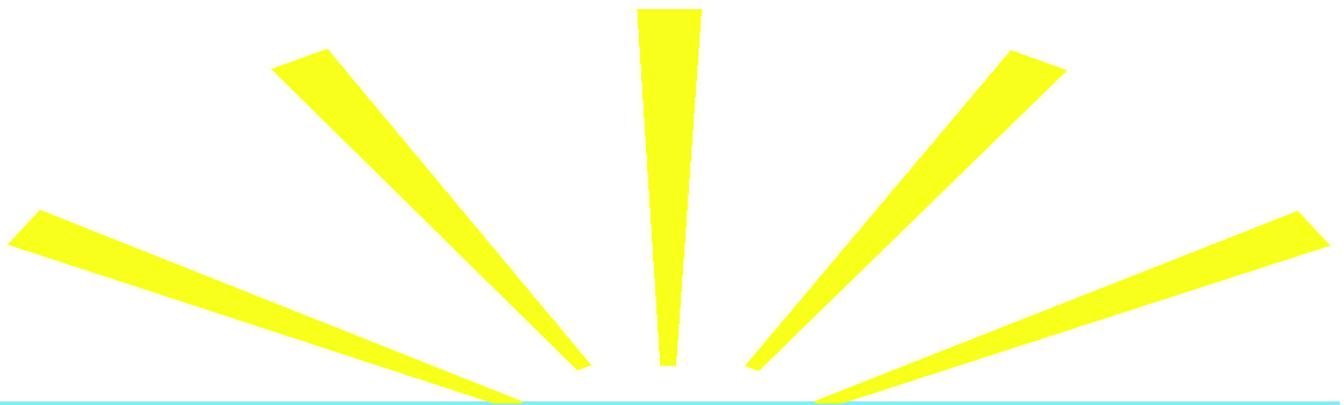


# ***LOCAL SERVICES FOR FAMILIES & YOUNG PEOPLE***



This leaflet is compiled by Sponne; we would like to add to it and update it regularly. Please email [aljames@sponne.org.uk](mailto:aljames@sponne.org.uk) if you know of any local services or updates to the ones listed.



## YoungMinds Parents Helpline

They offer free, confidential, online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

**Monday to Friday between 9:30am-4pm Contact : 0808 802 5544** (free from mobiles and landlines).



## Support for Parents and Carers

**Worried about a young person?** If you are a parent or a carer and are worried about a young person's possible or actual drug use, contact CAN to find out what support they are able to offer you.

**You are not alone** - The first thing you should be aware of, as a parent or carer with concerns about a young person's drug or alcohol use, is that you are not alone and that there is help available.

**Contact: 01604 824777**

**[www.can.org.uk](http://www.can.org.uk)**

## Time2Talk - Your Time to Talk, Our Time to Listen.

Time2Talk offers free services for young people aged 13-25 in Daventry and Towcester.

[www.time2talk.org.uk](http://www.time2talk.org.uk)

Contact: 01327 706706

Northamptonshire Healthcare   
NHS Foundation Trust

### *What's on your mind?*

**Body Image, Anxiety, Family Issues, Smoking, Relationships, Self-Harm, Mental Health, Alcohol, Bullying, Drugs, Social Networking & Cyber Bullying...**

**For friendly and helpful advice, text your school nurse on: 07507 329600**



***It's Confidential !***





helpline: 01604 622223

The lowdown offers a **free and confidential** drop in service, six days a week in Northampton. You can get the help and support you may need, for whatever you are struggling with. You can also access the services by phone (**01604 622223**), **email, Facebook**, or through a referral.

The issues they deal with are broad. They provide information, advice and counselling, which is tailored to individual needs. They always respect your privacy and understand it can be very difficult to ask for help and talk about the things that are troubling you.

**3, Kingswell Street (off Gold St) Northampton, NN1 1PP**- Just look for the big **red** door!



A weekly LGBTQ youth support group called Out There for young people aged 13-17 years old.

The Out There Plus is a support group for young people aged 18-25 years old.

There is also a telephone helpline for young people aged 12-25 years old.

**LGBTQ Group: 07585 737482**



### Are you a parent or carer of an **LGBTQ** young person in Northamptonshire

Looking for some support?

Would you like to meet with parents/carers in a similar position for a coffee and an informal chat?

Also access support, information and workshops?

Come along to the Lowdown monthly

### LGBTQ Parent/Carers Group

**VENUE:** The LOWDOWN,  
3 Kingswell Street, off Gold Street, Northampton (town centre) NN1 1PP

**TIME:** 7pm–9pm

**DATE:** EVERY FIRST WEDNESDAY OF THE MONTH

2017:- 1 March / 5 April / 3 May / 7 June / 5 July / 2 Aug / 6 Sept / 4 Oct / 1 Nov / 6 Dec

For further details, please contact The Lowdown:

Tel:01604 634385

email:lgbtqsupport@thelowdown.info

[www.thelowdown.info](http://www.thelowdown.info)



**[www.familysupportlink.co.uk](http://www.familysupportlink.co.uk)**

Family Support Link aims to reduce the physical, psychological and emotional harm caused to families living with, or caring for someone who is addicted to drugs and/or alcohol, empowering them to improve their lives.

The service provides effective support, counselling, education and early intervention for those families. Grandparents, who are often forgotten, are also supported, particularly those who may be left looking after children at a time in their lives when they are less able to cope, both physically and emotionally, with the impact this may have upon them. This improves the likelihood of a positive outcome to keep the family unit intact.

These interventions will empower families, increase knowledge and understanding, change attitudes, support community cohesion and promote engagement with children and young people.

**All service provision is Northamptonshire based. Contact No 01933 227078**



If you are concerned about the mental health of a loved one, friend or relative.

**Rethink Advice And Information Service**

**0300 5000 927**

The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, Community Care, Welfare Benefits, Debt, Criminal Justice and Carers Rights. They also offer general help on living with mental illness, medication, care and treatment.

It also has some really useful fact sheets that can be downloaded.



## **Northamptonshire Young Carers**

A young carer is aged between 5yrs-18yrs. They take on the responsibility for helping to look after someone (usually a family member) who has a **long-term** illness or disability.

This could be a Physical Disability, Learning Difficulty, Mental Health Problem, Substance Misuse Issue or HIV/AIDS.

The young person may be helping to care for a sibling, parent or grandparent. They could be helping to care for more than one person. They may help with practical tasks or have an emotional caring role.

The Young Carers Service will assess a family on an individual basis accepting of the fact that one young person's role may have more impact depending on age and other family circumstances. They can offer 1-1 Support, Social Activities, Groups and general Advocacy and Family Support.

**General Enquiries - 01933 677837**



### **SOLVE IT - SOLVENT ABUSE**

If you're worried about someone's Solvent Abuse **Call 0300 330 1420** (during office hours). If no-one is available to take your call, please do leave a brief message about how they might help you, the support co-ordinator will always get back to you as soon as they possibly can. Alternatively please email: [info@solveitonline.co.uk](mailto:info@solveitonline.co.uk) giving some brief details or if you would like to request one of our Solvent Abuse - VSA leaflets:

At Aquarius they strive to help people overcome the harms caused by alcohol, drugs and gambling. They work closely with individuals, families and friends to lessen the impact caused by the behaviour of a loved one. Overcoming an addiction can be a difficult process but their staff are dedicated to giving you and your family the attention and support that you need. They help with each step of your journey along the way to recovery and help individuals look forward to the future with the confidence that change is possible.



### What They Do

- \*Offer a free and confidential service.
- \*Provide alcohol advice and information.
- \*Offer one to one support or group sessions.
- \*Refer to detox and/or rehabilitation service if necessary.
- \*Provide support for affected family members.
- \*Provide information on other services which can help you

**36-38 Abington Square,  
Northampton NN1 4AA**

**Tel: 0300 456 4292**

**Mon, Tue & Thurs 9am-5pm  
Weds 9am-9pm & Fri 9am-4.30pm**



**Northamptonshire  
Domestic Abuse Service**  
*Formerly Northampton Women's Aid*

**0300 0120 154 - 24hr helpline**

Anyone can experience interpersonal violence – it can happen in all kinds of relationships, regardless of age, race, gender, sexuality, class and lifestyle. It is rarely a 'one off' event and it includes a variety of behaviours:

*Emotional Abuse* - Belittling, sulking, isolating someone from their family and friends.

*Threats and Intimidation* - Threatening to hurt someone, destroying objects that belong to them, reading their emails, texts, mail etc.

*Physical Abuse* - For example :slapping, punching, kicking someone.

*Sexual Abuse* - Inappropriate and unwanted touching, unwanted sexual demands, hurting someone during sex.

*Financial Abuse* - Controlling all the finances, making someone account for every penny they spend, making all the major financial decisions etc.



**Contact Number: 0300 126 5000 Monday to Friday 8am-6pm**

**Email: [info@firstforwellbeing.co.uk](mailto:info@firstforwellbeing.co.uk)**

Offers a range of wellbeing services, facilities and programmes designed to help individuals live the best life they possibly can.

Services include helping with: Weight management, Emotional wellbeing, Financial support, Social Inclusion, Smoking, Alcohol, Housing support and Employment and adult learning

**[www.firstforwellbeing.co.uk](http://www.firstforwellbeing.co.uk)**

## Wellbeing Navigation Team 'Helping you to help yourself'

If you're experiencing stress, anxiety, depression or recovering from a mental health condition and are struggling to move forward and find the right support, then a Wellbeing Navigator may be for you.

A Navigator can:

- Meet you in a public venue of your choosing
- Actively listen to what you want to do to make positive changes to improve your wellbeing
- Help you assess whether you are ready to make those changes and support you in planning a pathway for them
- Give information of appropriate support agencies that you may wish to use
- Motivate and empower you to make these changes and maintain them in the long term

Self-Referrals or referrals from support agencies (including Sponne) or GP's,

Email: [well-being.primarycare@nhs.net](mailto:well-being.primarycare@nhs.net)

Client Line: 01604 658963

Office: 01604 658813

## NSPCC Helplines



**Help for adults concerned about a child**  
Call us on **0808 800 5000**

**Help for children and young people**  
Call ChildLine on **0800 1111**

Children and young people spend a lot of time online – it can be a great way for them to socialise, explore and have fun. But children do also face risks like cyberbullying or seeing content that's inappropriate.

That's why NSPCC have teamed up with O2 to give you everything you need to know about keeping children safe online.

Whether you're unsure about what happens online or are up to speed with new technology, it's important that you talk to your child about staying safe.

It may feel daunting, but you don't need to be an expert on the internet. Understanding what children do online and the risks they face will help you keep your child safe online.

**Got a question?** Whether you want to set up parental controls, adjust privacy settings or get advice on social networks, experts from the O2 & NSPCC are here to help. **0808 8005002**

**ChildLine**  
0800 1111

**a place  
FOR ME  
to be  
ME**

Download the  
**FOR ME**  
app for **FREE!**

Access Childline's online services.  
These include:

- 1-2-1 chat with a counsellor
- 'Ask Sam' problem pages
- Private locker - a personal area to write down your thoughts.

**NHS**  
Northamptonshire Healthcare  
NHS Foundation Trust

**CAMHS LIVE**  
**#MYMINDMATTERS**

WE KNOW IT CAN BE HARD TO GET HELP.

**CAMHS LIVE** IS HERE TO HELP YOU ACCESS THE MENTAL HEALTH SERVICES YOU MIGHT NEED. SPEAK TO OUR ADVISORS ABOUT THE RIGHT OPTION FOR YOU.

LIVE AND ONLINE: [WWW.NHFT.NHS.UK/CAMHSLIVE](http://WWW.NHFT.NHS.UK/CAMHSLIVE)

**Camhs**  
Where Young Minds Matter

**NORMEN** Northamptonshire Mental Health Gateway

[www.asknormen.co.uk](http://www.asknormen.co.uk)

This site is for everyone with an interest in the emotional wellbeing and mental health of children and young people in Northamptonshire.

Ask Normen is a service that helps to make sure that parents are aware of local services

**NORMEN** will help parents find further information and support – Just ask **NORMEN**.

[www.northamptonshirescb.org.uk/parents-carers/](http://www.northamptonshirescb.org.uk/parents-carers/)

The Northamptonshire Safeguarding Children Board coordinates local work to safeguard and promote the welfare of children. The website provides information for parents and carers. Whenever anyone is worried about a child, for example a teacher or health visitor, they will make a referral to the team at the Multi-Agency Safeguarding Hub (MASH).

The MASH team brings together staff and information from agencies within Northamptonshire: They are able to identify risks to and needs of children at the earliest possible point and respond with the most effective, joined up actions. The aim of the MASH team is to make the right decisions for the right families at the right time.

If a child is in immediate danger, left alone or missing, contact the police and/or ambulance service directly on 999.

If there is no immediate danger or if you need advice, contact the Northamptonshire Multi-Agency Safeguarding Hub- Telephone: 0300 126 1000



**Northamptonshire  
County Council**

Young Northants can be found on the Northamptonshire County Council Website and has lots of useful information for young people and their families

**Young  
Northants**



Young Northants Your health Out and about Money and home Know your rights Education Work Staying safe Children in care and care leavers



**Your health**

Information and advice on self-harm, sex and relationships, teenage drinking, dealing with stress



**Education**

What happens after year 9, after year 11, after year 13, and help with working while at school or college



**Work**

Get help with getting a job, apprenticeships, starting your own business and volunteering



**Money and home**

Advice on debt, budgeting and bank accounts, housing options, help with homelessness and crisis support



**Out and about**

Top tips on getting around, learning to drive, sports and activities, arts and culture



**Know your rights, have your say**

Find out legal ages, get help if you look after a member of your family, disability support



**Are you in care or a care leaver?**

Find out how we will support you in your care journey and what happens when you leave care



**Staying safe**

Get help and support about exploitation and abuse, online bullying, crime and anti-social behaviour



**Support Line - 01933 677907**  
**General Enquiries - 01933 677837**

Northamptonshire Carers is an independent charity that is part of the Carers Trust for Carers, national network of Carers Centres and services. They understand the physical and emotional strain that looking after someone can involve - as well as the pleasure it can bring. Having a person to talk to and having your rights explained may help your situation; listening to your experience and needs enables them to help you.



**Voice offers support for anyone affected by crime. It is a free and confidential service**

**For more information on Voice and the support it can offer, visit [www.voicenorthants.org](http://www.voicenorthants.org) or call 0300 303 1965.**

# Towcester and Brackley Job Club

**Venues:** SNC The Forum, Moat Lane, Towcester and Brackley Town Hall

**When:** Every Tuesday – Alternates at the above venues 11.30am-1.30pm

The Job Club offers free, confidential advice and support on a wide range of topics to help people find their way back into work, training or education.

For further information on SNC's Job Clubs visit

[www.southnorthants.gov.uk/jobclub](http://www.southnorthants.gov.uk/jobclub), or email [jobclub@southnorthants.gov.uk](mailto:jobclub@southnorthants.gov.uk)

or call 01327 322087.



## Village Networks

### *What they can help with:*

- Professional free & independent advice and support on welfare benefits, debt and pensions.
- Advice on household utility bills: help you to find the best deals (gas, electricity, LPG, heating oil).
- Health and wellbeing: receive advice from experts on issues that concern you.
- Ask about basic/beginner lessons on using a computer, emailing, online shopping, etc.
- Job-seeking advice and a range of support to help you.
- Request a 1:1 meeting with an advisor.
- Connect with local voluntary/community groups and find out about local volunteering opportunities

Contact Nick King on 01327 358264, email: [nick@snyb.org.uk](mailto:nick@snyb.org.uk) or see [www.snyb.org.uk](http://www.snyb.org.uk)



The Foodbank is now operating from the St John Ambulance Hall,  
Islington Road Towcester, which is next door to the Children's Centre.

SNH will still continue to hold an emergency parcel if needed when the service is closed.

**Towcester Foodbank, St Johns Ambulance Hall  
Islington Road, Towcester**

#### **New Opening Times**

**Tuesday 12 noon – 2pm**

**Friday 10am – 12 noon**

*Closed on Bank Holidays*

For further information email : [info@towcester.foodbank.org.uk](mailto:info@towcester.foodbank.org.uk)

**Vouchers are available from Sponne, please contact Anne-Louise James**

**Tel: 01327 350284 ext 237 or [aljames@sponne.org.uk](mailto:aljames@sponne.org.uk)**



## Northamptonshire Credit Union

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Northamptonshire Credit Union (NCU) provides a range of affordable financial services, including safe savings, low cost loans and banking facilities. The services are open to anyone living or working in Northamptonshire or the surrounding districts of Milton Keynes, Bedford, Central Bedfordshire, Cherwell, City of Oxford, Vale of White Horse and South Oxfordshire.

- They offer a bill payment facility which enables individuals to pay their rent and household bills automatically.
- The option of a debit card.
- Christmas savings Club.
- Small loans to replace household items or larger loans up to £10,000. Loans have no set up fees or hidden charges.

For further information please contact Northampton Credit Union.  
Tel: 01604 250016      Email: [admin@northamptoncu.co.uk](mailto:admin@northamptoncu.co.uk)

[www.northamptonshirecu.co.uk](http://www.northamptonshirecu.co.uk)



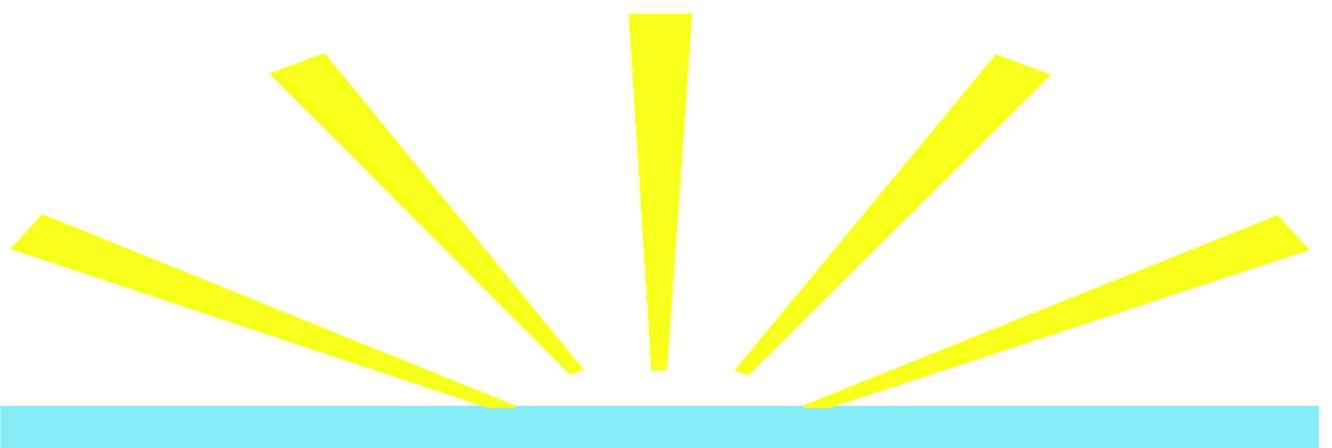
South Northants Homes is delighted to offer the Skills4U, a training programme full of fantastic courses.

What's included on the day:

- Free refreshments
- Buffet lunch provided on any all-day courses
- Clear and easy to understand course notes
- Pen and paper for your own notes
- And a warm welcome!

Courses on offer include: Cooking, Budgeting, IT and much more!

Check out [www.southnorthantshomes.co.uk](http://www.southnorthantshomes.co.uk) for further details.



If you have received help or support from a local service and would like to share this, please contact  
Anne-Louise James [aljames@sponne.org.uk](mailto:aljames@sponne.org.uk) *Sept 2017*