

Parent, Carer & Family Support Signposting

In the first instance it is always advisable to seek support through school. Your child's teacher will always be more than happy to discuss any matters which you feel may impact on learning. Alternatively, you can speak to a member of the pastoral or senior leadership team who may be able to support you or contact support networks for you.

However, if you prefer not to contact school then the following support networks are available to parents and families:

There is information on:

- Bereavement
- General Support
- Bullying
- Health Issues
- Mental Health Issues
- Single Parents
- Relationship Issues
- Pregnancy Issues
- Drugs and Alcohol Issues

General

Flintshire Council support for families is available by [clicking here](#). If you do not live in Flintshire and cannot find contact details for your own local authority, please get in touch with the school who can support you.



The Early Help Hub Flintshire brings together Social Services, North Wales Police, Health, Youth Justice, Education, the Family Information Services, Early Years Support, Flintshire Customer Connects, Team Around the Family to help support families. To find out more about referring into the Early Help Hub please contact... - Family Information Flintshire / Gwybodaeth i Deuluoedd Sir y Fflint | Facebook or email fisf@flintshire.gov.uk

Samaritans:

An organisation who offer support to individuals in distress.

Email: <https://www.samaritans.org/> Tel: 08457 909090

Childline:

If you are unhappy about anything and would like to talk to someone, please call **0800 11 11**. There are people there all the time to listen to you.

<https://www.childline.org.uk/>

Family Information Service:

you would like more information about choosing childcare, help available with the cost of childcare or would like to find a local childcare setting, please visit the Family Information Service Flintshire website by following the links below or telephone 01352 703500.

<https://www.dewis.wales/> www.fis.wales (new window)

Home Start:

Home-Start is a local community network of trained volunteers and expert support helping families with young children through their challenging times. We are there for parents when they need us the most because childhood can't wait.

Further information about services available can be found on the website: www.home-start.org.uk

You will find the details of your most local Home Start service on the website above or by telephoning 0116 464 5490.

North East Wales Community Learning Partnership:

Are you looking to develop your skills, change employment or simply have time for a hobby?

If so, take a look at ACL. They have an extensive range of courses available for you to enrol on. Full details are available

at: <https://www.facebook.com/northeastwalesacl/about>

Housing

Shelter:

Support for individuals and families at risk of being homeless.

Tel: 0808 800 4444

<https://england.shelter.org.uk/>

Flintshire Housing:

<https://www.flintshire.gov.uk/en/Resident/Council-Tax-and-Benefits-and-Grants/Housing-Benefits.aspx>

Tel: 01352 704848 | Email: mailto:customer_services@sandwell.gov.uk

benefits@flintshire.gov.uk

Flintshire Council can support families should you experience housing difficulties

Bereavement

Cruse Bereavement Care

Cruse Bereavement Care exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.

Services are free to bereaved people. The charity provides support and offers information, advice, education and training services.

www.cruse.org.uk

Tel: 0844 477 9400

Email: helpline@cruse.org.uk

Winston's Wish:

Winston's Wish, the charity for bereaved children, helps young people re-adjust to life after the death of a parent or sibling. By providing professional assistance before, during and after bereavement they help them to better understand the nature of loss and offer the practical support and guidance that many need in order to cope throughout the grieving process.

www.winstonswish.org.uk

Tel: 08088 020 021

Bereavement UK

A valuable hub providing bereavement support and information for families.

www.bereavement.co.uk

Bereavement Counselling Directory

A comprehensive list of bereavement counselling services.

<https://ukhouseclearance.com/bereavement-counsellors-and-groups>

Bullying

Challenging Bullying;

Guidance from Welsh Government for Parents and Carers on challenging.

<https://gov.wales/sites/default/files/publications/2019-11/rights-respect-equality-guidance-for-parents-and-carers.pdf>

Bullying UK:

Visit the bullying website for support and information.

www.bullying.co.uk

Kidscape:

Organisation which offers support to children and families concerned about bullying.

www.kidscape.org.uk

Mental Health

Young Minds:

Organisation that supports young people and families who may be worried about mental health issues.

www.youngminds.org.uk

Tel: 0808 802 5544

MIND:

The National Association for Mental Health -

An association that supports individuals and families experiencing mental health problems.

www.mind.org.uk

Tel: 0300 123 3393

Text: 86463

Health

Self harm:

Internet site which supports individuals and families affected by self harming.

www.recoveryourlife.com

Eating disorders

BEAT:

Site and helpline which support those affected by eating disorders.

www.b-eat.co.uk

Tel: 0845 634 1414

Youth Helpline: 0345 634 7650

Relationship Concerns

Relate:

Nationwide service for those needing support with relationship issues. This can mean couple counselling, individual counselling and family counselling. There are local counselling centres that can be accessed in the day or evenings.

www.relate.org.uk

Tel: 0300 100 1234

National Family Mediation:

An organisation helping families in conflict (especially those divorcing or separating).

www.nfm.org.uk

Tel: 0300 4000 636

Family Lives:

Support for families of prisoners or offenders.

www.familylives.org.uk/about/our-services/action-for-prisoners-and-offenders-families

CAFCASS Cymru:

Children and Family Court Advisory and Support Service -

Cafcass champions the interests of children involved in family proceedings, advising the family courts in Wales on what it considers to be in the best interests of individual children.

<https://gov.wales/cafcass-cymru>

Tel: 03000 625 821

Email: cafcasscymrunorthwales@gov.wales

Victim Support:

Victim Support offers support to those who have been affected by a range of crimes. This includes support for victims (male & female) of domestic abuse. Further information if available by [clicking here](#) or by calling 0808 1689 111.

Single Parents

Gingerbread:

An organisation that can provide expert advice, practical support and campaign for single parents.

www.gingerbread.org.uk

Tel: 0808 802 0925

Lone-parents:

Internet site which supports one parent families

www.lone-parents.org.uk

Pregnancy

National Childbirth Trust:

An agency whose purpose is to provide support and evidence-based information in pregnancy, birth and early days of parenthood.

www.nct.org.uk

Miscarriage Association:

A website and helpline to offer support to those having experienced a miscarriage.

www.miscarriageassociation.org.uk

Helpline: 01924 200799 (Mon-Fri, 9am - 4pm)

British Pregnancy Advisory Service:

BPAS is the leading provider of abortion services in the UK, with a national network of consultation centres and clinics.

www.bpas.org

Tel: 08457 30 40 30

Drugs & Alcohol Support

Flintshire Sorted:

Flintshire Sorted work with young people to minimise the impact of drug, alcohol and substance related harm on young people, their families, and the community, to enable them to lead healthy and crime free lives.

<https://www.cais.co.uk/services/flintshire-ypdat/>

Tel: 01352 703490

Email: ypdat@flintshire.gov.uk

FRANK:

Charity which supports children and families affected by drugs.

www.talktofrank.com

Tel: 0300 123 6600

Alcoholics Anonymous:

A national helpline which supports those having difficulties with or those who are addicted to alcohol.

www.alcoholics-anonymous.org.uk

Tel: 0800 9177 650

Rehab4Addiction:

A free service available to people who are recovering from drug or alcohol addiction.

www.rehab4addiction.co.uk

Tel: 0800 140 4690

Flintshire Cost of Living Support Scheme

Information on Flintshire's measures to help protect millions of households from rising energy costs in 2022-23.

<https://www.flintshire.gov.uk/en/Resident/Council-Tax-and-Benefits-and-Grants/Cost-of-Living-Support-Payment.aspx>