

Helping organisations for parents and carers

The organisations in this section are listed under the following headings:

Abuse and violence
Bereavement
Black and minority ethnic families
Bullying
Children and young people's organisations
Counselling and mental health
Crime and prisoners' families
Disability and special needs
Drugs, alcohol and addiction
Eating disorders
Education
Fathers' support
Fostering and adoption
Gay and lesbian organisations
Grandparents
Gypsy and travelling communities
Health
Legal issues
Literacy
Lone parents
Parenting education and support
Safety
Sexual health and relationships
Suicide and emergency help

ABUSE AND VIOLENCE

(see also **Suicide and Emergency Help**)

NSPCC

Helpline: 0808 800 5000

Helpline email: help@nspcc.org.uk

Website: www.nspcc.org.uk

The UK-wide charity focussing on child protection and the prevention of cruelty to children. The free 24-hour child protection helpline provides information and advice to anyone concerned about a child's safety.

The Relationships Centre

Tel: 01925 246910

Helpline: 0800 083 9636

Email: info@healthyrelationships.org.uk

Website: www.healthyrelationships.org.uk

The Relationships Centre provides services to anyone experiencing or affected by violence, abusive or unhealthy relationships.

Tulip

Tel: 0151 637 6363

Email: tulip@hotmail.com

A support group for parents who are experiencing (or have experienced) violence from their children.

BEREAVEMENT

Compassionate Friends

Helpline: 0845 123 2304

Email: info@tcf.org.uk

Website: www.tcf.org.uk

A national charity that provides support to parents after the death of a child.

BLACK AND MINORITY ETHNIC FAMILIES

Black Parent Network

Website: www.blackparentnetwork.com

A wide range of information and support for Black parents.

Race Equality Foundation

Tel: 020 7619 6220

Website: www.raceequalityfoundation.org.uk

The REF is a registered charity working towards better support for Britain's Black and minority ethnic communities.

BULLYING

Anti-bullying Network

Email: abn@education.ed.ac.uk

Website: www.antibullying.net

Enables parents, young people and teachers to share ideas about how bullying should be tackled.

Bullying Online

Email: help@bullying.co.uk

Website: www.bullying.co.uk

A website and email service offering help and advice for parents and young people.

Kidscape

Helpline: 08451 205 204

Email: webinfo@kidscape.org.uk

Website: www.kidscape.org.uk

Kidscape is a national charity which aims to prevent bullying and abuse of young people aged 16 years or under, and which provides support for their parents/carers.

CHILDREN AND YOUNG PEOPLE'S ORGANISATIONS

National Children's Bureau (NCB)

Tel: 020 7843 6000

Website: www.ncb.org.uk

NCB is a charity that does research and identifies best practice relating to children and young people in England and Northern Ireland. It has some useful links and information on its website.

The Trust for the Study of Adolescence (TSA)

Tel: 01273 693311

Email: info@tsa.uk.com

Website: www.tsa.uk.com

TSA is a national youth charity which carries out research, training, and produces publications for parents and those working with young people and parents. TSA produced this guide!

TSA also stocks a range of publications for parents.

COUNSELLING AND MENTAL HEALTH

ChildLine

Helpline: 0800 1111

Website: www.childline.org.uk

ChildLine is a free 24-hour helpline for children and young people in the UK.

ChildLine counsellors help children and young people to discuss any problems.

Mind (National Association for Mental Health)

Infoline: 0845 766 0163

Website: www.mind.org.uk

Mind is a mental health charity in England and Wales. It works to create a better life for everyone with experience of mental distress.

Rethink

Advice line: 020 8974 6814

Email: advice@rethink.org

Website: www.rethink.org

Rethink offers a wide range of services and support to people who are affected by schizophrenia, depression, personality disorder or other mental illness.

Young Minds

Tel: 0800 018 2138 (Parents Information Service)

Tel: 020 7336 8445 (General)

Email: enquiries@youngminds.org.uk

Website: www.youngminds.org.uk

Young Minds focusses on the well-being of children and young people. They have a freephone helpline for parents worried about the emotional well-being of their children.

CRIME AND PRISONERS' FAMILIES

Action for Prisoners Families

Tel: 020 8812 3600

Helpline: 0808 808 2003

Email: info@actionpf.org.uk

Website: www.actionpf.org.uk

Action for Prisoners Families supports the families of prisoners. It has a prisoners families helpline and various publications.

Crime Concern

Tel: 01793 863500

Email: info@crimeconcern.org.uk

Website: www.crimeconcern.org.uk

Crime Concern is a charity which works largely with young people to provide routes away from crime and anti-social behaviour.

NACRO

Tel: 020 7582 6500

Website: www.nacro.org.uk

NACRO is a national crime reduction charity working with ex-offenders, disadvantaged people and deprived communities. It provides services in resettlement, education, employment, housing and mental health. It has a range of good publications.

DISABILITY AND SPECIAL NEEDS

British Dyslexia Association

Helpline: 0118 966 8271

Helpline email: helpline@bdadyslexia.org.uk

Website: www.bdadyslexia.org.uk

The BDA offers a range of practical help, support and publications for dyslexic children, adults and parents.

Contact A Family

Helpline: 0808 808 3555

Textphone: 0808 808 3556

Email: info@cafamily.org.uk

Website: www.cafamily.org.uk

Contact a Family provides support, advice and information for families with a disabled child.

Disabled Parents Network (DPN)

Helpline: 08702 410 450

Email: e-help@disabledparentsnetwork.org.uk

www.disabledparentsnetwork.org.uk

DPN provides information and support network for parents with disabilities, including parents with physical or sensory impairments, people with learning difficulties or long-term illnesses, people with mental health issues and deaf parents.

Mencap

Helpline: 0808 808 1111

Email: help@mencap.org.uk

Website: www.mencap.org.uk

Provides information and practical support for people with learning disabilities and their families.

National Autistic Society

Helpline: 0845 070 4004

Website: www.nas.org.uk

NAS provides information and practical support for people with autism, including Aspergers syndrome.

Network 81

Helpline: 0870 770 3306

Email: info@network81.org

Website: www.network81.org

A national network of parents working towards properly resourced inclusive education for children with special needs. Provides a national helpline, befrienders, publications and training.

Royal National Institute for the Blind (RNIB)

Helpline: 0845 766 9999

Website: www.rnib.org.uk

Provides information and support for people who are blind and partially sighted.

Royal National Institute for Deaf People (RNID)

Infoline: 0808 808 0123

Textphone: 0808 808 9000

Email: informationline@rnid.org.uk

Website: www.rnid.org.uk

This website provides information and support for the deaf and hard of hearing.

Talking Point

Tel: 020 7674 2799

Email: talkingpoint@ican.org.uk

Website: www.talkingpoint.org.uk

Provides information, advice and resources for parents about speech, language and communication difficulties in children.

DRUGS, ALCOHOL AND ADDICTION

ADFAM

Tel: 020 7553 7640

Email: admin@adfam.org.uk

Website: www.adfam.org.uk

Adfam works with family members facing problems with drugs or alcohol, to help them gain access to a range of specialised services.

Drinkline

Freephone: 0800 917 8282

Advice and information for people with alcohol problems and information on local services (England and Wales only).

Drugscope

Tel: 020 7940 7500

Email: info@drugscope.org.uk

Website: www.drugscope.org.uk

Information, help and support in relation to drugs.

GamCare

Tel: 0845 600 0133

Email: info@gamcare.org.uk

Website: www.gamcare.org.uk

Provides confidential counselling advice, information and support for anyone affected by a gambling problem, including parents and young people.

Parents Against Drug Abuse (PADA)

Helpline: 08457 023 867

Email: admin@pada.org.uk

Website: www.pada.org.uk

Offers information and support to parents of drug users.

Release

Helpline: 0845 4500 215

Email: ask@release.org.uk

Website: www.release.org.uk

Release helps parents when their teenage child has been arrested or cautioned by the police for possession of a drug. They also provide support and legal advice about drug-related issues.

Talk to Frank (formerly National Drugs Helpline)

Helpline: 0800 776 600

Email: frank@talktofrank.com

Website: www.talktofrank.com

Provides free and confidential information and advice about drugs.

Also has a 24 hour helpline.

EATING DISORDERS

beat (formerly the Eating Disorders Association)

Helpline: 0845 634 1414

Email: help@b-eat.co.uk

Website: www.b-eat.co.uk

A charity which provides information, advice and support around eating disorders such as anorexia, bulimia, and binge eating.

TOAST (The Obesity Awareness and Solutions Trust)

Tel: 01279 866010

Email: enquiries@toast-uk.org

Website: www.toast-uk.org

A voluntary organisation that provides support and advice to parents of children who are bullied due to being overweight or obese. They also provide information about healthy lifestyles.

EDUCATION

Advisory Centre for Education

Helpline: 0808 800 5793

Website: www.ace-ed.org.uk

ACE is an independent advice centre for parents, offering information about state education in England and Wales for 5-16 year olds. It offers free telephone advice on many topics including exclusion from school, bullying, special educational needs and school admission appeals.

The Parents Centre

Website: www.parentscentre.gov.uk

The Parents Centre is for all parents and carers who want to help their child or children to learn. It is a website run by the Department for Education and Skills. It offers support, information and advice about children's learning and the English education system, including information about Special Educational Needs.

Home Education Advisory Service

Tel: 01707 371854

Email: enquiries@heas.org.uk

Website: www.heas.org.uk

A national charity which provides advice and practical support for families who wish to educate their children at home.

FATHERS' SUPPORT

Families Need Fathers

Helpline: 0870 760 7496

Email: fnf@fnf.org.uk

Website: www.fnf.org.uk

Families Need Fathers is a charity providing support to divorced and separated parents. Its primary concern is to maintain the child's relationship with both parents.

Fathers Direct

Tel: 0845 634 1328

Email: mail@fathersdirect.com

Website: www.fathersdirect.com

A national information centre for fatherhood. It supports the welfare of children by promoting the active involvement of fathers and male carers in their lives. The website has information about resources, conferences and training.

FOSTERING AND ADOPTION

Fostering Network

Tel: 020 7620 6400

Email: info@fostering.net

Website: www.fostering.net

Fostering Network provide advice and support for anyone involved in fostering a child.

BAAF (British Association for Adoption and Fostering)

Tel: 020 7421 2600

Email: mail@baaf.org.uk

Website: www.baaf.org.uk

BAAF aims to set standards, raise awareness and influence policy relating to adoption and fostering.

GAY AND LESBIAN ORGANISATIONS

Families and Friends of Lesbians and Gays (FFLAG)

Helpline: 0845 652 0311

Email: info@fflag.org.uk

Website: www.fflag.org.uk

Information and support for parents of lesbian, gay and bisexual young people, and their families. They also have local parent support groups, a newsletter, publications and a helpline.

Lesbian and Gay Switchboard

Helpline: 020 7837 7324

Email: admin@lgs.org.uk

Website: www.lgs.org.uk

LGS provides advice and support for lesbian and gay people, and parents.

Pink Parents

Helpline: 08701 273 274

Website: www.pinkparents.org.uk

Pink Parents offers a range of support services and social activities for all gay, lesbian, bisexual and transsexual people. This includes a telephone helpline, support meetings, workshops, enquiry service and family support meetings.

GRANDPARENTS

Grandparents Plus

Tel: 020 8981 8001

Email: info@grandparentsplus.org.uk

Website: www.grandparentsplus.org.uk

Grandparents Plus provides information about research, resources and support for grandparents and those working with grandparents.

GYPSY AND TRAVELLING COMMUNITIES

Friends, Families and Travellers

Tel: 01273 234777

Email: fft@ghypsy-traveller.org

Website: www.ghypsy-traveller.org

Friends, Families and Travellers is a national voluntary organisation that works with all Travellers. The FFT site provides a wide range of information and links.

Travellers Aid Trust

Tel: 01269 870621

Email: info@travellersaidtrust.org

Website: www.travellersaidtrust.org

This organisation aims to relieve poverty and promote education amongst Traveller families.

HEALTH

(see also Sexual Health and Relationships)

NHS Direct

Tel: 0845 4647 (24 hours)

Website: www.nhsdirect.nhs.uk

NHS Direct operates a 24-hour nurse advice and health information service that provides confidential information.

LEGAL ISSUES

(see also Crime and Prisoners' Families)

Children's Legal Centre

University of Essex

Tel: 01206 872466

Email: clc@essex.ac.uk

Website: www.childrenslegalcentre.com

CLC promotes children's rights, and provides legal advice on educational issues.

LITERACY

National Literacy Trust

Tel: 020 7828 2435

Email: contact@literacytrust.org.uk

Website: www.literacytrust.org.uk

The NLT provides information about family literacy and parental involvement.

They provide resources, organisations and links, events and a bookshop.

Learndirect

Tel: 0800 100 901

Website: www.learndirect.co.uk

Learndirect can provide a range of information about basic skills.

LONE PARENTS

Gingerbread

Helpline: 0800 018 4318

Email: office@gingerbread.org.uk

Website: www.gingerbread.org.uk

Information and support for lone parents and their children. Gingerbread provides practical and emotional support, and speak out for lone parents in the media and policy-making.

One Parent Families

Helpline: 0800 018 5026

Email: info@oneparentfamilies.org.uk

Website: www.oneparentfamilies.org.uk

One Parent Families offers information and sources of support for one parent families. Their lone parent helpline offers free information on a variety of issues, including child support, benefits, debt, education and training.

PARENTING EDUCATION AND SUPPORT

Care for the Family

Tel: 029 2081 0800

Email: mail@cff.org.uk

Website: www.care-for-the-family.org.uk

Care for the Family aims to promote strong family life and to help those experiencing family breakdown.

The Centre for Fun and Families

Tel: 0116 223 4254

Email: centre@fundandfamilies.org.uk

Website: www.funandfamilies.co.uk

Supports parents experiencing behaviour and communication difficulties with their children, through the development of groupwork programmes. They also produce very useful resources.

Family Onwards

Website: www.familyonwards.com

A website providing support and guidance to parents and grandparents about family issues.

Family & Parenting Institute (FPI)

Tel: 020 7424 3460

Website: www.familyandparenting.org

The FPI is an independent charity working to support parents in bringing up their children, to promote the wellbeing of families and to make society more family friendly. Their website contains a range of information for parents.

Parentalk

Tel: 020 7921 4234

Email: info@parentalk.co.uk

Website: www.parentalk.co.uk

Parentalk provide a wide range of books and guides for parents, covering all ages and stages of children. They also run local events.

Parenting UK

Tel: 020 7284 8370

Website: www.parentinguk.org

Parenting UK is the national umbrella body for people who work with parents. They have information about parenting support across the country, and useful materials.

Parentline Plus

Helpline: 0808 800 2222 (24 hours)

Textphone: 0800 783 6783

Website: www.parentlineplus.org.uk

Parentline Plus provides a wide range of information, advice and support for parents. It has a freephone 24 hour helpline and offers email support through its website. There is also a wide range of useful information on their website.

Positive Parenting

Tel: 023 9252 8787

Email: info@parenting.org.uk

Website: www.parenting.org.uk

Positive Parenting provides resources, parenting courses and materials, and run workshops for parents. They produce the popular 'Time Out for Teenagers / Parents' series of books.

SAFETY**Suzy Lamplugh Trust**

Tel: 020 7091 0014

Email: info@suzylamplugh.org

Website: www.suzylamplugh.org

The trust offers practical support and personal safety guidance for everyone in society.

Chat Danger

Email: info@chatdanger.com

Website: www.chatdanger.com

This organisation offers practical advice on how to keep young people safe on the Internet. They provide links to other websites and organisations that work within internet safety.

Men's Advice Line and Enquiries (MALE)

Helpline: 0808 801 0327

Email: info@mensadviceline.org.uk

Website: www.mensadviceline.org.uk

For male victims of domestic violence, including violence from a teenage child towards their parent(s).

Safe Use of the Internet

Website: www.netaware.org

This website gives advice on how best to communicate safety messages about the Internet to parents, teachers and children. The site provides advice to parents and teachers about Internet safety, and they help companies, schools, child welfare groups and other organisations as they plan Internet awareness campaigns.

SEXUAL HEALTH AND RELATIONSHIPS

Brook Advisory Service

Helpline: 0800 0185 023

Email: admin@brookcentres.org.uk

Website: www.brook.org.uk

A charity that provides free and confidential sexual health advice and services specifically for young people under 25.

fpa (previously the Family Planning Association)

Helpline: 0845 122 8690

Website: www.fpa.org.uk

The fpa is a registered charity working to improve the sexual health and reproductive rights of all people throughout the UK. The fpa works with professionals and the public to ensure that high quality information and services are available to everyone who needs them.

Terence Higgins Trust

Helpline: 0845 12 21 200

Website: www.tht.org.uk

Helpline and services for anyone concerned or affected by HIV/AIDS. It provides information on welfare rights, legal services, employment and housing as well as counselling and support.

SUICIDE AND EMERGENCY HELP

(see also Abuse and Violence)

ChildLine

Helpline: 0800 1111

Website: www.childline.org.uk

Provides a 24-hour telephone helpline for children in trouble or danger.

PAPYRUS (Parents' Association for the Prevention of Young Suicide)

Helpline: 0870 170 4000

Website: www.papyrus.org.uk

Provides information and advice for parents, teachers and healthcare professionals. Aims to raise awareness of young suicide, and many members are parents who have lost a child to suicide. They produce a range of publications and materials.

The Samaritans

Helpline: 08457 909090

Email: jo@samaritans.org

Website: www.samaritans.org

Available 24-hours a day to listen to people in distress and to provide emotional support.