, or they can be donated at the Duke Street shop or distribution centre in Boreham. Tel: 01245 352918 38 Duke Street, Chelmsford, Essex CM1 1HY Web: www.chelmsfordfurnitureproject.co.uk/
	Essex Advocacy empowers vulnerable adults who have no other appropriate form of support to speak up about an issue, or speak on their behalf to support them through decisions being taken about their health/social care; make

<p>Advocacy</p>	<p>informed choices about their life; or if want to complain about NHS treatment. Services are free and independent from local authority social services and NHS. Tel: 0300 3435736 E: info@essexadvocacy.org.uk W:www.essexadvocacy.org.uk</p>
<p>Support for parents/ carers of children with disabilities, special or additional needs</p>	<p>Specialist Teaching and Preschool Service Parent Helpline is available for parents of preschool and primary aged children who live in Mid Essex, and who have behaviour difficulties as a result of his/her special educational needs. Parents can get advice on: ways to understand and manage their child’s behaviour through daily routines and how to have effective conversations with school staff about their child’s development and support options. Tel: 03330 139793 Carol, Karen or Sharon Monday mornings 9.30-11.30 am</p> <p>Apex Parent Support Group: is for families whose children have social communication difficulties that may involve the Autism spectrum. This free group meets on the second Thursday of the month for the Thriftwood School community and all mainstream school, pre-school, secondary school and college communities. Parents can share their problems in confidence and learn positive strategies to help with their child and whole family to move forward to improving outcomes. Contact via web: www.apexparentsupportgroup.co.uk/</p> <p>InterAct: aims to improve the emotional well-being and life opportunities for teenagers with a learning disability and additional needs; their parents/carers; and people experiencing barriers through disability, challenging emotional and mental health issues, other disadvantages and social difficulties. Support includes:- leisure activities; circles of support; advice and information on support planning, personal budgets, and independent support; and courses including mental health first aid (standard and youth); and Strength2Strength a resilience training course for parents/carers of children (5-19) with special or additional needs in Mid Essex. Tel: 01245 608201 Moulsham Mill, Parkway, Chelmsford CM2 7PX Email: mail@interact.org.uk Web: www.interact.org.uk/</p> <p>Families in Focus: provides holistic support to families of children (0-19) with disabilities and special needs across Essex particularly at times of challenge and crisis. Support includes: helpline; one to support with Disability Living Allowance applications; independent parental support on educational issues; group activities; and respite opportunities including parents/carers indulgence days and sibling support group. Tel: 01245 353575 Monday-Friday 10am-4pm Lancaster House, 140 Mildmay Road, Chelmsford CM2 0EB Email helpline@familiesinfocusessex.org.uk www.familiesinfocusessex.org.uk/</p> <p>FACE – Families Acting for Change Essex represent the views and experiences of parents/carers of children and young people with disabilities and additional needs, to influence the services they receive in Essex. Membership of FACE is free and gives access to information and to contribute to focus groups and consultations and to become more involved in any way that suits you and your family. Tel: 01245 608231 Text: 07910 883337 Moulsham Mill, Parkway, Chelmsford, CM2 7PX Email: info@face-essex.org Web: www.face-essex.org</p> <p>Action for Family Carers provides practical and emotional support; carer support groups; information, signposting and advocacy; adult day respite services; access to training, education and leisure; support within Broomfield Hospital. Young Carers project provides information, support, accreditations and breaks for young carers between the ages of 8-18. Tel: 01621 851640 Brickhouse Farm, Poulton Close, Maldon, CM9 6NG Email: info@affc.org.uk Web: www.affc.org.uk/index.htm</p>
<p>Food bank</p>	<p>To receive vouchers to make 6 or 8 visits to Southminster or Maldon Food Pantries (respectively) first make an appointment with the CAB (details as above)</p>

	<p>Maldon Food Pantry, Rob Sefton, Elim Church, 17 Wantz Road, Maldon CM9 5DB Wednesdays 9.30am-1pm Tel: 07940 830855 Email: rob.sefton@hotmail.com Web: elimaldon.org.uk/maldon-food-pantry/</p> <p>Dengie Food Pantry, Gill Luff, URC Christchurch, North Street, Southminster: Wednesdays 10am - 12pm Tel: 01621 776821 Email: gillacharter@aol.com Web: www.dengiefoodpantry.org/index.html</p>
<p>Counselling, mediation, coaching, mentoring, therapeutic programmes</p>	<p>Kids Inspire supports young people across Essex experiencing educational, social and/or economic disadvantage including relationship abuse, anxiety or bullying through programmes including: Children in Care (CHIC) (relationship training for children and staff using Encountered Centred Therapy); Counselling and Mediation for Children and Families in Mid/West Essex Project (improving and maintaining family stability and resilience); Healing Connections (which supports families to cope with conflict, behavioural boundaries, communication and relationship breakdown); ‘What’s it like to be me’ Drama therapy and Filmmaking Project (for children and young people aged 11-25); Escape the Trap (13-16 years); The Coaching and Mentoring for Children and Families in Mid Essex Project delivers coaching for (14 years to adults) and Mentoring (8 years to adults) Tel: 01245 348707 Fox Crescent, Chelmsford CM1 2BN Email: admin@kidsinspire.org.uk Web: www.kidsinspire.org.uk/</p>
<p>Maldon Library services</p>	<p>Maldon Library, Carmelite House, White Horse Lane, Maldon CM9 5FW offers: internet; photocopying service; fax service; book talk groups; Wi-Fi; dvds; audio books induction loops; baby changing facilities; Work Club offers practical support to jobseekers Thursdays 10am-12pm Baby & Toddler Time: stories and rhymes for babies, pre-school children and parents/carers Tuesdays 2.00pm-2.30pm, Fridays 11.00-11.30am (term time) Maldon Children’s Centre is situated within the library and runs sensory play sessions every Thursday 2pm - 3pm (term time only) IT drop in with MOAT Housing, every other Friday 10am - 12pm Neighbourhood Watch & Community Safety every 4th Friday 10am-12pm Basic computer coaching, Tuesdays 10am-12pm (booking required) Community Volunteer Service, every 4th Thursday of month, 10am-12pm Board Game Club, every other Friday, 2pm-4pm Essex Knitters and Stitchers, every 1st Tuesday of month, 10am-12pm Essex Sight, advice for the blind or partially sighted 1st Tues, 10am-12pm Tel: 0345 603 7628 Web: http://libraries.essex.gov.uk/library-locations-and-opening-times/maldon-library/ Email: maldon.library@essex.gov.uk</p>
<p>Speech and language online resources for parents & practitioners</p>	<p>Essex County Council: provide online resources which can encourage young children’s communication and language skills such as Talk, Listen and Cuddle (TLC); a Sack Full of Sharing; a Hand Full of Rhyme; and Walk and Talk Web: www.essex.gov.uk/Education-Schools/Early-Years-Childcare/TLC/Pages/Resources.aspx</p> <p>I CAN Help Enquiry Service: to arrange a phone call from one of I CAN’s speech and language therapists Tel: 020 7843 2544 or email enquiries@ican.org.uk Web: www.ican.org.uk/help</p>
<p>Bereavement</p>	<p>The Compassionate Friends: is a charitable organisation of bereaved parents, siblings and grandparents dedicated to the support and care of other bereaved parents, siblings, and grandparents who have suffered the death of a child/children. Tel: 0345 123 2304 Email: helpline@tcf.org.uk Web: www.tcf.org.uk/</p> <p>CRUSE: telephone, face-to-face and group support delivered by trained</p>

	bereavement support volunteers across the UK. Tel: 0808 808 1677 Email: helpline@cruse.org.uk Web: www.cruse.org.uk
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