



## Child Protection:

**NSPCC:** 0808 800 5000 [www.nspcc.org.uk](http://www.nspcc.org.uk) Gives advice about what to do if you are worried about a child.

**Police:** 0845 33 00 22 or 999. If you think a child is at immediate risk you should call the police.

**Social Services:** 0300 123 4043 If you are worried about the safety of a child, you should ring Hertfordshire Children's Services (24 hours). Calls can be treated confidentially.

**Stop It Now:** 08081000 900 [www.stopitnow.org.uk](http://www.stopitnow.org.uk) Offers fantastic advice about sexual abuse, including trying to identify it in order to prevent it. They offer help for adults who are seeking help for abusive thoughts or behaviours.

## Financial/Legal advice:

**Carers in Herts:** 01992 586969 [www.carersinherts.org.uk](http://www.carersinherts.org.uk) Supports anyone in a caring role.

**Citizens Advice Bureau:** 01438 737555 [www.adviceguide.org.uk](http://www.adviceguide.org.uk) Provides free advice on a number of issues including debt management and legal issues.

**Community Legal Advice:** 0845 345 4345 Or text *legal aid* followed by your name to 80010 and they will call back within 24 hours [www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk) Offers free legal advice on such things as debt, housing education etc.

**Consumer Credit Counselling Service:** Tel: 0800 138 1111 [www.cccs.co.uk](http://www.cccs.co.uk)

**Money Advice Service:** 0300 5005000 [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) Offers free advice on all money matters including debt.

**Money Advice Unit:** 01438 737555 [www.hertsdirect.org/benefits](http://www.hertsdirect.org/benefits) Provides information and help to make sure that you are obtaining all of the benefits and financial assistance that you are entitled to claim.

## Helping children whose families are struggling:

When parents or siblings have problems, the other child / children in a family can suffer - often in silence. Many of the organisations below will be able to help children in this situation.

**Herts Young Carers:** 01992 586969 [www.koolcarers.org.uk](http://www.koolcarers.org.uk) Offers support for children aged 9 and above, who look after or help look after parents or siblings with physical or mental health problems, or drug and alcohol problems. They offer support groups and also arrange free outings and trips.

**National Association for Children of Alcoholics:** 0800 358 3456 [www.nacoa.org.uk](http://www.nacoa.org.uk) Supports children of parents with alcohol problems.

**One Herts One Family:** 01462 442442 [www.wdp-drugs.org.uk](http://www.wdp-drugs.org.uk) Offers practical advice and support for families not known to social care and struggling with drug, alcohol, violence abuse etc. It offers individual and family counselling, play therapy and parenting support.

**Think Family:** 01923 427304 Helps families with issues relating to mental health, learning difficulties/disabilities, substance misuse, domestic violence or additional needs (i.e. special educational need such as ASD, ADHD, GDD, etc) to get appropriate support.

**Thank you to Dr Anthony Cohn, a paediatric consultant in Children's Services at West Hertfordshire Hospitals NHS Trust, for his work in compiling this leaflet.**

## Free Family Help and Support Hertfordshire

There are a lot of services available in the community, which offer different kinds of help. Most of these are completely free. You can contact them without being referred. The information in this leaflet has been checked - we apologise if any-thing has changed.

The best place to start looking is the Hertfordshire Council website: [www.hertsdirect.org](http://www.hertsdirect.org) If you prefer to phone them, you can get all the information from the Hertfordshire Family Information Service (HFIS) on 01438 737502 or 01923 471502.

Areas covered include:

- Parenting support and classes
- Children's centres
- Activities Youth Clubs
- Counselling/mediation
- Drug and Alcohol issues
- School issues including bullying
- Behaviour problems
- Legal and financial help
- Teenage health and Sexual Health advice.

## Supporting Parents/Families:

**ADD-vance** 01727 833963 [www.add-vance.org](http://www.add-vance.org) Provides support for children, adults and families on issues relating to Autism, Attention Deficit Hyperactivity Disorder (ADHD) and related conditions.

**Children's Centres:** 01923 471502 [www.hertschildrenscentres.org.uk](http://www.hertschildrenscentres.org.uk) Provide a whole range of support for children under 5 – including health visitor clinics, toy libraries, parent toddler groups etc.

**Contact a Family:** 0808 808 3555 [www.cafamily.org.uk](http://www.cafamily.org.uk) Has an outstanding resource linking to information pages and support group for every conceivable medical problem.

**Families Feeling Safe:** [www.familiesfeelingsafe.co.uk](http://www.familiesfeelingsafe.co.uk) Provides free courses teaching protective behaviours to improve individuals and families.

**Families in Focus:** 01442 219720 [www.familiesinfofocus.co.uk](http://www.familiesinfofocus.co.uk) Provides excellent free parenting advice and courses especially for pre school children and children with special needs.

**Family Lives:** 0808 800 2222 (24 hours) [www.familylives.org.uk](http://www.familylives.org.uk) Offers practical advice and a listening ear/online forum. It also runs local groups e.g. parenting and anger management.

**Genetic Disorders UK:** 0800 987 8987 [www.geneticdisordersuk.org](http://www.geneticdisordersuk.org) Advice for carers whose children have been newly diagnosed. Offers advice on living with a genetic disorder and benefits and grants that might be available.

**Hertfordshire Family Mediation:** 01707 257400 Helps families going through divorce or separation.

**Home Start:** 01923 248010 [www.home-start.org.uk](http://www.home-start.org.uk) Provides support advice and practical help to families with children under the age of 5 years- this help can be provided at your home.

**Mencap:** 0300 333 1111 [www.mencap.co.uk](http://www.mencap.co.uk) Offers free advice for people with a learning disability or their parents.

**MindEd** [www.minded.org.uk](http://www.minded.org.uk) Has fantastic materials – aimed at professionals but good for parents dealing with mental health issues in young people.

**Parent Support Groups** are held throughout the district usually in Children's Centres (see below) or via schools - go to the hertsdirect website or call HFIS (numbers above).

**Strengthening Families/Strengthening Communities:** 01923 831948 Provides parenting support for parents with children over 12 who are at risk of developing anti-social behaviour.

**Supporting Parents in Dispute:** 0800 380 0040 [www.cafcass.gov.uk/sspid](http://www.cafcass.gov.uk/sspid) Supports parents who are separating provide the best emotional outcomes for their children.

**The Kids West Hub:** 01923 676549 [www.kids.org.uk](http://www.kids.org.uk) Offers information and support for parents and carers of disabled children and young people aged 0-19 in Hertfordshire.

**Understanding Childhood:** [www.understandingchildhood.net](http://www.understandingchildhood.net) Has a number of helpful free leaflets about childhood issues.

**World shapers (Dacorum only):** 01442 269804 [www.worldshapers.org.uk](http://www.worldshapers.org.uk) Advice on social, financial and behavioural issues for families with children under 5.

**YMCA:** 01923 353607 [www.watfordymca.com](http://www.watfordymca.com) Offers a variety of different services.

**Young Minds** 0808 802 5544 [www.youngminds.org.uk](http://www.youngminds.org.uk) Offers support understanding children's behavioural, emotional and mental health issues.

## Help For Children and Young People:

**A-DASH:** 01923 427288 Offers support for young people with drug or alcohol problems.

**Childline:** 0800 1111 [www.childline.org.uk](http://www.childline.org.uk) You can talk to them about anything.

**Counselling in Schools:** This service should be available in all Hertfordshire Schools. It is confidential – the counsellor will not tell anyone else what you have spoken about. You can ask for this service through your head teacher.

**Dream Keepers (Dacorum only):** 01442 269804 [www.worldshapers.org.uk](http://www.worldshapers.org.uk) Offers mentoring for primary school children with social or behavioural issues.

**FRANK:** 0800 776 600 [www.talktofrank.com](http://www.talktofrank.com) Offers support for young people with drug or alcohol problems.

**Get Connected:** Tel (Free) 0808 808 4994 [www.getconnected.org.uk](http://www.getconnected.org.uk) A national organisation that can tell you where to get help on any issues, that are bothering you.

**Girlabout:** 0845 2701701 [www.girlabout.co.uk](http://www.girlabout.co.uk) Helps young people to feel empowered. It offers individuals help as well as fun activities to help you make friends and be more confident.

**Kooth** [www.kooth.com](http://www.kooth.com) Provides free online support, advice and counselling for 10-25 year olds.

**Samaritans:** 01923 233333 [www.samaritans.org](http://www.samaritans.org). Offers 24/7 advice and support about anything. Support is also offered via email.

**SignPost:** 01923 239495 [www.signpostcounselling.co.uk](http://www.signpostcounselling.co.uk) Provides free counselling for young People aged 10-25 in Watford, Hemel and surrounding areas.

**Time2Talk:** 01707 257338 Provides counselling to children who are experiencing difficulties with their parents separation or divorce.

**Young Carers:** 0844 800 4361 [www.youngcarers.net](http://www.youngcarers.net) A wonderful resource for children who spend time caring for others.

**Youth Connexions:** 0800 389 3258 [www.youthconnexions-hertfordshire.org](http://www.youthconnexions-hertfordshire.org) Offers help and advice about life choices, careers and employment for young people: They have one stop shops throughout

Hertfordshire. If they can't help, Youth Connexions can point you in the right direction.

**Youth Inclusion and Support Panels:** 01923 831948/ 01442 388755. Provides support for young people who are beginning to get into trouble at home, school or the community.

**Youth Offending Team:** 01923 229012 Helps young people who have already offended.

**Youth2youth:** [www.youth2youth.co.uk](http://www.youth2youth.co.uk) Run by young people and offers support on anything that might be worrying you.

**Youth Talk** (St Albans) 01727 868684 [www.youthtalk.org.uk](http://www.youthtalk.org.uk) Provides free counselling for young people in St Albans aged between 14-25.

## School Issues and support:

**Bullying UK :** 0808 800 2222 [www.bullying.co.uk](http://www.bullying.co.uk) Offers free advice, support and counseling for all problems related to bullying .

**Family Support:-** via hertsdirect website. Offers a range of activities and support at local schools- after school clubs, parenting groups, counselling, behaviour, local advice and guidance, etc.

**IPSEA:** 0845 602 9579 [www.ipsea.org.uk](http://www.ipsea.org.uk) Provides support to ensure that children with Special Educational Needs receive appropriate provision in school.

**Kidscape:** 08451 205 204 [www.kidscape.org.uk](http://www.kidscape.org.uk) Offers advice and practical support in relation to bullying.

**Parent Support:** Ask in your school for your School Family Worker and she/he will direct you.

**SENDIASS:** 01442 453316 [www.hertsdirect.org/parentpartnership](http://www.hertsdirect.org/parentpartnership) Will ease communication between parents and schools - especially when there is concern about special educational needs.

## Bereavement

**Bereavement Matters:** 01727 841841 [www.sabn.org.uk](http://www.sabn.org.uk) Although St Albans based they will support families from wider communities.

**Cruse:** 0808 808 1677 [www.rd4u.org.uk](http://www.rd4u.org.uk) Has specific support for children and young people.

**The Peace Hospice:** 01923 229595 [www.peacehospice.org.uk](http://www.peacehospice.org.uk) Has groups for children coping with grief.

**The Child Bereavement UK:** 0800 0288840 [www.childbereavement.org.uk](http://www.childbereavement.org.uk)

**Winston's Wish:** 08452 03 04 05 [www.winstonswish.org](http://www.winstonswish.org) Offers online, telephone and personal support.

## Domestic Abuse: In an emergency you should call 999.

**Herts Domestic Violence Helpline:** 08088 088 088 A free service open from 10am – 8pm Monday- Friday the number will not appear on your phone bill. If you are not in an emergency situation you can contact the Hertfordshire Constabulary 0845 33 00 22.

**Sunflower Centre:** 01442 270679 Provides help and support for people struggling with domestic violence or hate crimes. They offer a complete package including legal, safety and health advice. They are based in Watford and Hemel Hempstead.

**Watford Women's Centre:** 01923 816229 [www.watfordwomenscentre.org.uk](http://www.watfordwomenscentre.org.uk) Offers support, education and information.

**Womensaid:** 0808 2000 247 [www.womensaid.org.uk](http://www.womensaid.org.uk) has a 24 hour helpline.