



# Emotional Wellbeing Support

Wokingham Borough Council launched the Emotional Wellbeing Hub in Spring 2022, offering a route to seek support related to the emotional wellbeing of children/young people living within the borough, with the intention of making it more straightforward to get help.

## What is the Emotional Wellbeing Hub (EWH), who does it support?

- The Hub is a central point of contact for children and young people, parents/carers and professionals across the borough, bringing together a mix of services and signposting routes that are relevant and appropriate to meet the needs of the child/young person and their family.
- The Hub is for children and young people with mild-moderate emotional wellbeing needs, up to their 19th birthday. This could include issues such as anxiety, friendships and relationships, low mood, exam stress, anger and other *non-urgent* areas of concern not supported by specialist teams.
- This provides a more joined up approach to how the council in partnership with Berkshire Health Foundation Trust offers emotional wellbeing services, within the community.
- The Emotional Wellbeing Hub is responsible for arranging regular multi-agency meetings, where professionals and partners have the opportunity to discuss more complex cases and agree the best support to meet need. This is referred to as the Forum.

## How does the Emotional Wellbeing Hub work?

- Children/young people, parents/carers and professionals can access the hub by contacting the referral co-ordinator via email or completing a referral form (details at the end). The referral co-ordinator reviews the information, may contact relevant parties for additional input and then makes a recommendation based on the support or services that may be most appropriate. This may lead to discussion with our clinical colleagues in Primary Mental Health Team for Youth (PMHT4Y), during a weekly meeting (triage).
- Referrals to the Emotional Wellbeing Hub can be made by young people over 12 (with parent/carer consent), parents/carers, professionals via the referral form found on the website. If any difficulties are experienced accessing the form, or completing it, please email the Referral Co-ordinator for assistance. *Note: young people aged 16+ can refer without parental consent*

## What support is typically available?

- Signposting to local/online services that specialise in specific issues, such as trauma or bereavement.
- Self-help guidance for parents and children, including local/national/online links, websites, webinars, apps, YouTube links, which are relevant and appropriate to meet the needs identified.
- Referral to the Primary Mental Health Team 4 Youth (PMHT4Y), a re-designed Emotional Wellbeing Service, delivered by Berkshire Healthcare Foundation Trust.
- We also suggest accessing support via ARC ([www.arcweb.org](http://www.arcweb.org)) and Tellmi ([www.tellmi.help](http://www.tellmi.help))



Emotional Wellbeing Hub is unable to accept urgent or emergency referrals or queries.

- If you are concerned that there is a risk to the life of a child or young person call 999.
- Otherwise, please visit the CYPF website for contact information, including urgent or crisis support : <https://cypf.berkshirehealthcare.nhs.uk/contact-us/>

Any questions or unsure how to proceed? Please contact our Referral Co-Ordinator by:

- ✉ [emotionalwellbeinghub@wokingham.gov.uk](mailto:emotionalwellbeinghub@wokingham.gov.uk)
- ☎ 0118 237 6111 (dedicated voicemail service)

<http://www.wokingham.gov.uk/EWH>