

Question	Answer
<p>Things were okay, but now we are really struggling. Who should I call?</p>	<p>If your child is open to the Children with Disabilities Service or is in receipt of a short break, you can contact your child's social worker or the Children with Disabilities main email/telephone on: <a href="mailto:lddservice@wokingham.gov.uk">lddservice@wokingham.gov.uk</a> or 0118 974 6890.</p> <p>Alternatively, you can make contact with the Customer Service Centre on 01189746000 who will redirect your call.</p> <p>If your child is open to social work and there is an emergency outside of office hours (9am-5pm Monday to Friday) you can contact the Emergency Duty Service (EDS) on 01344786543.</p> <p>If you are experiencing challenges that are having a significant impact on your ability to provide safe and consistent care for your child or you have a safeguarding concern, then you can contact the Duty Triage and Assessment Team on 01189746000.</p>
<p>I cannot access any short breaks as all the activities my child goes to has stopped, what can I do?</p>	<p>Speak to the Children with Disabilities service about the different ways that you can utilise your short breaks direct payment during this time period.</p> <p>Email: <a href="mailto:david.green@wokingham.gov.uk">david.green@wokingham.gov.uk</a> <b>AND</b> <a href="mailto:shortbreakselfassessment@wokingham.gov.uk">shortbreakselfassessment@wokingham.gov.uk</a></p> <p>Requests will be considered on an individual basis.</p>
<p>I can't get out to go shopping because my child cannot queue and keeps running off, how can I get food?</p> <p>And what about medicines?</p>	<p>Citizens Advice Bureau have developed a Community Hub that links volunteers to families to support them in accessing what the need i.e. shopping, prescriptions etc. Call 03003301189 or email: <a href="mailto:admin@citizensadvicewokingham.org.uk">admin@citizensadvicewokingham.org.uk</a></p> <p>Keep Mobile can also help. call: 03455 440850 or email: <a href="mailto:admin@keepmobile.org.uk">admin@keepmobile.org.uk</a></p>
<p>Are Transitions to Adult Services still happening? And who do I contact?</p>	<p>Yes. Transitions to adult services are still being progressed in the same way. Please speak to your child's social worker or contact the Transitions Team on 0118974600. Email: <a href="mailto:TransitionsDuty@wokingham.gov.uk">TransitionsDuty@wokingham.gov.uk</a></p>
<p>What do I do if the PA that comes in to help with my child cannot come any more?</p>	<p>If your child is open to the Children with Disabilities Service or is in receipt of a short break, you can contact your child's social worker or the Children with Disabilities main email/telephone on: <a href="mailto:lddservice@wokingham.gov.uk">lddservice@wokingham.gov.uk</a> or 0118 974 6890. They will assist you to think through your options.</p>

<p>Can we use Direct Payments to pay my teenage son who lives in the same house to help with care of their sister?</p>	<p>No, this is not possible. You can however speak to the Children with Disabilities service about the different ways that you can utilise your direct payment during this time period.</p> <p>Email: david.green@wokingham.gov.uk <b>AND</b> shortbreakselfassessment@wokingham.gov.uk</p>
<p>What do I do if I get sick?  Who will help me with my child/ren?</p>	<p>If your child is open to the Children with Disabilities Service or is in receipt of a short break, you can contact your child's social worker or the Children with Disabilities main email/telephone on: <a href="mailto:lddservice@wokingham.gov.uk">lddservice@wokingham.gov.uk</a> or 0118 974 6890. They will assist you to think through your options.</p>
<p>What do I do if my child gets sick, how do I protect my other child/ren? Especially if they are at greater risk?</p>	<p>If your child is open to the Children with Disabilities Service or is in receipt of a short break, you can contact your child's social worker or the Children with Disabilities main email/telephone on: <a href="mailto:lddservice@wokingham.gov.uk">lddservice@wokingham.gov.uk</a> or 0118 974 6890. They will assist you to think through your options.</p> <p>You should also continue to follow guidance as in relation to hygiene, isolation and shielding practices as laid out by Public Health.</p>
<p>Things getting out of control and abusive with all the stress in our house and I am really scared. What can I do?</p>	<p>Services for safeguarding children remain in place and operational. Should you have concerns about the safety and well-being of your children, you can contact the Duty Triage and Assessment Team on 01189746000.</p> <p>The following can also help:</p> <p>Berkshire Women's Aid 0118 950 4003 <a href="http://www.berkshirewomensaid.org.uk">www.berkshirewomensaid.org.uk</a></p> <p>National Domestic Abuse Helpline 0808 801 0327 <a href="http://www.nationaldahelpline.org.uk">www.nationaldahelpline.org.uk</a></p> <p>Men's Advice Line 0808 801 0327 <a href="http://www.mensadvice.org.uk">www.mensadvice.org.uk</a></p>