

COMMUNITY CHAMPIONS

M A G A Z I N E

Issue #3

August 2023



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Children's Services &
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Competition! Win a
Spitfire Simulator
Experience

WELCOME CHAMPIONS!

www.rbwm.gov.uk



Dear Champions,

Welcome to the August issue of the Community Information Champions magazine!

We've experimenting with a new format for this month's issue by focusing the majority of our content on one topic — children, young people, and families in the Royal Borough. Next month's magazine will also be themed, with a focus on Adult Social Care. We'd love to hear your feedback about having themed issues and any other ideas you might have for improving the Community Information Champions project as a whole. Please get in touch via our [feedback form](#).

There's lots to explore in this month's issue, including an interview with Executive Director of Children's Services and Education, Lin Ferguson (p.5-6), information about fostering (p.8), spotlights on the Youth Council and Girls Forum (p.10-11) and top tips for keeping cool this summer (p.17).

As ever, we're also keen to find out more about how and where you share your Community Information Champions messages. Thank you to those of you who have already completed our [survey](#) — please continue submitting to be in with a chance of winning our monthly prize.

So far, we know that Champions are reaching at least 21,683 people through their networks. However, we need more Champions to submit their network information so we can better support residents by making sure that they are aware of the support, opportunities, and events that are available to them.

By filling out this short network [survey](#), you could be in with a chance of winning this month's amazing prize — a Spitfire simulator experience! For more information, and to find out the name of last month's winner, have a look at page 26.

We've also just launched our new social media pages! Keep up-to-date with what's happening in the borough and learn more about the work we do. Find us on Twitter: @RBWMCCommunities and Facebook: RBWM Communities.

Kind regards,

Jennifer Hardy (Community Information Champions Project Lead)

Contact: jennifer.hardy@rbwm.gov.uk or volunteer@RBWM.gov.uk



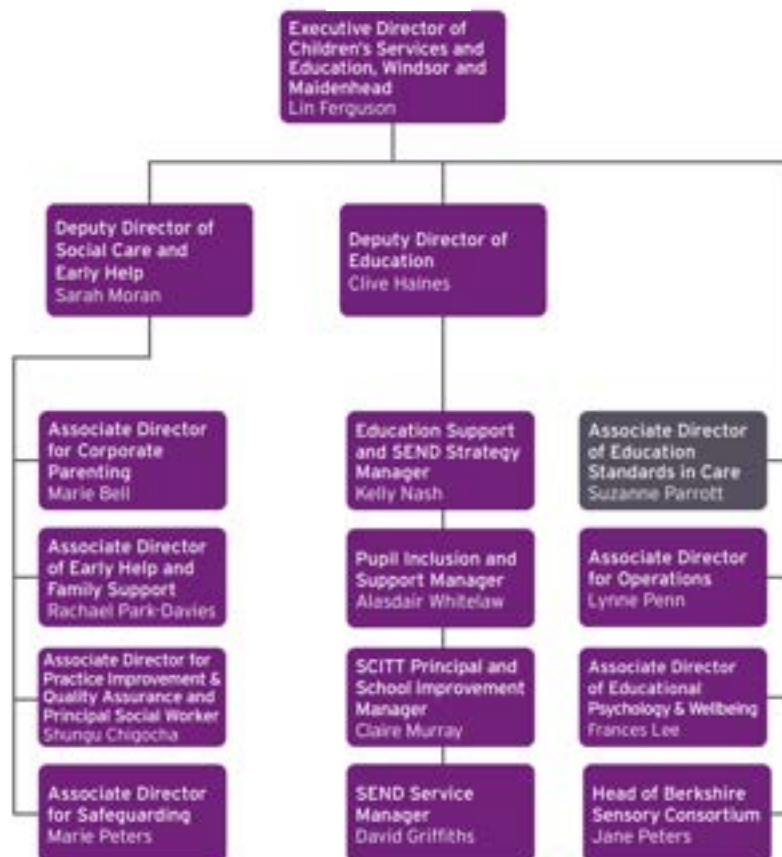
MEET THE ACHIEVING FOR CHILDREN (AFC) TEAM

Our mission

To provide children and their families with the support and services they need to live happy, healthy and successful lives.

Who we are

Achieving for Children is a **community interest company** created by Richmond and Kingston councils in 2014. The Royal Borough of Windsor and Maidenhead joined AfC in 2017 to provide their children's services. Achieving for Children champions children and families, putting the well being and education of children first. As a social enterprise, we can take a business approach to delivering our social aims. We have the independence and flexibility to tailor innovative solutions to the needs of children and their families, whilst maintaining our strong bond and deep commitment to society and public service.



Our promises

- **We will put children and young people first:** We are passionate about ensuring the best possible outcomes for children and young people – and this drives everything that we do.
- **We will embrace diversity and champion inclusion:** We are committed to valuing difference and diversity in our workforce and in the children and families we work with, so that their identities are promoted and their individual needs can be met.
- **We will be resourceful, adaptable and dependable:** We find and create solutions that work well for children and their families. We will build our reputation based on our professionalism, our dedication, our flexibility, and by always delivering what we promise.
- **We will nurture strong, responsive and caring relationships:** We build strong and productive partnerships with organisations and professionals who share our ambitions for children. We connect with children, young people, parents, carers and communities so that we can listen and learn from one another.
- **We will value and invest in our staff to deliver innovative and quality services:** We know that our employees are our most important asset – they make our ambitions a reality. We recruit and retain the best people, value their experience and expertise, and support their professional development and personal growth.
- **We will work with our customers to deliver the most effective solutions for them:** We are growing our business to become a leading provider of children's services by understanding and working alongside our customers, always going the extra mile to deliver what they need to be



Family Hub Service



Raising a family can be rewarding and enjoyable but we know there are times when extra support is needed.

The Family Hub Service aims to provide a whole family approach to supporting children, young people and families as early as possible.

This early support means that families can have the best outcomes and are able to prevent problems from escalating.

The Family Hub Service is made up of two area hubs (Maidenhead and Windsor) with staff also located outside of the area hubs and working across the borough.

Within the Family Hub Service there are:

- Family coaches
- Family Hub workers
- Youth workers
- Parenting workers
- Substance misuse workers
- Youth engagement officers



Each worker has a number of children, young people and families that they work with on a 1-to-1 basis. For families that are unable to access support within the Family Hub centres, Family Hub workers can arrange to visit families at home or talk to them online or over the telephone.

The Family Hubs also provide a variety of groups aimed at parents, children and young people which provide education, professional support and peer support to attendees.

Family Hub workers are happy to talk to children, young people and families about any issue that may be affecting their family life and work closely with other organisations and services to help get the right support.

You can find out more information about the Family Hub Service, including links to support and a map of the Family Hubs on the AfC [website](#).

You can also find out more about the following issues, including information about making a referral by clicking on the headings below.

Support for children & young people

- Child criminal exploitation
- Child sexual exploitation
- Drugs and alcohol
- Harmful sexual behaviour
- Healthy relationships
- Independent living
- Mental health
- Parental alcohol & drug misuse
- Youth violence
- The Esteem Project
- Live Life Without a Knife (LLWaK)

Support for parents

- Support for parents
- Group support for parents
- Advice for parents of preteens and teenage children
- Getting ready to start school

Local and national support organisations

- Bereavement support
- Charity support
- Drug & alcohol support
- Domestic abuse and stalking support
- Family support
- Sexual abuse and behaviour support
- Special Education Needs and Disability (SEND) support
- Support for young carers
- Support for dads
- RBWM groups and clubs

OFFICER SPOTLIGHT

Lin Ferguson

Executive Director of Children's Services and Education

Hi Lin, thanks for joining us for this month's issue. Could you tell us a little bit about yourself and your role at the council?

I became a social worker in 1994 and have worked in various local authorities around the country. I became the Director of Children's Services in April this year which means I have responsibility for everything that Children's Services delivers in the borough including social care services, health visitors, school nurses, youth offending, fostering, children in care and care leavers, education, school admissions, school transport, children with special educational needs (SEND), educational psychologists, fostering and many other things. Along with the other Executive Directors at the council, I report to the [Chief Executive](#).



What is Achieving for Children (AfC) and how does it work alongside the council?

AfC is a community interest company – a not-for-profit company – which was originally set up in 2014 by Kingston and Richmond councils. The Royal Borough joined the company in 2017. Since all three councils are relatively small, working together via AfC means we can pool resources and experience together. AfC does the day-to-day Children's Services work but ultimately the council retains the ownership and **commissioning** of our responsibilities. My job sits at the top of AfC but I also report into the highest level at the council. Although it might seem that AfC is at a distance from the council, it's actually really embedded at a high level. This means we get the best of both worlds – we have the economies of skill and scale that come from working with other councils that we might not have if we tried to run Children's Services on our own. Together, we're able to share good practise and complete projects across the company which is really beneficial for the Royal Borough. This approach has really allowed us to improve social services across the three councils — we're all rated as good or outstanding by Ofsted.

Why is Children's Services considered a statutory service?

Children's Services has 300 different duties which we're required to provide by law. This means we're a statutory service. For example, a child looked after by the local authority must be allocated to a social worker - that's something we have to do. Similarly, if we've got a child in our area who is potentially suffering significant harm, we have got a statutory duty to go and investigate. By contrast, some services we provide are non-statutory – we're not required by law to provide them. An example would be our Family Hubs – these aren't legally required but we know they have a positive impact on the community by preventing issues from escalating.

Are there any other organisations that you work closely with?

We work with a whole range of services across the borough – including police and probation, GPs and hospitals, schools, our early help services, and voluntary organisations – who each have a role to play in the work we do. It really takes a village to provide the best support to families, children and young people – the council can't do everything by itself. We're really passionate about how everyone can work together to provide a range of support that's tailored to each family situation.

What are the key issues facing children and young people in the Royal Borough?

Many people view the whole borough as a leafy, affluent area but there are pockets of real deprivation in our community. These families often say to us that they feel that they stick out like a sore thumb when compared to other residents but also sometimes feel invisible to services. When you're facing financial struggles in a wealthy borough, sometimes the contrast feels even more obvious and because the Royal Borough is quite low on the national scale of deprivation we don't always get as much funding as other councils.

Other key issues include tackling school readiness (making sure children come to school with basic skills such as socialising and are able to go to the bathroom by themselves). The impact of the pandemic has created a generation of children who haven't mastered these skills before coming to school and we're working hard to highlight how important children's early years are for their individual development. Another big priority is young people's mental health – especially emotionally related school avoiders (ERSAs) who, particularly since the pandemic, have felt really anxious about going to school. We want to make sure that we provide a range of help to young people in the community to prevent emerging mental health issues. We're also keen to provide as much support as we can to families as a whole, so we can tackle critical issues such as stress, domestic abuse, substance misuse, health issues, and financial struggles that have an impact on everyone in a household. We also want to increase the number of brilliant and dedicated foster carers we have in the borough as many are now reaching retirement age — we need more people to take up this vital role. A wider priority involves recruitment and retention. We want to attract social workers, health workers, health visitors and educational psychologists but we're often competing with a number of Berkshire authorities for the same pool of people. We want to have the best people in place to help our communities and ensure that our families have a sense of continuity and consistency in their support.

Why does the council consider Children in Care & Care Leavers as having a protected characteristic?

The council is the corporate parent for Children in Care and Care Leavers up to the age of 25 and we have a set of key priorities that we have to meet as part of this responsibility. This isn't just a duty for Children's Services but also a duty that is council wide. We all have a shared responsibility to provide the best support we can for these young people who have often experienced serious trauma and hardship and who may not have contact with their families or parents who can emotionally or financially support them. Adding this additional protected characteristic into our policy making means that every decision the council makes has to consider how it will affect Children in Care and Care Leavers and therefore protect their interests. For example, the council agreed Council Tax exemption for Care Leavers up to the age of 25, have prioritised them as part of the Household Support Fund and are working with businesses to try and encourage work shadowing, traineeships, apprenticeships, and job offers to make sure Care Leavers get the best start we can give them. We've got to ask ourselves the question "would this be good enough for my child?" and do everything we can to make sure the answer is "yes".

What's the most challenging aspect of your job and what's the most rewarding?

The best part is definitely hearing you've made a really positive difference to people's lives. The hardest bit is balancing a budget which prioritises the needs of the community. As a small council, small changes to the number of people needing our services can dramatically shift our expenses – so balancing that can sometimes be a challenge. Trying to constantly improve the quality of services whilst juggling regulators such as Ofsted and the CQC (Care Quality Commission) and coping with financial pressures can be difficult. However, I know it's not enough to say "there's no money, we can't do anything". We've got to constantly look at what we offer and see whether or not we could offer it differently and better. That's why working in partnership with other services and other councils, via AfC, can really benefit everyone.

What's one thing you wish residents knew about the work your team does?

I think there can be a view out there that if your family becomes involved with Children's Services, then your children are going to be removed from you. In the vast majority of cases we work *with* families to keep families *together*. Only a very small percentage of children end up in the care of the local authority and that could be for a variety of reasons. As long as it's safe for a child to stay within their family, that's where we want them to be because we believe that's most often the best place for them. I don't want families to see Children's Services as the enemy – we're actually on the same side. We all want what's best for the child and we want to work *with* families to achieve positive outcomes. It's good to be upfront that Children's Services don't always have the best media image but that's often because of a (thankfully small) number of extreme, high-profile cases. The vast majority of the children we work with are at home and will always remain at home – these are the cases that you don't hear about because we work hard to ensure they don't escalate to crisis point.



EXTREME WEATHER WARNING SYSTEM

What are Heat Health Alerts all about?

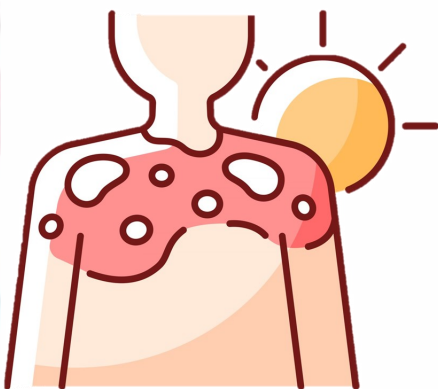
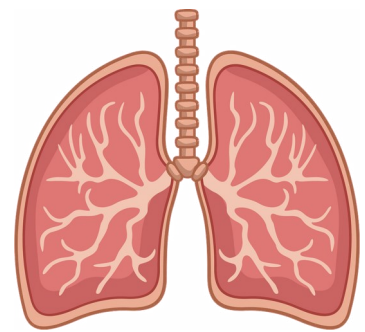
You might've noticed this summer a change in how hot days are reported in the media and on our corporate social media channels.

Now called Heat Health Alerts, as opposed to Hot Weather Alerts, they're announced during periods of high temperatures which affect public health.

And unlike before, they now say who's likely to be affected the most, along with healthcare services, over and above the fact that it's hot.

Heat Health Alerts aim to raise awareness of how hot weather affects both us and crucial services and infrastructure, so we can take actions to keep safe.

Deaths due to heat are increasing. Hot weather places a strain on the heart and lungs. Sun overexposure is also dangerous, ranging from mild sunburn to skin cancer.



Extreme hot weather can also impact essentials such as water supplies, energy utilities, road and rail transport and health and fire services.

There's no escaping the science. We're now seeing longer and hotter periods, despite hazy childhood memories of it always being warm. It was, but heatwaves were far shorter.

See more details about [Heat Health Alerts on the Met Office's website](#).

The UK Health Security Agency is currently developing the cold weather alert platform. More information will be shared as soon as it becomes available.



Green (preparedness): No alert will be issued as the conditions are likely to have minimal impact on health; business as usual and summer/winter planning and preparedness activities.



Yellow (response): These alerts cover a range of situations. Yellow alerts may be issued during periods of heat/cold which would be unlikely to impact most people but could impact those who are particularly vulnerable.



Amber (enhanced response): An amber alert indicates that weather impacts are likely to be felt across the whole health service, with potential for the whole population to be at risk. Non-health sectors may also start to observe impacts and a more significant coordinated response may be required.



Red (emergency response): A red alert indicates significant risk to life for even the healthy population

FOSTERING

There are several different types of fostering available in the royal Borough.

For more information, you can visit the Achieving for Children [website](#) or read the online [fostering brochure](#). To begin your journey towards becoming a foster carer with Achieving for Children, you can:

email: fosteringenquiries@achievingforchildren.org.uk

phone: 020 8547 5355 or [complete this form](#).



Short term fostering

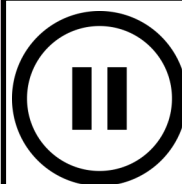
When a child needs support for a relatively short period (it might be days, weeks or months) they're placed with a short term foster carer. This is usually an temporary arrangement, until they can return to their birth family or a suitable long term placement is made.

For children with disabilities, we provide planned short term breaks away from their birth families or carers. These are opportunities for children with disabilities to gain new experiences and develop new bonds outside their everyday environment – as well as offering their families or carers a much-needed break.



Emergency care

There are times when a child may need to be placed in care due to unforeseen circumstances. Having emergency care available at short notice means children can be placed in a safe environment without delay.



Respite care

Fostering is a demanding role and foster carers sometimes need a break from their caring responsibilities. We provide children with planned short term breaks away from their birth families or foster carers. Respite care gives families or carers some time off, and also allows children to gain new experiences and develop new bonds.

You would be required to do a minimum of one weekend a month and at least 10 days during the school holidays.



Long term fostering

Sometimes it's months or years before a child can return to their birth family. In some cases it may never be possible, so we need foster carers who can provide safety and stability to children until adulthood.



Family Link

Family Link is an overnight short break service for children and young people with disabilities. Approved link carers provide regular overnight short breaks for children and young people with disabilities in the link carer's home. Following approval, children and link carers are matched very carefully. Family Link can be a powerful experience for the children and families who access the service, and the link carers themselves.



Supported lodgings

Supported lodgings placements are a stepping-stone to independence for young people (age 16+) at risk of homelessness, as well as for those leaving the care system. Providers offer emotional support and the chance to learn vital, practical life skills in a safe place, but they don't have the same legal responsibilities as a parent or foster parent. The young person will have their own dedicated social worker or personal advisor.



Parent and child placements

Parent and child placements give parents with young children the opportunity to develop their parenting skills, by living with a specially trained foster carer. These placements can help to keep families together.



Private fostering

Private fostering is when parents make a special arrangement for their child to stay with someone else for more than 28 days consecutively. [Read more information here](#).

CHILDREN WITH SPECIAL EDUCATIONAL NEEDS OR DISABILITY

A child or young person has special educational needs and disabilities if they have a learning difficulty and/or a disability that means they need special health and education support, we shorten this to SEND.

The [SEND Code of Practice 2014](#) and the [Children and Families Act 2014](#) gives guidance to health and social care, education and local authorities to make sure that children and young people with SEND are properly supported.

You can find about more about the council's SEND offer on the AfC [website](#), where you can also find advice and information about getting support for your child.

Special Education Need or Disability Strategy (2022-2027)

The council has six priorities that make up the Royal Borough of Windsor and Maidenhead's Special Education Needs or Disability Strategy. The full strategy document can be found [here](#), and can also be found on the AfC website.

Priority 1: ensure that systems are in place so that the voices of our children, young people and families are heard and acted upon, so they can shape and inform how we work together.

Priority 2: ensure SEND children are identified earlier and immediate action is taken.

Priority 3: aim that all RBWM mainstream educational provision will be welcoming, accessible and inclusive, and adheres to the SEND Code of Practice.

Priority 4: increase focus on earlier targeting and multi-agency intervention to offer help and meet children's needs at the earliest opportunity.

Priority 5: Develop the right range of specialist provision to ensure that as many children and young people as possible can be educated in a local educational setting. There needs to be a range of provision to support parental choice and this needs to include more specialist social, emotional and mental health (SEMH) provision and a five-day week offer for post-16 young people.

Priority 6: help young people with SEND to become resilient and confident so that they can lead independent and fulfilling lives in their local communities .



Innovation Fund: Chatterbox (Learning Disabilities Group)

One of the [Innovation Fund's](#) successful applicants is Chatterbox, which holds regular social activities for teenagers with learning disabilities.

The aim of this project is to allow young people to have some independence, practice social skills (away from their parents / carers), and for them to have access to age appropriate activities (such as cinema trips, meals out, bowling, the theatre, and the zoo).

It's a great way for young people to get different social experiences, learn new skills and become more independent. It also allows respite for the parents and carers.

For more information, please contact: samantharelph@hotmail.com



YOUTH COUNCIL

The aims of the RBWM Youth Council are:

- To represent and communicate the views and needs of young people within the RBWM council area to any relevant statutory, maintained or voluntary body.
- To act as advisors to the RBWM council and other agencies on issues affecting young people and raise any concerns with them.
- To work towards the improvement of the image, status and welfare of young people within the RBWM council area.
- The Youth Council will seek to communicate and liaise between, and where appropriate advise and support existing and new youth organisations within RBWM, with the assistance of the youth engagement officer.
- The Youth Council will, where applicable, be involved in the organisation of events for young people including those with differing cultural and religious backgrounds and those with special or different needs.
- To celebrate the achievements and successes of young people in RBWM.
- To advertise and promote the work of the Youth Council.



The Youth Council meets once a month virtually and once a month face-to-face in Windsor or Maidenhead.

They discuss a variety of topics and are sometimes joined by council staff who ask for their input on different projects.



Want to learn more about the Youth Council?

You can read the Youth Council's constitution by clicking [here](#) or searching "RBWM Youth Council constitution" online.

Want to join the Youth Council?

You can fill in the application form [here](#), or you can find the link online on the Youth Council's website.

Would you like to consult young people as part of your job?

If you'd like to invite The RBWM Youth Council, Kickback (the Children in Care Council), Care Leavers Hub or Girls Forum) or any other youth groups to participate in conversation or consultation with young people from these groups, you can contact the Youth Engagement Officer.

Expressions of interest can be made by filling out the form [here](#).



GIRLS FORUM

The Girls' Forum was established in 2018 and is for girls aged 11 to 19 who live in the Royal Borough. Their purpose is to look at issues of injustice and inequality and highlight young voices in the borough — especially the voices of girls.

It was set up after a Plan International UK report entitled 'The State of Girls' Rights in the UK' posed the question 'what is the current state of girls' rights in the UK?'. The answer was clear, they are not equal.

The Girls' Forum provides a platform for young women and girls to play an active role in shaping life in the Royal Borough. Members meet regularly and focus on issues and activities that matter to them. New members are always welcome.

If you think you would like to make a difference in your community, want more information or you want to become a member of the Girls' Forum you can contact Elaine, the Youth Engagement Officer: elaine.keating@achievingforchildren.org.uk . You can also sign up by filling out this [form](#).

The aims of the Girls' Forum are:

- Represent girls from across the borough
- Make sure all young women's voices are heard and help empower them
- Make a positive impact across the borough
- Provide a safe environment where we can give young women the confidence to share their thoughts and feelings.
- Give young women independence and change
- Ensure women have freedom.



Members of the Girls' Forum met local MP Theresa May when she was Prime Minister.



The Girls' Forum meets once a month virtually and once a month face-to-face in Windsor or Maidenhead.

They discuss a variety of topics, particularly issues of injustice and inclusion.





Core20PLUS5

An approach to reducing health inequalities for children and young people

Core20PLUS5 is a national NHS England approach aimed at reducing health inequalities at both a national and local level. The approach, which initially focussed on healthcare inequalities experienced by [adults](#), has now been adapted to apply to children and young people.

The approach targets a population group and identifies '5' focus areas requiring urgent improvement.

The population group includes two categories:

Core20

The most deprived 20% of the population as identified by the national [Index of multiple deprivation \(IMD\)](#)

PLUS

Ethnic minority communities, inclusion health groups, those with a learning disability and autism, coastal communities with pockets of deprivation hidden amongst relative affluence; people with multi-morbidities; and protected characteristic groups; amongst others. Specific consideration should be taken for the inclusion of young carers, looked after children/care leavers and those in contact with the justice system.

* ([Inclusion health](#) groups include: people experiencing homelessness, drug and alcohol dependence, vulnerable migrants, Gypsy, Roma and Traveller communities, sex workers, people in contact with the justice system, victims of modern slavery and other socially excluded groups.)

The five clinical areas of focus for children and young people are:



MENTAL HEALTH

Improve access rates to children and young people's mental health services for 0-17 year olds, for certain ethnic groups, age, gender and deprivation.



DIABETES

Increase access to real-time continuous glucose monitors and insulin pumps across the most deprived groups and from ethnic minority backgrounds and increase proportion of those with Type 2 diabetes receiving recommended NICE care processes.



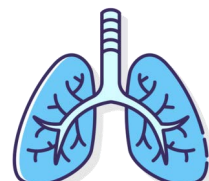
EPILEPSY

Increase access to epilepsy specialist nurses and ensure access in the first year of care for those with a learning disability or autism.



ORAL HEALTH

Address the backlog for tooth extractions in hospital for under 10s.



ASTHMA

Address over reliance on reliever medications and decrease the number of asthma attacks.



SUMMER SWIM SAFETY



Swimming in supervised, controlled conditions can be a great way to enjoy a hot summer's day and keep cool, whether at home or on holiday.

As the sun's rays beat down, however, our urge to cool down can become stronger than our swimming ability – and that's when accidents happen.

Entering any body of water, whether it's a swimming pool, a river, a lake or the sea, always carries a risk, even for the best swimmers. If you can't swim, or you're not a very strong swimmer, the risks can be huge.

Cold water shock and underwater hazards have claimed many lives over the years. **According to the Royal Life Saving Society**, around 85% of all accidental drownings occur at open water sites and many of these occur due to a lack of knowledge and understanding of open water safety.

Even if you're a strong swimmer, you should think twice before entering open water and you should never swim in open water on your own - this includes the sea, if you're heading to the coast on holiday.

The Black Swimming Association reports that 95% of black adults and 80% of black children in England do not swim, in addition to 93% of Asian adults and 78% of Asian children, and that a quarter of children completing their primary education can't swim.

[Click here](#) for information on support and guidance for the black community around swimming and water safety.

To find out more about free swimming sessions, please see the next page.



Swimming and Alcohol and/or Drugs

Alcohol and/or drugs are a factor in 32 per cent of all accidental drownings in the UK. Being intoxicated can be a factor in people entering water in the first place, as it impairs balance and judgement, and once in the water, drink and drugs will reduce a person's ability to swim and stay afloat.



The Royal Life Saving Society has more information on their [website](#) which includes case studies and resources such as suggested social media posts, assets and videos.



Click [here](#) to watch a video of Maidenhead's double Olympic Gold medallist Tom Dean talk about the importance of swim safety.



FREE SWIMMING SESSIONS



This summer, young people aged 13 to 17 years old can enjoy free swimming sessions at two of the borough's leisure centres — thanks to a water safety initiative.

Leisure Focus, the Royal Borough's leisure operator, in collaboration with local partners including the council itself, is launching its "Safe Summer Swim" initiative, with a mission to reduce the risk of young people getting into trouble in lakes and rivers.

The programme offers free one-hour fun swim sessions for 13 to 17 year-olds at Windsor Leisure Centre and Braywick Leisure Centre (weekdays only), from Monday 24 July to Friday 1 September, making swimming accessible and promoting water safety.

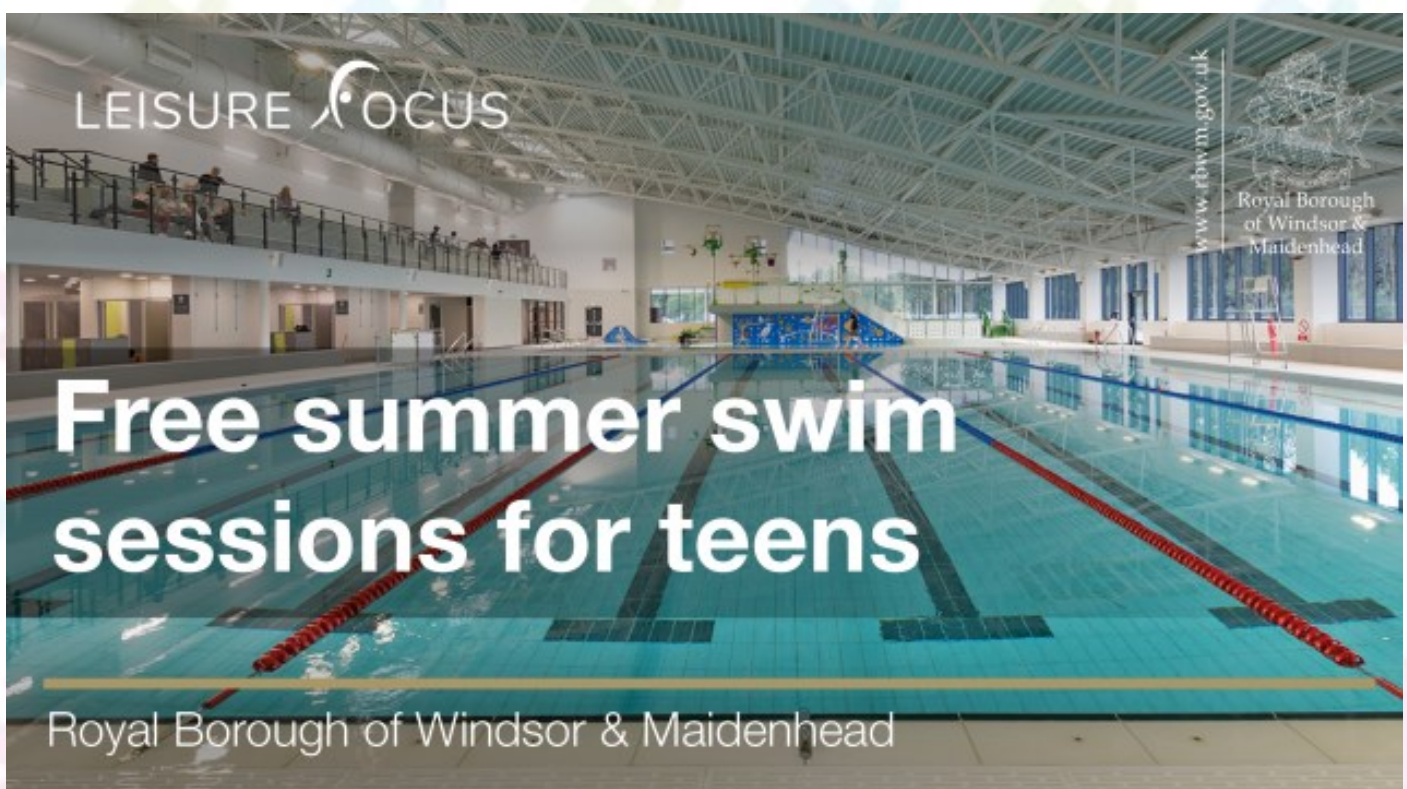
With up to 40 spaces available per session, this initiative seeks to provide local teenagers with an opportunity to learn essential water safety skills, improve their swimming abilities, and foster a greater appreciation for water-related activities. Places are first come, first served.

Places can be booked via the Leisure Focus App

Braywick: 11am-12pm (weekdays)

Windsor: 12.15pm-1.15pm (weekdays) and 7pm-8pm (Tuesday evenings)

Safe Summer Swim is funded by Leisure Focus Trust, Louis Baylis Trust, Shanly Homes, Baylis Media CIC, and Royal Borough of Windsor & Maidenhead.



FRIMLEY HEALTHIER TOGETHER



Healthier Together to App

Use when your child is unwell:

- Personalised profile to check their symptoms against Red, Amber & Green advice.
- **Red** — Emergency Department & shows the nearest one to you.
- **Amber** — Call 111 or links to your GP.
- **Green** — Pharmacy and advises how to self-care at home.



Frimley Healthier Together Website

Specialist advice and guidance for children and young people on:

- Childhood illness, mental health and wellbeing, babies, pregnancy and more!
- **Red, Amber, Green** advice & guidance.
- Local support in your area for mental health, help with healthy weight, cost of living and much more!
- Audio and language translation in over 100 languages.



www.frimely-healthiertgether.nhs.uk/



Frimley Health and Care



YOUNG PEOPLE & THE LIBRARY

Summer Reading Challenge



School Summer holidays is the busiest time of the year for the Library service. This is because the Summer holidays mark the launch of the Summer Reading Challenge.

Aimed at children between 4-11 years of age, the challenge is to read 6 books over the 6 week summer break. There are prizes at each stage, and readers receive a certificate and medal for completion. Visit your local library to sign up and start collecting prizes!

We also offer volunteering opportunities for young people especially for the Summer Reading Challenge: volunteers must be between the ages of 14 and 17. For more information, please visit your local library or email libraries@rbwm.gov.uk or telephone 01628 796969.

Teenagers & the Library

We have seen an increase in young people coming to the library space for quiet study over the last two years. In our two largest libraries (Maidenhead and Windsor), we have dedicated teen areas for teenagers to come and sit. All of our libraries are also part of the Safe Places network.

The library has an extensive range of digital resources for all our users. For young people, there are 3 key resources that will aid homework and further study:

Britannica – the online reference library that tailors its content to 5-8 years, 11-18 years and 18+

Issues Online – the site that covers and supports a variety of PSHE topics with access to the full online catalogue

Access to Research – this is a fantastic tool for researching academic papers (can only be accessed on library computers)

For full information about the Library service, including accessing our online resources, visit www.rbwm.gov.uk/home/leisure-and-culture/libraries

We have over 65 Teen and 200 Children's Reading group collections which are available for groups to borrow. Details about this can be found [Teen Reading groups | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](http://www.rbwm.gov.uk/teen-reading-groups) and [Junior Reading groups | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](http://www.rbwm.gov.uk/junior-reading-groups)

We also offer a comprehensive Reading Development Service [Reading Development Services for Schools | Royal Borough of Windsor and Maidenhead \(rbwm.gov.uk\)](http://www.rbwm.gov.uk/reading-development-services) for schools.



All reception age children will receive a Library card from us at the end of their reception year. Here is one happy recipient.



Library Events







- Storytimes and Rhymetimes for 0 – 6 years are held across the Borough. Search [RBWM Library events](#) to find out more.
- RBWM Girls Forum (11-18 years) meets in Maidenhead Library once a month
- Library visits happen throughout the year. Local clubs such as squirrels, beavers, cubs, rainbows, guides, scouts and school visits. These are very popular and happen in different branches, offering children an opportunity to find out more about the library itself and the services it provides.








KEEPING COOL THIS SUMMER

It's really important to keep safe in the hot weather this summer. You can find lots of advice on the NHS Frimley [website](#) and the Health Security Agency have a useful [poster](#) you can download to advertise heat beating top tips.

Some people may be at a higher risk of ill health from overheating than others, they can include:

-  older people (especially aged 65 years and over)
-  children (especially aged 5 and under)
-  people with long-term health conditions (particularly heart and breathing problems)
-  people with difficulty adapting their behaviour in warmer weather (for example, due to dementia, mental health issues or alcohol/recreational drug use)
-  people who need the assistance of others for their routine activities
-  people who live alone and/or are socially isolated
-  people taking certain medications
-  people who are at home during the hottest part of the day (e.g., small children or home workers)

Top Tips for staying safe in the sun

-  Stay out of the heat
-  Keep out of the sun between 11.00am and 3.00pm.
-  Walk in the shade, apply sunscreen, and wear a hat.
-  Wear light, loose fitting, cotton clothes.
-  Avoid extreme physical exertion.

Top tips for cooling down

- ◇ Have plenty of cold drinks, and avoid excessive alcohol, caffeine and hot drinks.
- ◇ Eat cold foods, particularly salads and fruit with a high water content.
- ◇ Take a cool shower, bath or body wash.
- ◇ Sprinkle water over the skin or clothing, or keep a damp cloth on the back of your neck.

Signs of heat exhaustion:

tiredness dizziness headache weakness

feeling sick or being sick fast breathing or heartbeat being very thirsty

high temperature cramps in the arms, legs and stomach

excessive sweating and skin becoming pale and clammy or getting a [heat rash](#) (change in skin colour can be harder to see on brown and black skin)

The symptoms of heat exhaustion are often the same in adults and children, although children may become irritable too. If someone is showing signs of heat exhaustion they need to be cooled down and given fluids.

How to cool someone down



1. Move them to a cool place



2. Remove all unnecessary clothing like jacket or socks



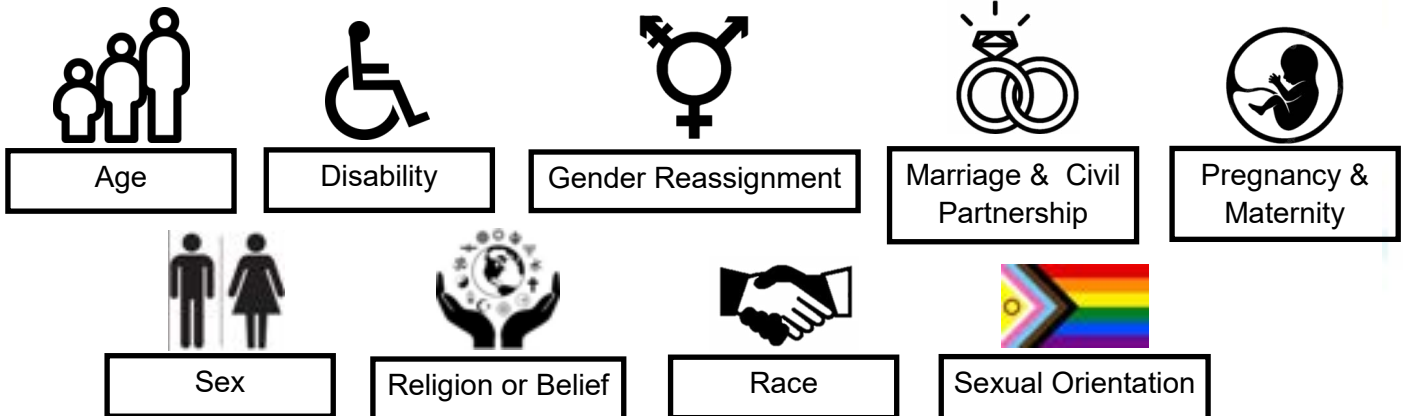
3. Get them to drink a sports or rehydration drink, or cool water



4. Cool their skin — spray or sponge them with cool water & fan them. Cold packs wrapped in a cloth and put under the armpits or on the neck are good too.

CARE LEAVERS & PROTECTED CHARACTERISTICS

Under the Equality Act 2010, it is against the law to discriminate against anyone because of:



This means that every organisation must ensure that all its policies and actions take these characteristics into account and do their best to mitigate (reduce) any inequalities.

Children in Care & Care Leavers

At the council, we also consider Children in Care and Care Leavers as having an additional protected characteristic. This means the council is particularly aware of the potential vulnerabilities of these individuals and creates policies that prioritise and protect their interests.



Care Leaver's Covenant: Creating Better Futures for our Community

There is no doubt that we need each other now more than ever. The support of those around us is vital to ensuring our health and happiness. This is certainly the case for the most vulnerable in our community.

When a young person comes into foster care, it can be for many reasons. For example, they could be experiencing harm or neglect, or it could be because their parent cannot care for them due to illness. When this happens, we, as a community, become what is called their 'Corporate Parent'. It's up to us to support them in the way a great parent does — through love and guidance.

Nationally, the statistics show that if we do not do everything we can to help, the outcomes for young people in care are harrowing. Whilst they equate to 0.5% of the national population, young people in care represent over 24% of the prison population.

To ensure our young people do not become part of this shocking statistic, there are a number of things AfC Virtual School and College are doing. Firstly, they ensure that all of our young people in care have strong support from schools, carers, social worker teams and others so that they feel happy, stable and able to concentrate on their futures and not dwell in their past.

To support young people into employment, AfC Virtual College has already been working closely with businesses in the community to establish the Better Futures Initiative. Launched via our event in February 2023, AfC Virtual College highlighted, through the support of organisations such as John Lewis and the Care Leavers' Covenant, not only why we need to help young people in care but how we can help businesses to achieve this. And whilst the event was extremely well received this is a stream which we hope will become an ocean of support for young people in care.

If you would like to help make the lives of people in our community better, be that as a foster carer or member of a business organisation, please contact michael.guard@achievingforchildren.org.uk to find out more.

YOUNG CARERS

Young carers are children and young people under 18 years old, who look after a member of the family who is sick, disabled, has mental health problems or is misusing drugs or alcohol.



Young carers have many responsibilities such as providing personal care, emotional support, household tasks and supporting siblings.

Many young carers have a positive impact on the wellbeing of their family members and feel proud that they are able to provide support. However, the impact of their caring responsibilities may cause difficulties for their own wellbeing and their lives at home, school, college and in their spare time.

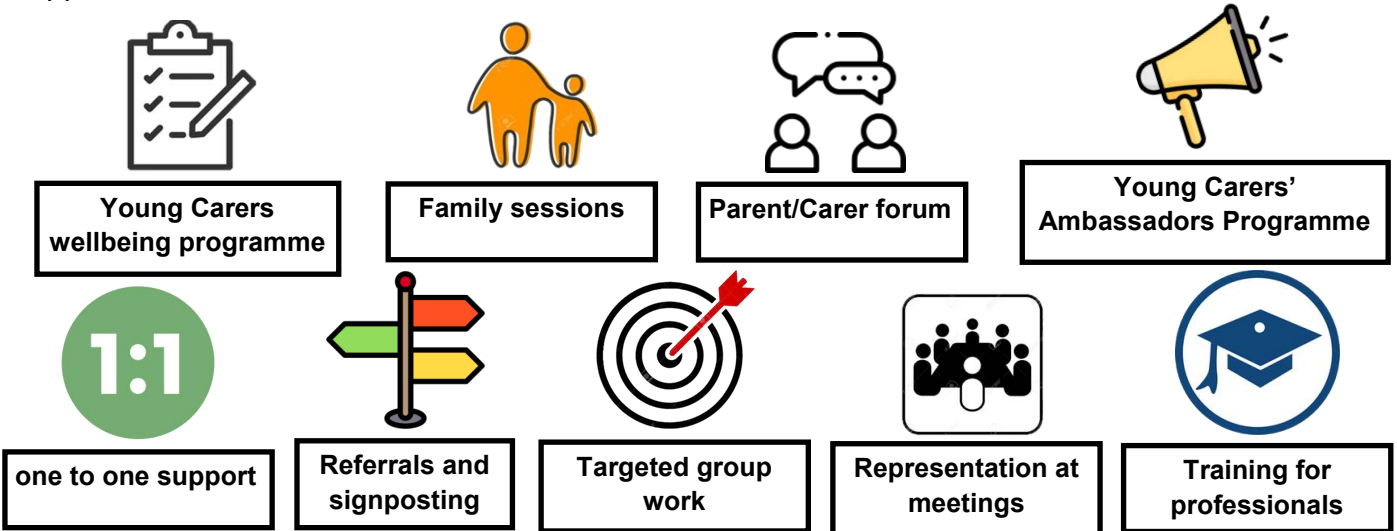
RBWM Family Action for young carers is committed to making sure that caring is a positive experience for all young carers. While they continue to provide care, young carers should be able to lead healthy and fulfilling lives.

Family Action can support a young carer for 4 to 6 months. Families are able to **re-refer** to our service at any point as long as there continues to be a support need for a caring role within the family.

By law, all young carers are entitled to a Young Carers Assessment to ensure the right support is in place for their own development whilst balancing the needs of the person they care for. It is important to acknowledge young carers and let them know of their rights, even if they choose not to have a formal Young Carers Assessment. Young Carers so often describe themselves as feeling invisible in their roles. Yet, carers need care too.

Family Action provide a full Young Carer Needs Assessment and a bespoke support plan. If a young person is found to require support, Young Carer Practitioners will work actively to ensure caring roles are at a safe and healthy level and that those who are being cared for receive appropriate and timely care and support.

Support could include:



For more information, please visit the Family Action [website](#).

For advice and support, please email rbwm.yc@family-action.org.uk or call 01628 626991.

You can also access more information and the link to Family Actions' referral form by scanning the QR code.

If you are concerned about child or family, Family Action are available to provide confidential case consultations, please contact rbwm.referrals@family-action.org.uk



YOUTH MENTAL HEALTH

Many of us are likely to experience poor mental health at some point in our life. This can be for a number of reasons, it can last for a different periods of time and there may be a variety of solutions or coping mechanisms needed to confront these challenges. Mental health is on a spectrum — we can be ill and struggling and well and functioning.

Young people are under an enormous amount of pressure nowadays. Whether it's social media, exams, health, peer pressure, relationships, money, family situations, the future or something else, there are lots of things weighing on young people's minds.

The important thing to remember is you're not alone and there is nothing to be ashamed of. There is support out there, and lots of people willing to help.



Counselling

Kooth:

An online counselling and emotional wellbeing platform for children and young people.

Talking Therapies:

An NHS service that can support people with common issues like depression, stress, anxiety, or phobias.

Number 22:

A community counselling service for all ages.



Peer Support

Friends in Need:

Provides peer support and activities for people that are lonely, anxious, or depressed. This is for ages 17+.



Early Help Services

Family information:

Family Information Services provide impartial information and guidance about a wide range of services for children, young people, and their families.

The Early Help Hub:

Helps to find the best services to support your family.



Guides & more information

Coping Guides:

including information about anxiety, self harm, eating disorders, ADHD, OCD etc.

CAMHS:

Children and Adolescent Mental Health Service) in Berkshire

Free Online

Parenting Courses & Guides

Bringing up children is a lot of fun but can also have its challenges and times when receiving some advice would be helpful.

If you are a parent, a grandparent or carer, you can access free NHS-backed, online parenting courses and guides which include top tips from childcare, education and NHS health experts. Topics include:



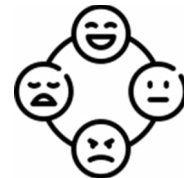
Understanding your child 0 to 19 years



Understanding your pregnancy, labour, birth and your baby



Understanding your baby



Understanding your feelings (teenagers only!)



Understanding trauma



Understanding your teenager's brain



Understanding your wellbeing in high pressure environments



Understanding your relationships

These courses are available in a range of languages including English, Welsh, Polish, Simplified Chinese, Somali, Modern Standard Arabic, Bulgarian, and Urdu.

If you would like to find out more or sign up please scan the QR code or click the following link:

www.frimleyhealthandcare.org.uk/maternity/caring-for-your-baby-and-yourself/register-for-free-online-parenting-courses/



What people have said about the courses:

“It’s an absolutely brilliant course. And is a fantastic way to educate us all to pause and stop and try to see what’s behind the behaviour rather than responding to the behaviour. Applies to work colleagues/ friends/ acquaintances as well as kids! Win win win.”

“This course has been an absolutely invaluable gift to me. It has and will change so many aspects of my life. I am undoubtedly a better parent and more rounded and fulfilled person as a result. Some aspects have literally been like ‘Eureka’ moments to me! I WISH I’d known all this years ago.”



Frimley Health and Care



Free adult learning: Multiply

Make maths work for you! Free adult numeracy courses to help at work and home.

The council is focused on supporting skills and employability in the Royal Borough and one of the programmes on offer is the government funded Multiply programme which is designed to help adults improve their numeracy skills. The courses cover different levels of ability, including beginners and those who want to gain qualifications like a GCSE or Functional Skills Qualifications.

Don't let numbers hold you back!

Boosting your maths skills can help you unlock more job opportunities, lead to higher wages or prepare you for further study. It also benefits you in everyday life, such as helping children with homework or making sure your household bills and budget add up.

If you're aged 19 or over and don't have maths GCSE at grade C (or equivalent), you can join free numeracy courses to build your confidence with numbers and gain a qualification. Importantly, you can learn at a pace that suits you.

To view and register for courses, please visit www.windsor-forest.ac.uk/adult-learning/multiply/

You can also email multiply@rbwm.gov.uk for advice.



What courses are on offer?

- Courses for parents wanting to increase their numeracy skills in order to help their children.
- Courses designed to increase confidence with numbers.
- Courses designed to help people use numeracy to manage their money.
- Courses aimed at encouraging people to upskill in numeracy in order to access a certain job or career.

Eligibility

- For people aged 19 years and over
- Who do not have GSCE maths grade at grade C or the equivalent.



You can test yourself with a quick [quiz](#) on the Skills for Life [website](#).

Health Visiting Team



The Healthy Child Programme is a national programme that is 'universal in reach' for all children. For the first five years of your child's life, it is led by Health Visitors, but is co-delivered by various health professionals. The following Health Visitor contacts are routinely offered to everyone:

- Before birth: Antenatal contact from 28 weeks of pregnancy
- 10 to 14 days: New birth contact
- 6 to 8 weeks: Postnatal contact
- 9 to 12 months: Health and development review
- 2 to 2½ years: Pre-school health and development review

How can the Health Visiting Team help me?

The Health Visiting Team provide support for the following issues:

- Preparation for parenthood in pregnancy
- Perinatal pelvic health
- Breastfeeding, formula feeding & introducing foods
- Sleep
- Behaviour
- Meeting developmental milestones
- Playing
- Language development and talking
- Getting out and about and being active
- Dental health
- Healthy eating for the family
- Potty training
- Preventing accidents
- Early identification of health needs in the developing child
- Mental health and wellbeing in the family School readiness

Child Health Reviews

Every child living in the Royal Borough is entitled to two health and development reviews through the Health Visiting Service.

9 months to 1 year old

The review is an opportunity for parents and carers to discuss infant feeding, sleep routines, dental health, play, physical activity and much more.

2 years to 2.5 years old

The review is an opportunity for parents and carers to explore sleep, behaviour, speech and language, healthy diet for infants and toddlers and next steps (school readiness).

If you have not heard from the Health Visiting Service, please email or call to book your appointment. Appointments are available across RBWM.

Contact

Telephone: 0300 365 6523

Email: health.visiting@achievingforchildren.org.uk



Breastfeeding Drop-in Clinics in RBWM

Do you live in the Royal Borough and need some support with breastfeeding?

Come along to our face-to-face breastfeeding support drop-in clinics. Our health visiting team are there to offer support and advice.

Our clinics take place at:

Riverside Family Hub on Mondays, 1-3 pm

Datchet Family Hub on Thursdays, 9.30 – 11 am

For more information, call 0300 365 6523



Children and Young People's Plan 2023–2028



Our priorities, developed in partnership with colleagues across children and young people's services, are:



1. Be Healthy



2. Be Safe



3. Be Skilled



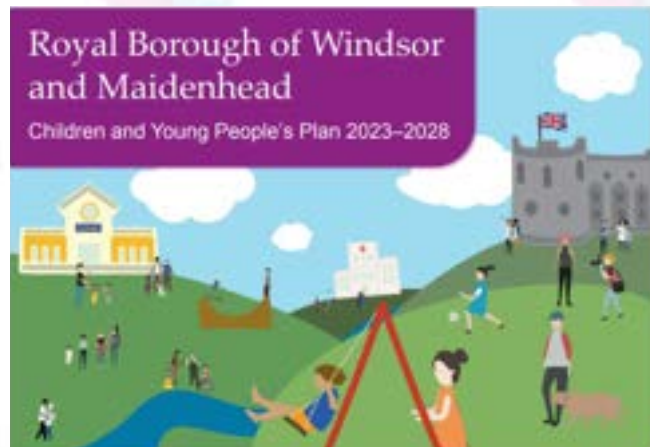
4. Be Heard



5. Be Financially Secure

The Children and Young People's Plan examines what we know about the health and wellbeing needs of our children and young people in the Royal Borough.

It sets out our priorities and areas for improvement and explains our joint commitment (across a range of children's and educational services) to addressing health inequalities amongst all children and young people — especially the most vulnerable. You can read the Children and Young People's plan [here](#). The plan can also be found on the AfC [website](#), alongside a short introductory video.



We are passionate about addressing inequalities and enabling children and young people to reach their full potential. We are determined to work more effectively together and with children, young people and families to improve the services and support we provide to help achieve these ambitions.

Over the years we have all worked hard to improve the life chances of children and young people. Although we know a great deal of what we have achieved has helped many to thrive, not all receive the best start in life or benefit from post-16 opportunities. Children and young people were hit hard by the COVID-19 pandemic. We are still learning to understand and live with its longer-term impact on public health and on the wider determinants of health which fundamentally define and shape our quality of life.

The scale of the challenge we now face in the wider context of constrained public finances means it has never been more important for us to work together in order to continue to improve outcomes for children and young people. A more collaborative call to action is required and this will necessitate the pooling of our resources and alignment of our priorities, across services and different organisations.



Q&A

Do you have a question about the council or the services it provides? Email volunteer@RBWM.gov.uk to submit your question. If you have an urgent or personal inquiry, please contact Customer Services (customer.service@rbwm.gov.uk or 01628 683800).

Question 1: How can I find out about the free-swimming sessions for local teenagers to promote water safety this summer?

<https://www.rbwm.gov.uk/news/free-swimming-sessions-local-teenagers-promote-water-safety-summer>

Question 2: Where can households in need of support get help with the significantly rising living costs?

<https://www.rbwm.gov.uk/home/community-and-living/community-support/here-help/household-support-fund/household-funding-support-distribution-partners>

JARGON BUSTER

Community interest company: a not-for-profit business with social objectives.

Commissioning: Commissioning is the process of assessing needs, planning and prioritising, purchasing and monitoring services, to get the best outcomes

Re-refer: to refer someone again for a service that they've already received.



COMPETITION TIME!

Want to win a prize and help us develop the Champions project? Here's how...

It's really important that we reach as many people in the community as we can so that they are made aware of the support, opportunities, and events that are available to them.

To ensure we're communicating with as many people as we can, we need to know where our messages are being shared and how many people they are being shared with.

This is where you come in!

Help us put the community puzzles pieces together by answering some quick questions about how you shares messages with your networks and you could win our monthly prize!

To fill out our short survey, simply click on the link [here](#), or find it in our monthly email. You can also scan the QR code (right).

For more information about the competition and to see our Privacy Notice, please visit [RBWM Together](#).



July Winner (£50 M&S voucher):

Gary Evans

This month's prize is a **Spitfire simulator experience** at the Air Transport Auxiliary Exhibition at Maidenhead Heritage Centre.

The voucher is for a 30 minute flight and entry to the exhibition for the pilot plus two spectators.



**Maidenhead
Heritage Centre**



If you, or someone you know, would like to donate a competition prize, please get in touch.

Email: Jennifer.Hardy@RBWM.gov.uk