



Services, help, support and advice available for families in Aylesbury

We have put together some national and local contacts and sources of information and advice to support our families through this very challenging time.

Child Protection and Safeguarding

Keeping children safe is everyone's responsibility. If you have concerns about the safeguarding of a child, you can report this online; <https://www.buckscc.gov.uk/services/care-for-children-and-families/child-protection-and-safeguarding/>

You can also discuss any concerns by contacting Buckinghamshire's **First Response** team.

First Response Team

Telephone: 01296 383962

Monday to Thursday, 9am to 5.30pm

Friday 9am to 5pm

If you need an urgent response outside of these hours, contact the Emergency Duty Team (EDT) on 0800 999 7677.

If a child is in immediate danger, call 999 or report a crime on 101.

Vulnerable adults

If you need to speak to someone urgently about a vulnerable adult in Buckinghamshire you can contact someone using the telephone numbers below.

Report abuse: 0800 137 915

Speak to the **Buckinghamshire adult social care team**: 01296 383204

Outside office hours: 0800 999 7677

Parenting and family life

The **Buckinghamshire Family Information Service** is an excellent 'one stop' website, with signposts to advice, local support and ideas for all Buckinghamshire families. There is something for everyone.

<https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/home.page>

The national website www.familylives.org.uk also provides advice on all aspects of parenting and family life. They have a phone line that offers support: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Family Support Services

This Buckinghamshire Council service provides support to families to get back on track when they have been experiencing challenge.

If you need urgent support and you have a Family Worker, please call them directly. Family Support workers will be maintaining regular contact with existing clients to offer support and advice during the COVID-19 lockdown.

If you don't currently have a Family Worker and need some help or advice you can contact the Buckinghamshire Family Information Service on 01296 383293.

You can make a request for support by completing the online form on this link;

<https://www.bucksfamilyinfo.org/kb5/buckinghamshire/fsd/parent.page?parentchannel=24>

Relationships

Relate is a national charity who focus on **relationship support** for everyone. COVID-19 has turned many of our domestic arrangements upside down and their website has a page with advice and information on many of the situations we are all facing.

<https://www.relate.org.uk/relationship-help/covid-19-advice-and-information>

Domestic abuse

Domestic violence is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are, or have been, intimate partners or family members, regardless of gender or sexuality.

Aylesbury Women's Aid provides support, information advocacy and refuge accommodation to women and children fleeing domestic violence or forced marriage. Women of any age, marital status, background, nationality or ethnic origin are welcome to use the service.

It's available 24 hours a day, every day.

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

01296 436827

07742 162484 Emergency Out of Hours Number: (this number covers all areas of Buckinghamshire excluding Milton Keynes)

Men's advice line provides advice and support to men experiencing domestic abuse Telephone 0808 801 0327 or visit www.mensadvice.org.uk

Support for those affected by drug or alcohol use

One Recovery Bucks is free and confidential to residents of Buckinghamshire aged 18 and over affected by drugs or alcohol use. Telephone: **0300 772 9672**

<https://www.inclusion.org/services/orb-aylesbury/>

If you are affected by someone else's drinking, the organisation **Al-Anon** can provide support. They have a free confidential helpline. Telephone 0800 0086 811

<https://www.al-anonuk.org.uk/>

Mental health and well-being

Mental health and well-being are just as important as physical health and we are living through extremely challenging times. The Time to Change website has some good suggestions for how we can support someone during COVID-19 <https://www.time-to-change.org.uk/coronavirus>

The NHS **Healthy Minds** service offers a range of free, tried and tested NHS psychological therapies that help with, Low Mood, Anxiety, Worry, Stress, Long Term Health Conditions and Employment Support. Due to the COVID-19 pandemic they are offering online and telephone support. <https://www.oxfordhealth.nhs.uk/healthyminds/>

The NHS has also put together a list of helplines for a range of mental health advice and support. <https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

Aylesbury Space are a local charity who support people who are going through relationship difficulties, depression, bereavement, unemployment, mental-health problems, loneliness or any combination of these. <https://www.aylesburyspace.co.uk/>

Aylesbury Space is based at St Mary's Church, St Mary's Square, Aylesbury, HP21 2JJ. Due to the COVID-19 pandemic they are currently offering virtual drop-ins. To find out more telephone 01296 432769 or email aylesbury.space@btconnect.com

The Samaritans are a national charity who provide confidential, non-judgemental emotional support for people experiencing feelings of distress or despair, including those that could lead to suicide. They provide a free of charge 24 hour telephone service. Telephone 116 122

<https://www.samaritans.org/>

Foodbanks

The website for the **Aylesbury foodbank** is as follows: <https://aylesbury.foodbank.org.uk/>
Please note that the foodbank has changed its procedures and opening times due to the COVID-19 Pandemic. They are currently as follows:

| | Time | Address | Telephone number | Ring first |
|----------|----------------|---|------------------|------------|
| Monday | 10-12.30 | more+, 36 Parton Road, HP20 1NG | 01296 423729 | No |
| | 1.30-3.00 | Buckingham Park Community Centre, HP19 9DZ | 01296 435239 | No |
| Tuesday | 10-1.00 | The Oaks Café, 3 Elm Court, HP21 7NQ | 01296 424880 | No |
| Thursday | 10.30-12.00 | St Peter's, Coventon Road, HP19 9ND | 01296 489717 | No |
| Friday | 10.30-12.00 | Church of the Holy Spirit, Cambourne Avenue, HP21 7UE | 01296 394759 | No |
| Weekdays | By arrangement | Southcourt Baptist Church, 40 Penn Road, HP21 8HW | 01296 480080 | Yes |

The **Aylesbury Vineyard** are open for clients to come and get food parcels from Monday to Saturday 10am - 12pm. The address is Aylesbury Vineyard Storehouse, Vineyard Centre, Gatehouse Close, Aylesbury, HP19 8DN
<https://aylesburyvineyard.church/storehouse>

Housing

The charity, Shelter, gives advice about housing issues affecting both homeowners and renters. They have a very useful page on their website that explains the law around situations that many people are facing in plain English. This includes information about mortgage arrears and repossession, moving house and eviction.

https://england.shelter.org.uk/housing_advice/coronavirus

Finance

The My Wellbeing website has a wealth of information, advice and support for anyone struggling to cope with the impact of COVID-19 on their finances. It contains advice about **redundancy** and **grants** to support people affected financially by COVID-19. They also have a free confidential telephone helpline: 0808 801 0808. <https://www.myrtwellbeing.org.uk/>

Use the **Citizen's Advice** website to check which **benefits** you are entitled to, including **Universal Credit**. You can still get Universal Credit if you are **self-employed**.

<https://www.citizensadvice.org.uk/benefits/coronavirus-check-what-benefits-you-can-get/>

The **Money Advice Service** website and the **Entitledto** website also have a lot of advice relevant to **employees, the self-employed and sole traders**

<https://www.moneyadviceservice.org.uk/en/articles/coronavirus-what-it-means-for-you>

https://www.entitledto.co.uk/help/Coronavirus_help

If you live in Buckinghamshire, you may be able to apply for **Local Emergency Support**. This is intended to cover urgent short-term emergencies (i.e. no immediate food, no heating or lighting) through the use of food banks, food vouchers, and utility meter top-ups.

<https://www.buckscc.gov.uk/services/business-and-benefits/apply-for-local-emergency-support/>