



**Basildon and Brentwood**  
Clinical Commissioning Group

# Directory of help and support

Update: January 2019

If you know of a support organisation that would like to be included in this Directory of Support please email [bbccg.contact@nhs.net](mailto:bbccg.contact@nhs.net) with the details

## **Bereavement**

### **The Compassionate Friends [www.tcf.org.uk](http://www.tcf.org.uk)**

TCF 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.

**0345 1232304 helpline [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)**

### **The Child Bereavement Charity [www.childbereavement.org.uk](http://www.childbereavement.org.uk)**

Provides support to families and professionals when a child dies or when a child is bereaved of someone important in their lives.

**01494 568900 (head office) 0800 0288840 (helpline) [support@childbereavementuk.org](mailto:support@childbereavementuk.org)**

### **Cruse Bereavement Care [www.cruse.org.uk](http://www.cruse.org.uk)**

Cruse exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss

**0800 808 1677 (helpline)**

### **Bereaved Parents Network [www.careforthefamily.org.uk/bpn](http://www.careforthefamily.org.uk/bpn)**

Offering hope and comfort to those who need parent, marriage and bereavement support - through a telephone support network, events and a regular email newsletter.

**02920 810800 [mail@cff.org.uk](mailto:mail@cff.org.uk)**

### **The Lullaby Trust [www.lullabytrust.org.uk](http://www.lullabytrust.org.uk)**

A leading baby charity working to prevent sudden deaths (cot deaths) and promote health. They fund research, support bereaved families and promote safe baby care advice

**Office 0207 8023200    Support 0808 802 6868    Info & Advice 0808 802 6869**

### **SADS UK - Sudden Arrhythmic Death Syndrome [www.sadsuk.org](http://www.sadsuk.org)**

Provides support to families and individuals affected by a sudden unexpected death. Qualified counsellors and support contacts offer assistance after the death of a child or young spouse. Retreats for the bereaved.

**01277 811215**

### **Stepping Forward Two Billericay**

A social group aimed at giving support to people who have suffered a bereavement and would like to enjoy social events with others in similar circumstances

**07899 818115**

**Stillbirth & Neo-natal Death Society [www.uk-sands.org](http://www.uk-sands.org)**

Supporting anyone affected by the death of a baby and promoting research to reduce the loss of babies' lives  
**0207 4365881**

**St Lukes Hospice, Basildon - Information & Support Centre at St Lukes House [www.stlukeshospice.com](http://www.stlukeshospice.com)**

Provides bereavement support for all age groups in addition to its hospice facilities  
**Corringham 01375 648170 – Basildon 01268 524973**

**WAY (Widowed and Young) [www.wayfoundation.org.uk](http://www.wayfoundation.org.uk)**

Providing support, advice and friendship to those who have been bereaved of a partner under the age of 50.  
**0870 011 3450**

**Winston's Wish [www.winstonswish.org.uk](http://www.winstonswish.org.uk)**

We offer practical support and guidance to families, professionals and anyone concerned about a grieving child  
**0808 802 0021**

## **Teenage Issues**

**iEssex - Inspiring Futures [www.i-essex.co.uk](http://www.i-essex.co.uk)**

Essex CC site providing a wealth of useful, advice, guidance for teenagers.

**Family Planning Association [www.fpa.org.uk](http://www.fpa.org.uk)**

Provides straightforward information, advice and support to all people across the UK on all aspects of sexual health, sex and relationships

**0845 310 1334**

**South Essex Young Parents' Support Service [www.catch-22.org.uk](http://www.catch-22.org.uk)**

A holistic service offering practical & therapeutic support to new and expectant young parents under the age of 21 in the Basildon PCT area

**01268 530620**

**Brook - Helpline [www.brook.org.uk](http://www.brook.org.uk)**

National voluntary sector provider of free and confidential sexual health advice and services specifically for young people under 25  
**0808 802 1234**

**Talk to FRANK [www.talktofrank.com](http://www.talktofrank.com)**

Government internet site where teens can find help and advice about drugs. Useful for parents as well.  
**0300 123 6600**

**Essex Young People's Drug and Alcohol Service (EYPDAS) [www.childrensocietyeast.org.uk](http://www.childrensocietyeast.org.uk)**

Essex Young people's Drug and Alcohol Service – or EYPDAS - is a project of The Children's Society. The remit is to deliver quality care and services to young people, up to the age of 19, across the county of Essex, who are affected by substance use - either their own or someone else's  
**0844 499 1323**

**National Careers Service [www.nationalcareersservice.direct.gov.uk/Pages/Home.aspx](http://www.nationalcareersservice.direct.gov.uk/Pages/Home.aspx)**

Provides free careers advice, information and guidance for all teenagers  
**0800 100 900**

**Drink and Drugs [www.thinkdrinkdrugs.co.uk](http://www.thinkdrinkdrugs.co.uk)**

Provides honest information about drugs, the effect drugs have and how to reduce the harm drugs can cause. Also advise where people can get help.

**Synergy [www.synergytherapycentre.com](http://www.synergytherapycentre.com)**

Provides help to people 16yrs and over who are suffering from an unhealthy dependency to achieve a meaningful recovery with a full re-integration into their family and society  
**01277 655662**

## **Health Related**

**NHS Basildon & Brentwood Clinical Commissioning Group (BCCG) [www.basildonandbrentwoodccg.nhs.uk](http://www.basildonandbrentwoodccg.nhs.uk)**

The CCG commissions NHS services for residents of Basildon and Brentwood Borough areas.

**01268 245765**

**Basildon & Thurrock University NHS Foundation Trust [www.basildonandthurrock.nhs.uk](http://www.basildonandthurrock.nhs.uk)**

Closest major acute hospital with A&E Department and hosts the Essex Cardiothoracic Centre.

**01268 524900**

**NHS 111 - Free telephone 111**

**NHS Choices site has helpful health tips - see below**

**NHS LiveWell for Children 6-15years - [Click to site](#)**

**NHS LiveWell for Teenage Boys 15-18years - [Click to site](#)**

**NHS LiveWell for Teenage Girls 15-18years - [Click to site](#)**

**North East London Foundation Trustnership NHS Foundation Trust (SEPT) [www.sept.nhs.uk](http://www.sept.nhs.uk)**

Provider of health and social care services for people with mental health problems and people with learning disabilities in south Essex.

**0300 123 0808**

**NHS North East London Foundation Trust [www.nelft.nhs.uk/services-basildon-all-ages](http://www.nelft.nhs.uk/services-basildon-all-ages)**

Leading provider of community services to Basildon, Brentwood, Billericay and Wickford area, Full listing via the link above.

**0300 555 1200**

**HealthWatch Essex** [www.healthwatchessex.org.uk](http://www.healthwatchessex.org.uk)

Healthwatch Essex looks to make sure the public's voice is heard loud and clear by those who plan, run and regulate health and social care services. It is an independent voice and has statutory powers and responsibilities

**01376 572829**

**Emotional wellbeing and mental health services (EWMHS)** [www.nelft.nhs.uk/services-ewmhs](http://www.nelft.nhs.uk/services-ewmhs)

NELFT's EWMHS is for anybody aged between 0-18, living in the Southend, Essex and Thurrock areas and is free at the point of entry. The service is also for young people with special educational needs (SEN) up to the age of 25.

**0300 555 1200**

**Change 4 Life** [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

Tips for healthy children and families

**adhd Support** [www.adhd-support.org.uk](http://www.adhd-support.org.uk)

Essex based voluntary group and a registered charity that gives advice and support to the parents and carers of children with Attention Deficit Hyperactive Disorder (ADHD) and co-morbid conditions.

**07866 129728 Stephen Challen**

**Macmillan Cancer Support - 0808 808 0000** [www.macmillan.org.uk](http://www.macmillan.org.uk)

provides practical, medical and financial support and pushes for better cancer care

**0808 808 0000**

**Helen Rollason Cancer Support Group - Billericay**

Self-help group for anyone who has been touched by cancer – patients, carers, family and friends. Meets on the first Tuesday of each month between 12 - 2pm in a friendly atmosphere; tea, informed chats, empathetic company, practical and emotional support.

**01277 626323 6pm-8pm**

**CLIC Sargent Child Cancer Helpline** [www.clicsargent.org.uk](http://www.clicsargent.org.uk)

Anonymous service providing emotional support and practical information to anyone affected by childhood cancer

**0300 330 0803**

**Alcoholics Anonymous -Helpline [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)**

Is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism.

**0800 917 7650**

**Al-Anon [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)**

Al-Anon is a fellowship of relatives and friends of alcoholics who share their experience in order to solve their common problems.

**0207 403 0888**

**Asthma UK [www.asthma.uk](http://www.asthma.uk)**

A charity dedicated to improving the health and well-being of the 5.4 million people in the UK whose lives are affected by asthma.

**0300 222 5800**

**Diabetes UK [www.brentwood.diabetesukgroup.org](http://www.brentwood.diabetesukgroup.org)**

A charity hosting information, education, support and self management sessions every month together with Buddy Support by phone or email if required. Also, second group in Basildon.

**01277 224299 [diabetes\\_uk\\_brentwood@yahoo.com](mailto:diabetes_uk_brentwood@yahoo.com)**

**Down's Syndrome Support Association [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)**

Provides information and support on all aspects of living with Down's Syndrome for all who need it.

**0333 1212 300**

**Epilepsy Action [www.epilepsy.org.uk](http://www.epilepsy.org.uk)**

Information for parents with children who have epilepsy, section for children and also teenagers

**0808 800 5050**

**National Eczema Society [www.eczema.org](http://www.eczema.org)**

Patient support organisation, offering help and information to everyone affected by eczema. Dedicated staff can provide you with a variety of help and information and put you in touch with support groups in your area.

**0800 0891122**

**MIND [www.mind.org.uk](http://www.mind.org.uk)**

Helps people take control of their mental health, by providing high-quality information and advice, and campaigning to promote and protect good mental health for everyone

**National Information line 0300 1233393 - Local Support Information 01268 284130**



**Young Minds [www.youngminds.org.uk](http://www.youngminds.org.uk)**

Charity committed to improving the emotional wellbeing and mental health of children and young people and empowering their parents and carers.

**0808 802 5544**

**BEAT (beating eating disorders) [www.b-eat.co.uk](http://www.b-eat.co.uk)**

Beat provides helplines for adults and young people suffering from eating disorders, online support and a UK-wide network of self-help groups to help people beat their eating disorder.

**0845 634 1414**

**Parkinson's UK – Brentwood branch [www.parkinsons.org.uk/local-support-groups/regions/brentwood-branch](http://www.parkinsons.org.uk/local-support-groups/regions/brentwood-branch)**

**Billericay & District Branch [www.parkinsons.org.uk/local-support-groups/regions/billericay-and-district-branch](http://www.parkinsons.org.uk/local-support-groups/regions/billericay-and-district-branch)**

Provide support for patients and carers, holding regular events.

**Brentwood branch 01277 232093 Billericay branch 01277 623016**

**Alzheimer's Society**

Provides support to patients and carers suffering from dementia. They provide several groups which meet in Basildon, Brentwood, Billericay and Wickford

**0300 222 1122 Local Office – Basildon 01268 415914**

## **Additional Needs**

### **BOSP (Brighter Opportunities through Supported Play) [www.bosp.co.uk](http://www.bosp.co.uk)**

Provides play and recreational opportunities for children and young people with learning disabilities, giving parents and families respite and support. It supports young people in acquiring social skills which enable each individual to become as independent as his or her abilities allow and enabling children and young people with learning disabilities to enjoy a better quality of life.

**01277 624300**

### **SNAP (Special Needs And Parents) [www.snapcharity.org](http://www.snapcharity.org)**

Is a registered charity that helps Essex families who have children and young people with special needs and possibilities. Our aims are to inform, encourage and support parents, so that they can grow in strength and knowledge and become better equipped to give the best possible help to their children.

**01277 211300**

### **Connexions (help for young people with additional needs) [Click here](#)**

### **Mencap [www.mencap.org.uk](http://www.mencap.org.uk)**

The voice of learning disability. Valuing and supporting people with a learning disability and their families and carers

**0808 808 1111**

### **Shaw Trust [www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)**

A national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently.

**0345 234 9675**

### **Skill (National Bureau for students with disabilities)**

A national charity promoting opportunities for young people and adults with any kind of impairment in post-16 education, training and employment

### **Council for Disabled Children [www.councilfordisabledchildren.org.uk](http://www.councilfordisabledchildren.org.uk)**

The CDC is the umbrella body for the disabled children's sector in England

**0207 843 1900**

**Sense** [www.sense.org.uk](http://www.sense.org.uk)

Provides expert advice and information as well as specialist services to deafblind people, their families, carers and the professionals who work with them. Also supports people who have sensory impairments with additional disabilities

**0300 330 9250**

**National Autistic Society** [www.nas.org.uk](http://www.nas.org.uk)

Provides information, support and pioneering services for people with autism (including Aspergers syndrome ) and their families.

**0207 833 2299**

## **Family Issues**

**Relate** [www.relate.org.uk](http://www.relate.org.uk)

Free online relationship advice for you and your family

**0300 100 1234**

**Bridge Counselling** [www.whcm.org.uk](http://www.whcm.org.uk)

Local counselling service for families and individuals

**01268 822800**

**Counselling Directory** [Click here for details of local practitioners](#)

If you need support- Counselling Directory is a network of professional counsellors and psychotherapists

**South Essex Family Mediation** [www.mediation4families.co.uk](http://www.mediation4families.co.uk)

South Essex Family Mediation offers as much or as little assistance as required to all couples and families, practical help can be provided on the financial issues of separation or divorce through mediation.

**01268 286577 or 01268 270479**

**Brentwood & Billericay Family Mediation** [www.brentwood-billericayfamilymediation.co.uk](http://www.brentwood-billericayfamilymediation.co.uk)

Provide a safe, confidential and understanding environment to help identify the issues. Give you the benefit of our professional knowledge. Explore and examine solutions together so that they are achievable and sustainable.

**01277 655623**

**Care For The Family** [www.careforthefamily.org.uk](http://www.careforthefamily.org.uk)

A national charity which aims to promote strong family life and to help those hurting because of family breakdown.

**02920 810 800**

**Parent's Aid** [www.parents-aid.org.uk](http://www.parents-aid.org.uk)

Exists to support families who are receiving or who may require assistance from the Social Services Department, or who through any conjunction of circumstances may be at risk of social exclusion.

**01375 413661 or 01268 763631 or 07890 861255**

**Family Rights Group** [www.frg.org.uk](http://www.frg.org.uk)

Advises parents and other family members whose children are involved with or require children's social care services because of welfare needs or concerns

**0808 801 0366**

**Step Parents** [www.beingasteparent.co.uk](http://www.beingasteparent.co.uk)

Information for step-parents and their families

**Families Need Fathers** [www.fnf.org.uk](http://www.fnf.org.uk)

Seeks to obtain, for the children, the best possible blend of both parents in the lives of children; enough for the children to realise that both parents are fully involved in their lives

**0300 030 0363**

**Match (Mothers Apart from Their Children)** [www.matchmothers.org](http://www.matchmothers.org)

Exists to support mothers who are apart from their children because of ill-health, fostering, adoption, abduction abroad, alienation following high-conflict family breakdown or family rows

**Gingerbread** [www.gingerbread.org.uk](http://www.gingerbread.org.uk)

Working nationally and locally for and with single parent families to improve their lives, championing their voices and providing services

**0207 428 5420**

**One Space** [www.onespace.org.uk](http://www.onespace.org.uk)

One Space for Single Parents provides support and the opportunity to join a forum

**Single Parent Action Network** [www.spanuk.org.uk](http://www.spanuk.org.uk)

Aim is to empower one parent families

**0117 95114231 or 0117 9550860**

**Cry-sis** [www.cry-sis.org.uk](http://www.cry-sis.org.uk)

Aims to be efficient and effective in providing self-help and support to families with excessively crying, sleepless and demanding babies

**0845 122 8669**

## **Bullying**

**Bully Free Zone** [www.bullyfreezone.co.uk](http://www.bullyfreezone.co.uk)

BFZ, has become one of the leading peer support projects in Britain. It aims to raise awareness of alternative ways of resolving conflict and reducing bullying.

**Kidscape** [www.kidscape.org.uk](http://www.kidscape.org.uk)

Is committed to keeping children safe from abuse including bullying

**0207 730 3300**

**Be Someone to Tell** [www.familylives.org.uk](http://www.familylives.org.uk)

A section of Family Lives formerly Parentline plus supporting children and their families affected by bullying. How to spot the signs and support your child.

**0808 800 2222**

**Bullying UK** [www.bullying.co.uk](http://www.bullying.co.uk)

Gives practical information and advice to young people and their parents through the website and by email

**0808 800 2222**

## EPUT Mental Health – Essex Partnership University NHS Foundation Trust

The Community Mental Health Teams are split into

- **First Response Team** - Newly referred patients (referrals are through GP, Primary care team member, Social Services or other components of mental health services) will be seen for assessment, The team will treat patients for a period of up to six months and have daily support from Therapy for You, the talking therapy service, the Crisis Team and regular contact with the Drug and Alcohol Teams  
South West Essex Tel: 01268 243500 South East Essex Tel: 01702 538000
- **Recovery and Wellbeing Service** – The Recovery and Wellbeing Team provide long term support and care planning across health and social care through community based ongoing assessment and treatment  
Basildon Team: Tel: 01268 243500 Brentwood Team Tel: 01277 265300  
Castle Point Team Tel: 01268 686730 Rayleigh Team Tel: 01268 774850
- **Access and Assessment** - After a full and detailed assessment of emotional, psychological and social needs, brief treatment may be offered before discharge back to GP, transfer to one of the specialist teams or signposted to external agencies or community services

### Aspergers Service:

The Aspergers Service is provided across the South of Essex for individuals above the age of 18 years.. The service also provides support and intervention around for example access to work, managing anxiety and low mood , social skills, accessing the community and daily living skills. This support is offered through 1-1 and group work.

**Hours of operation** Monday to Friday 8am – 5pm  
Telephone number 01268-243500 admin link ext 7630

Or in writing to the Aspergers Service, Basildon Community Resource Centre, Basildon Mental Health Unit, Nethermayne, Basildon, Essex

## Mind in South Essex

**MIND Basildon:** Offers services, support and advice to people with mental distress and provides information to professionals, carers, family and friends  
Phone: 01268 289700

**SOUTH EAST AND CENTRAL ESSEX MIND--** Can only provide signposting, advice and guidance between 10.00am and 3.30pm. For all other inquiries outside of these hours, ring 01702 601123

**BRENTWOOD MIND** Counselling Services, Wellbeing Services, Groups **Telephone:** 01277 234 246

## Children & Families Service: Children's Social Care, Hub & Family Solutions Service

### [Effective Support Portal](#)

Professionals can only make phone referrals through the priority line for concerns that require an immediate response or call for consultation Telephone: **0345 603 7627**

## Community Paediatricians Basildon Brentwood

Community Paediatricians work in the community and see children with neurodevelopmental conditions.

The doctors provide:

- neuro disability clinics
- social and communication assessment clinics
- assessment and management of complex needs
- neurodevelopmental assessment of preterm babies
- urgent medical assessments for children who may have been abused and initial health assessments of children taken into the care of the local authority
- advice on health concerns relating to safeguarding, adoption and fostering.
- Behaviour concerns in 5 -11year olds where neurodevelopment conditions such as Social Communication difficulties / Autistic Spectrum Disorder is strongly suspected

Basildon, Brentwood and Thurrock operate a Children's Single Point of Access for referrals **Tel:** 0300 300 1555

## Supporting Families

### South Essex

## Mental Health and Emotional Wellbeing

### On Line Resources

**Big White Wall:** is a free, anonymous, online resource for young people aged 16-18 (as well as 16-25 year-olds with Special Educational Needs) living in Southend Essex or Thurrock [www.bigwhitewall.com](http://www.bigwhitewall.com)

**Kooth:** online counselling service for young people in Essex is a free, confidential, safe and anonymous way for young people aged 11-26th birthday to ask for help from a team of highly qualified and experienced counsellors and support workers. <https://kooth.com/>

**Papyrus** - offers confidential help and advice to young people at risk of suicide and anyone worried about a young person [www.papyrus-uk.org](http://www.papyrus-uk.org)

## EWMHS (CAMHS)

### Emotional Wellbeing & Mental Health Service

For those **aged 0-18** (25 with SEN) experiencing (or concerned about) struggles with emotional wellbeing or mental health problems. Any young person or any parent, guardian, professional or teacher of a child who is experiencing emotional wellbeing and mental health difficulties, may access this service.

During working hours: **0300 300 1600** 9am-5pm.

For our out of hours and weekend Crisis Support Service, please call the general NELFT switchboard on **0300 555 1201** to be put through to immediate Crisis Support help

## Adult Learning Disability Team

The Community Learning Disability Service provides specialist healthcare services for people with learning disabilities who are 18 years and over. It is multidisciplinary and services include:-

- Behaviour therapy
- Medical outpatients
- Nursing
- Occupational therapy (not available in Thurrock)
- Physiotherapy (not available in Thurrock)
- Psychology
- Speech and language therapy

### How to contact service

Intensive Support Team (nursing)  
Telephone: 01268 739130  
Health Facilitation Service (nursing)  
Telephone: 01268 739134  
Community Therapy Provision (OT/PT/SLT)  
Telephone: 01268 739150  
Psychology  
Telephone: 01277 637224

## Adult Mental Health & Wellbeing Team

The Adult Mental Health Team supports Adults (18-65) who are experiencing a mental health concern which is causing a social care difficulty.

Contact: **033303 22958**

[mentalhealth.wellbeing@essex.gov.uk](mailto:mentalhealth.wellbeing@essex.gov.uk)

## Adult Social Care

Adult social covers a wide spectrum of people from 18 yrs and upwards; there are teams for people over 65s and onwards and people 18 to 65 years, of a working age

Telephone: **0345 603 7630**

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

## Therapy for You -(IAPT )

IAPT offers access to a range of different talking therapies Services are available to anyone over the age of 18 who lives in South Essex and is not currently receiving secondary mental health care or crisis services.

Contact:

**01268 739128**

[contactcentre.IAPT@eput.nhs.uk](mailto:contactcentre.IAPT@eput.nhs.uk)