



Children and Families: Covid-19 Support and Information

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This information pack includes details of services available to parents and families within Milton Keynes who may be struggling with the effects of Covid-19 or any other aspects of family life.

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If you have an allocated social worker or family support worker, you can contact them directly if you feel you need support or if you would like to talk to them about any difficulties you are facing.



If you have safeguarding concerns about the safety and well-being of a child please contact the Milton Keynes Multi-Agency Safeguarding Hub (MASH) on 01908 253169.

If you have concerns for the safety and welfare of a child which requires an immediate response, please call the police on 999, otherwise the police can be contacted on 101.

Section 1: Food Banks

Food Bank Extra

If you are in financial hardship/crisis e.g. accepting benefits/free school meals, struggling with severe debt, unemployed or in another vulnerable situation, you can contact the Food Bank Helpline and request a food bank voucher (please note you will not be able to collect a food parcel without this).

You can claim a maximum of 6 vouchers in a rolling 12-month period.

You will need to take proof of ID with you when you collect the food parcel and if you have something which can show proof of eligibility, we would encourage you to take this along with you as well.

The Food Bank Helpline can be contacted on 01908 565852 between 10am and 4pm Monday to Friday.

If you are unable to call the Helpline, you can visit one of the following centres in person to talk to a member of the Food bank team about your circumstances. These centres can issue you with a voucher and give you food.

- Melrose Centre, Bletchley – 9:00am – 11:00am (Mon-Fri)
- Milton Keynes Christian Centre, Oldbrook – 11:30am – 12:30pm (Mon, Weds, Fri)
- King's Community Centre, Wolverton – 1:00pm – 3:00pm (Mon-Fri)

In addition to the 3 centres above, there are four collection points across Milton Keynes where you can collect your food if you already have a voucher; these places are open Monday to Friday, 10:00am - 1:00pm only and the voucher will last 5 days from the day it is issued.

- Central Milton Keynes Library
- Moorlands Family Centre, Beanhill
- Rowans Family Centre, Fullers Slade
- The Spotlight Centre, Lakes Estate

If you are unable to collect your food parcel, we would encourage you to contact a family member, friend or someone you know in the community to support you. If you have no access to this support, the Food Bank may be able to identify someone who can help.

More information can be found at <http://mkfoodbank.org.uk/>

<p>MK Community Fridges</p>	<p>The Community Fridges enable residents and businesses to share surplus food and are available for anyone to help themselves to quality food that would otherwise be wasted.</p> <p>Community Fridges can be found at the following locations</p> <p>Little Bookshop Great Linford: Monday 11:00-13:00 Friday 11:00-13:00</p> <p>Vineyard Church Netherfield: Tuesday 17:00-19:00 Thursday 11:00-13:00</p> <p>The Old Bath House Wolverton: Wednesday 18:00-19:30 Saturday 12:00-14:00</p> <p>Woughton Community Council in Coffee Hall: Tuesday 10:00-14:00 Wednesday 10:00-14:00 Thursday 10:00-14:00 Saturday. 10:00-12:00 (last Saturday of the month)</p> <p>More information can be found at:</p> <p>Website: www.mkcommunityfridge.org Facebook: MKCommunityFridge Twitter: @MKFridge Email: mkcommunityfridge@gmail.com</p>
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Section 2: Local Area Support

The list of Parish, Town and Community Councils below is a snap shot of what is available in Milton Keynes. For more information about what may be available in your local area please check the individual website for each parish and town council. More details can be found at <https://www.milton-keynes.gov.uk/your-council-and-elections/councillors-and-committees/parish-and-town-councils>

Campbell Park and Old Woughton	<p>The Parish Council have a team of local people who have volunteered to support vulnerable individuals in the community who lack a large support network of family and friends.</p> <p>Website: www.oldwoughton.org.uk Email: clerk@oldwoughton.org.uk Tel: 07866 412 706</p> <p>If you need assistance, please contact Charlotte Hall or one of the Councillor's whose details can be found at https://oldwoughton.org.uk/wp-content/uploads/2020/03/Corona-Virus-OWPC-leaflet-3.pdf</p>
Olney	<p>The Town Council, Olney is Kind and Cobbs garden Surgery are working together to support those in need in the local community.</p> <p>Olney Covid Support Group Email: olneycsg@gmail.com Mobile: 07309 449 445 Facebook: https://www.facebook.com/OC19SG/</p>
Newport Pagnell	<p>Newport Pagnell Town Council has a team of volunteers who can help collecting and delivering shopping.</p> <p>Website: www.newport-pagnell.org.uk Email: npresponse@hotmail.com Facebook: Newport Pagnell Covid-19 Response Group</p>

Section 3: Online Family Support & Helplines

<p>Family Lives</p>	<p>The Family Lives website provides help and support for all aspects of family life. They are currently offering information, advice on the back to school transition after Lockdown https://www.familylives.org.uk/advice/your-family/family-life/back-to-school-transition-after-lockdown/</p> <p>If you would prefer to talk to someone for support and advice, you can talk to a Family Support Worker on their confidential helpline.</p> <p>Website: www.familylives.org.uk Helpline: 0808 800 2222 Monday – Friday 9.00am – 9.00pm Saturday and Sunday 10.00am – 3.00pm</p>
<p>National Autistic Society</p>	<p>The National Autistic Society (NAS), a national charity for people with autism and their families, has a useful section on their website with the latest guidance, updates and resources on coronavirus for autistic people, their families and professionals www.autism.org.uk/advice-and-guidance/topics/coronavirus</p> <p>Website: www.autism.org.uk Helpline: 0808 800 4104 Due to the impact of the COVID-19 virus, Helpline telephone lines have been amended to Monday to Friday 10.00am – 3.00pm</p> <p>Online enquiry forms: https://www.autism.org.uk/enquiry</p>
<p>Barnardos See, Hear Respond Support Hub</p>	<p>The See, Hear, Respond project is able to support children and young people affected by the Covid-19 crisis. If you would like to make a referral please do so via their portal https://www.barnardos.org.uk/see-hear-respond</p> <p>Useful resources can be found at their See, Hear, Respond Support Hub https://www.barnardos.org.uk/support-hub</p> <p>The Support Hub is an interactive central space for parents, carers and young people to access a range of materials and resources to help deal with some of the challenges the pandemic has presented.</p> <p>The Support Hub has lots of helpful resources, from articles to toolkits, podcasts to animations, and much more and covers the following:</p> <ul style="list-style-type: none"> - Emotional wellbeing - Supporting families - Online life - Back to School - Special Education Needs & Disabilities - Young Carers <p>BOLOH – The Black and Asian family COVID-19 Helpline and webchat is for children, young people and families affected by COVID-19. If you have been affected by the pandemic and you need someone to talk to or advice, you can contact one of their specialist support advisors to talk about it 0800 1512605 Monday – Friday 1.00pm – 8.00pm</p>

Section 4: Domestic Violence Intervention Services

<p>MK ACT</p>	<p>MK Act is a charity in Milton Keynes which works with families to help them move on from fear and abuse. The Government has categorised their services as essential and they are following the latest guidance and doing all their support over the phone unless they are unable to do so.</p> <p>Their team of staff and volunteers continue to work and are covering all their phone numbers and email boxes which are listed below as normal so please phone or contact them between office hours of 9.00am-5.00pm.</p> <p>MK ACT Crisis Service Helpline 0344 375 4307 info@mk-act.org Professionals Helpline 01908 295 731 info@mk-act.org Refuge Service 01908 523 720 fst@mk-act.org Fresh Start 07718767974 freshstart@mk-act.org</p> <p>Programmes and Training (Freedom Programme, First Steps to Freedom etc) 07827358721 training@mk-act.org</p> <p>If you need to speak to someone out of these hours you can ring the National Domestic Violence Helpline on 0808 2000 247</p>
<p>Karma Nirvana</p>	<p>Karma Nirvana supports victims of abuse, honour-based abuse and forced marriage. The helpline will remain open until further government announcements which may change their position. Professionals that may be working with clients who are at risk of honour-based abuse or forced marriage and unable to visit them, can also contact the helpline for guidance.</p> <p>Website: www.karmanirvana.org.uk Helpline: 0800 5999 247 Monday – Friday 9.00am – 5.00pm Email: support@karmanirvana.org.uk</p>
<p>Respect – Men’s Advice Line</p>	<p>Domestic abuse affects men too. The social distancing restrictions in place due to COVID-19 has made it a particularly challenging time for every family and every relationship. For those experiencing domestic abuse, the lockdown is likely to make things worse, as abusers are likely to escalate the abusive behaviours towards their partners.</p> <p>The Men’s Advice Line Team are working hard to support callers. Concerned family members, or friends as well as frontline workers supporting male victims are also welcome to contact the Advice Line for support, practical advice and information.</p> <p>Website: www.mensadvice.org.uk Helpline: 0808 8010327 Monday to Friday 9.00am – 8.00pm Webchat: Wednesday – Friday 10.00 – 11.00am & 3.00 – 4.00pm Email: info@mensadvice.org.uk</p>

Section 5: Mental Health/Emotional Support for Children and Young People

The Covid-19 pandemic has meant that everybody's life has had to change and this can have a huge impact on our mental health and how we are feeling. If you are struggling, then we would encourage you to reach out to family and friends and access the telephone and online support services available to you. Within this document we have provided information about support services available to children, young people and adults. These support services are there listen to you and support you with any difficulties you may be facing, not just those linked to the effects of Covid-19.

Below are some details about telephone and online support services that provide emotional support and advice to children, young people and adults who may be struggling with their mental health or may feel they need to speak to someone or get some information about a problem they have been facing.

<p>Guidance for Parents and Carers (supporting children and young people's mental health and well-being)</p>	<p>The GOV website is providing guidance for all parents/carers who are supporting children and young people's mental health and well-being during the Covid-19 outbreak. The website provides information about helping children and young people cope with stress, children with learning disabilities or physical health issues. The website also provides information about how you can access support if you have any financial worries.</p> <p>You can access this information by clicking on the link below https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing/guidance-for-parents-and-carers-on-supporting-children-and-young-peoples-mental-health-and-wellbeing-during-the-coronavirus-covid-19-outbreak</p>
<p>Service Six</p>	<p>The Youth Starz Project is accepting referrals for 1:1 support, online group and Mentoring. Due to Covid 19 the services are offered in a range of ways, including via telephone, WhatsApp Video Call or Zoom. They are also offering Face to Face sessions.</p> <p>Telephone or Text: 07850 916600 Monday to Friday 9.00am – 7.00pm Email: katie.byrne@servicesix.co.uk referrals@servicesix.co.uk Facebook: Service Six@services123 or @ClaudiaSSix Twitter: @ServiceSix1 Instagram: @servicesix LinkedIn: Service Six</p> <p>Referrals can be made directly through the website www.servicesix.co.uk</p>
<p>Kooth</p>	<p>Kooth is an online counselling and emotional well-being platform for local children and young people between the ages of 11 and 19. Kooth is accessible through mobile, tablet and desktop and offers free safe and anonymous support for young people.</p> <p>Access online support on their website www.kooth.com Monday – Friday 12pm – 10pm Saturday – Sunday 6.00pm – 10.00pm</p>

<p>YiS Young People's Mental Health</p>	<p>YiS, a local service, offers free and confidential counselling, group work and 1:1 well-being sessions to young people aged 11 – 21 years. Services are currently taking place online.</p> <p>Website: www.mkyis.org.uk Telephone: 01908 604 700</p> <p>You can chat with YiS at m.me/YiSMentalHealth</p>
<p>SHOUT</p>	<p>SHOUT provides free 24/7 confidential support via text for anyone in crisis and struggling to cope. Just text SHOUT to 85258 to be contacted to a trained Crisis Volunteer. SHOUT volunteers will provide action listening and collaborative problem-solving.</p> <p>Website: https://www.giveusashout.org/</p>
<p>ChildLine</p>	<p>Childline provides a confidential telephone counselling service for any child with a problem. ChildLine can offer advice and support about topics such as bullying, abuse and family life. ChildLine also offers an online chat option which means children and young people can speak to a counsellor if they prefer to not speak on the phone.</p> <p>Telephone: 0800 1111 Monday – Friday 7.30am – midnight Saturday and Sunday 9.00am – midnight</p> <p>Website: https://www.childline.org.uk/</p>
<p>The Mix</p>	<p>The Mix is a UK based charity that provides free, confidential support for young people under 25 via online, social and mobile. The Mix provides support for a variety of different issues young people may be facing, such as money worries, homelessness, finding a job, relationship break-up and how to cope with the changes of life due to Covid-19.</p> <p>Telephone: 0808 808 4994 Everyday 4.00pm – 11.00pm Website: https://www.themix.org.uk/ 1-2-1 Chat: https://www.themix.org.uk/get-support/speak-to-our-team</p> <p>Crisis text message service: Text THEMIX to 85258</p>
<p>Young Minds</p>	<p>Young Minds provides support and advice to anyone worried about their own mental health and well-being or if they are worried about someone else.</p> <p>Coronavirus advice and mental health support https://youngminds.org.uk/find-help/looking-after-yourself/coronavirus-and-mental-health/</p> <p>Parents Helpline: 0808 802 5544 Monday to Friday 9.30am – 4pm) Website: https://youngminds.org.uk/</p> <p>Crisis text message service: Text YM to 85258</p>

Section 6: Mental Health/Emotional Support for Adults

<p>MK Talk for Change</p>	<p>Talk for Change offers access to talking therapies and mental health care to adults. You can complete a self-referral online. Due to the current guidance on social distancing, support is mainly offered by telephone, video call, or online.</p> <p>Website: https://talkforchange.org.uk/ Telephone: 01908 725099 Email: cnwl.mktt@nhs.net</p>
<p>Mind BLMK</p>	<p>Mind BLMK a national charity working with communities to support positive mental health. The well-being centre in Milton Keynes offers a range of services promoting positive mental health and well-being. From the 25th March 2020 the support will be offered remotely to those who need support with their mental health and would like to talk to someone.</p> <p>Contact: 01525 722 225 Email: Victoria.Sharp@mind-blmk.org.uk Website: https://www.mind-blmk.org.uk/how-we-can-help/milton-keynes/</p>
<p>Mental Health Crisis</p>	<p>If you or someone else needs urgent mental health crisis support you can call the Urgent Care Team.</p> <p>Tel: 01908 724 365 or the Single Point of Access 0800 0234 650 For non-urgent mental health issues contact your GP</p>
<p>Samaritans</p>	<p>Samaritans provide telephone support and advice to anyone in need. They will listen to anything that is upsetting you including intrusive thoughts or difficult thoughts and self-harm.</p> <p>Telephone: 116 123 Free confidential line Open 24/7 Website: https://www.samaritans.org/</p>
<p>SANE</p>	<p>SANE provides emotional support, guidance and information to anyone affected by mental illness, including families, friends and carers. SANE is continuing to offer help through their team of professionals and trained volunteers.</p> <p>Although their previous SANEline number cannot operate at the moment, you can leave a message on 07984 967 708 giving your first name and a contact number, and one of their professionals or senior volunteers will call you back as soon as practicable.</p> <p>Website: http://www.sane.org.uk/what_we_do/support/ Email: support@sane.org.uk</p>
<p>Anxiety UK</p>	<p>Anxiety UK provides support for those living with anxiety and anxiety-based depression by providing information, support and understanding</p> <p>https://www.anxietyuk.org.uk/coronanxiety-support-resources/</p> <p>Telephone: 03444 775774 Monday – Friday 9.30am – 5.30pm Website: https://www.anxietyuk.org.uk/</p>

Section 7: Bereavement

<p>Milton Keynes Bereavement Service</p>	<p>A local service offering emotional and practical support after bereavement. They are currently offering 3 sessions of telephone support. If further support is required a request can be made to be put on their waiting list.</p> <p>Website: www.bereavementservicemk.org.uk Telephone: 07483 308 032 Email: mk.bs@virgin.net</p>
<p>Child Bereavement UK</p>	<p>Child Bereavement offers support and advice to parents and children to help rebuild their lives after they have lost somebody close to them. The website provides information about supporting children through this difficult time and supporting children who may have lost someone to Coronavirus.</p> <p>Telephone: 0800 02 888 40 Monday – Friday 9.00am – 5.00pm Website: https://www.childbereavementuk.org/ -</p>
<p>Harry's Rainbow</p>	<p>Harry's Rainbow supports children between 0-18 years who have been bereaved of a parent or sibling. Harry's Rainbow has tailored their service to ensure they can still support bereaved children whilst following the government guidelines of social distancing. They are doing this by offering a buddy service, providing online support groups using Zoom and providing activity packs</p> <p>https://www.harrysrainbow.co.uk/our-response-to-covid-19</p> <p>Telephone: 01908 061 676 Website: https://www.harrysrainbow.co.uk/</p>
<p>Winston's Wish</p>	<p>Winston's Wish, a national child bereavement organisation, have written some advice around supporting those affected by death during the pandemic and provides some alternative ways to say good bye to loved ones at this time.</p> <p>https://www.winstonswish.org/telling-a-child-someone-died-from-coronavirus/ https://www.winstonswish.org/coronavirus-funerals-alternative-goodbyes/</p> <p>Helpline: 08088 020 021 Monday – Friday 9.00am – 5.00pm Website: https://www.winstonswish.org/</p>

Section 8: Contact Arrangements

Due to Covid-19, some families have had to face not being able to have face to face contact with their children or parents due to isolation and social distancing government guidelines. We understand this can be difficult, however if you do have a current court order in place and wish to obtain some information about where you stand and your rights as a parent, then you will need to seek some legal advice. Below are the details of support services who can offer you this advice.

Rights of Women	<p>Rights of Women are a charity which provides free and confidential legal advice so they can help women understand the law and their legal rights. Women's Rights provide advice regarding family law, criminal law, immigration and asylum law and sexual harassment at work advice.</p> <p>Telephone: Family Law 020 7251 6577 Tuesday – Thursday 7.00 – 9.00pm Friday 12.00 – 2.00pm</p> <p>Website: https://rightsofwomen.org.uk/</p>
Families Need Fathers	<p>Families Need Fathers is the leading UK charity supporting dads, mums and grandparents to have personal contact and meaningful relationships with their children following parental separation. They offer information, advice and support services helping parents to achieve a positive outcome for their children.</p> <p>Telephone: 0300 0300 363 Monday – Friday 9.00am – 10.00pm Saturday and Sunday 10.00am – 3.00pm</p> <p>Website: https://fnf.org.uk/</p>

Section 9: Talking to Children and Young People about Coronavirus

We understand that it can be difficult to explain to children and young people about the Coronavirus (Covid-19) Below are some resources which have been written specifically for helping parents and adults talk to children about the virus.

Coronavirus – A Book for Children by Elizabeth Jenner, Kate Wilson and Nia Roberts	https://nosycrow.com/wp-content/uploads/2020/04/Coronavirus_INSwithcover.Pdf
Children’s Guide to Coronavirus	https://www.childrenscommissioner.gov.uk/wp-content/uploads/2020/03/ccochildrens-guide-to-coronavirus.pdf
Dave the Dog is worried about Coronavirus	https://nursedottybooks.files.wordpress.com/2020/03/dave-the-dog-coronavirus-1-1.pdf