



LONDON BOROUGH OF TOWER HAMLETS

Family and Friends Policy

January 2012

About this Document

<i>Title:</i>	Family and Friends Policy
<i>Purpose:</i>	To set out the Council's position in relation to connected persons and family and friend carers.
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Introduction

This document refers to kinship fostering arrangements; it also includes information on private kinship arrangements which result in either a Residence Order or Special Guardianship Order. The Council's procedures on Special Guardianship Orders, Residence Orders, Family and Friend Foster carers, Private Foster carers, and guidance on related allowances need to be consulted separately.

Definition:

Kinship Care (or as it now referred to as connected people) is when a child or young person is living with a family member, friend or a person of significance to them for a short, long or permanent period of time.

Scope of Kinship/Connected persons Care in Tower Hamlets:

Kinship Care can be separated into 3 main categories for the purpose of Local Authority support:

- 1) Kinship Foster Care- for children/young people who are "Looked After Children" under sections 20, 38 or 31 of the Children Act 1989.
- 2) Private Fostering- children/young people who are not "Looked After Children", but living with extended family (not relatives as defined by the Children Act 1989) or person. This is a private arrangement between Private Foster Carer and parent.
- 3) Private arrangement- for children/young people who are residing with a relative (as defined by the Children Act 1989) and are not "Looked After Children". This type of arrangement includes; Residence Order Carers and Special Guardians. This is also a private arrangement between the carer and parent.

Viability assessments

Prior to a child being placed with a kinship foster carer a viability assessment should be carried out by the child's social worker. The viability assessment is designed to assist social workers to establish the strengths, risks and support needs of prospective kinship placements.

The child's social worker will complete the viability assessment template following a home visit. The Team Manager will then decide whether this is a viable option or not. A referral then needs to be made to the Recruitment and Assessment Team who will undertake the full assessment.

If an emergency placement is required a placement under Regulation 24 will always require the written authorisation of a Service Manager to confirm that the placement can be used.

Family Group Conferences

The London Borough of Tower Hamlets fully supports the use of Family group conferences to ensure that family and friends are explored and involved in the care plans for children.

Within Tower Hamlets, there is a Family Group conference team who co-ordinate the Family Group conference following a referral from the child's social worker. The Family

Group Conference team commissions the use of independent Family Group Conference co-ordinators and advocates to undertake family conferences where there is a clear risk of family breakdown and/or children may already be in care.

Kinship Foster care

The London Borough of Tower Hamlets encourages family and friends to be explored when a child/young person is unable to reside with their birth parents and has been accommodated by the Local Authority.

This applies to the assessment and approval of Family and Friends Carers as foster carers whether on a planned or unplanned basis and is applicable when the following applies:

- A child who cannot remain within his or her birth family is assessed as needing to be Looked after by the London Borough of Tower Hamlets and is placed with relatives or friends.
- A child is already living with a relative or friend and subsequently becomes Looked After by the London Borough of Tower Hamlets
- A child who is already Looked After is placed with a relative or friend

Approval of Immediate Placements under Regulation 24 (Care Planning, Placement and Case Review Regulations 2010)

Before any placement with a relative or connected person who is not already approved as a foster carer, the approval of a service manager is required. Such a placement can only be approved for a period of 16 weeks from the date of placement after which time the case needs to be presented to the London Borough of Tower Hamlets Fostering Panel. An extension up to 8 weeks can be made in exceptional circumstances by the Head of Children's Services.

Assessment and Checks before Immediate Placement

In the event that a child is moved to a connected person in an emergency under the Care Planning, Placement and Case Review Regulations 2010, an assessment is required to be carried out in order for the connected person to be given temporary approval while the fostering assessment is carried out.

The Statutory Guidance for Local Authorities on Family and Friends Care states that the local authority must ascertain as much of this information as is possible in the circumstances. Where a child is placed with a connected person who is to be temporarily approved, every effort has to be made to maximise the level and quality of information that will be used to decide whether the connected person should be temporarily approved. In particular, the information should focus on:

- An assessment of the quality of the existing relationship between the child and the connected person;
- The child's wishes and feelings about the placement;
- A visit to the connected person's home by the social worker, which should confirm that the physical environment and space available is suitable for the particular child;
- Whether the connected person would require any additional resources in order to meet the particular needs of the child;

- The quality of the relationships between the members of the household, including children and young people, and their views about the proposed caring arrangement; impact of the proposed caring arrangement on other children and young people in the household, based on information about their history and current lifestyle.
- The connected person must be interviewed to consider their ability to provide safe and appropriate care, to promote contact to birth family, to work with the Care Plan and to ensure they understand that should the placement continue, they will need to be assessed as foster carer's
- The accommodation, including sleeping arrangements, must be inspected
- Information must be obtained about other persons in the household
- The proposed carer and all members of the household aged 16 and above must give written consent to Police, CRB and other relevant checks
- PNC and Child Protection checks must be carried out.
- The child's social worker must arrange for the carers and all household members over the age of 16 to complete applications for **Criminal Records Bureau (CRB)** checks. The applications must be completed within 7 working days of the Social Worker visit and the Social Worker must send the completed application forms to the People Centre for processing
- Checks should also be carried out with the family's GP. The wishes of those with parental responsibility for the child must also be ascertained

Interim Approval of Placements

Prior to any placement with a non-approved connected person, the child's social worker must have the approval of a service manager or in the case of their absence the Head of Children's Services. Approval can only be provided with the information from the Viability Assessment.

Interim Approval can be provided to a connected person for a period of up to 16 weeks, during which time a full kinship assessment should be completed by the Recruitment and Assessment team. The carer should be formally approved via the fostering panel process within this time.

In the event that the connected person is not approved as a family and friends foster carer then in exceptional circumstances an extension for a further 8 weeks can be requested. (Regulation 25) However, if all of the statutory checks have not been completed within this timescale an interim report and documents as detailed below should be presented to Panel.

The Recruitment and Assessment social worker should contact the administrator to the Fostering Panel (pre-approval) to arrange a time and date for presentation of an assessment report on the carers to the Panel to meet the 16 week time-scale.

The following information should be presented to the Fostering Panel:

- Recruitment and Assessment social worker completes the Kinship Assessment report with assistance from the child's social worker, summarising the prospective carers circumstances, highlighting any issues or concerns that have arisen during these enquiries, full chronology, an analysis of the implications for the placement and should conclude with an analysis of the risks and benefits of the proposed care

arrangements, including what actions need to be taken to minimise any identified risks.

- Recruitment and Assessment social worker submits the following documents with the report:-
 - Feedback of any medical reports
 - Details of enhanced Criminal Records Bureau criminal conviction checks
 - Details of agency checks
 - Records of interviews with referees
 - Records of interviews with adult children
 - Health and safety report
 - Safe care report

Child's Social Worker must complete:

- Child profile on the child.
- The child's social worker and assessing social worker should both attend the Panel meeting when the report is considered.
- Panel will be requested to recommend the approval of the carers as Family and Friends Foster carers.
- The Panel's recommendation will be presented to the Agency Decision Maker for a decision to be made.

The Agency Decision Maker will notify the carers in writing of the decision, and the terms of their approval within 7 working days.

Action required by the Child's Social Worker immediately following the Child's Placement

Immediately following the child's placement, the child's social worker must:

- Provide the carers with the following documents relating to the child:
 - Copy of child and young person's care plan
 - Copy of the Initial Assessment and the Core Assessment
 - Copy of the Placement Information Record
 - Details of out of hours contact for use in an emergency
- Inform the Access to Resources team that the placement has been made.
- Visit the placement and see the child weekly for the six week period of immediate placement under Fostering Regulations.
- Make a referral to the Recruitment and Assessment team for a full Kinship assessment.

The Recruitment and Assessment social worker will:

- Provide support to the placement
- Book a date for Fostering Panel
- Complete assessment, including referee interviews, birth children interviews, ex partner references, health and safety and safe caring policies.
- Initiate all statutory checks, medicals and CRB's.

- Arrange for the fostering payments to be paid to the carers via the Access to Resources team.

Assessment of Relatives / Friends as Kinship Foster Carers

It may be that the court requires an assessment of a connected person to be undertaken prior to placement in which case they should be assessed and approved whilst the child is with birth parents or with local authority foster carers. Planned placements of children with relative or connected person should enable sufficient time for the full assessment of the proposed carers. The Assessment and Approvals of Foster Carers Procedure should be followed.

Where the relatives of children who are the subjects of Court proceedings are to be assessed it is the responsibility of the child's social worker to undertake pre assessment and or viability assessment on relevant friends/family members. Once the Court directs a full assessment of identified family members a referral for the necessary assessment should be made to the Recruitment and Assessment team.

In all assessments involving the connected person consideration should be given to specific practice issues both in working with black and minority ethnic families and grandparents. BAAF Practice Guide "Relative Benefits" offers useful guidance and practice principles.

Social Work /Practical Support

Looked after Children: Each family and friends carer looking after a child/young person that is looked After by the Local Authority will have access to the child's social worker and also a supervising social worker. They will receive support via telephone, home visits and out of hours telephone support.

Supervising social workers have a minimum statutory responsibility to visit kinship foster carers every 6 weeks once they are approved family and friends foster carers. During a kinship fostering assessment, visits will be more frequent due to the assessment process.

Children's social workers also have a minimum statutory responsibility to visit the child in placement every 6 weeks.

As approved family and friend foster carers for the London Borough of Tower Hamlets, connected people can expect to receive financial support via a family and friends fostering allowance, access to support groups and training. They will also be expected to undertake the Children's Workforce Development Council workbook designed particularly for family and friends carers.

The London Borough of Tower Hamlets has a Fostering Development team which provides support and guidance to all the borough's foster carers. The team has a Team Manager, a Practice Manager and 10 qualified social workers who are all registered with the General Social Care Council.

Named manager: Ishara Bhagwathpersad

Post Special Guardianship Order/Residence Order support

Social work support will be dependent upon the needs of the children and the support plan devised before the granting of the court order.

Children will continue to have a named social worker from the Permanency and Adoption Support team for 12 months following the granting of a Special Guardianship Order or a Residence Order if they were looked after prior to the order being granted. After 12 months a formal review will be held to determine whether a named social worker needs to remain allocated to the child. Whether this is the case or not the any financial allowance payable will be reviewed on an annual basis by the Children's Placement team.

The Permanency and Adoption Support team is able to provide support, information and guidance via its duty service.

Private Fostering: A Private fostering assessment will be carried out by Private Fostering team once a private fostering referral has been received. Following the completion of the assessment Private fostering support will remain the responsibility of the Private Fostering team.

Private family arrangements: Under these arrangements there will be no Local authority involvement. In the event that the relatives in these circumstances apply for a Residence order or Special Guardianship Order and request financial assistance this will be considered by the Recruitment and Assessment team manager in consultation with the Group Manager for Resources.

Training and Support groups

Family and friends foster carers will be expected to attend training to enhance their skills and assist to meet the needs of the child/ren they are caring for.

Training is provided to Family and friends foster carers in liaison with their supervising social worker in the Fostering and Development team:

Induction (Mandatory during assessment or prior to panel approval.)

Contact

Managing Challenging Behaviour

Education

Safer Caring

The Fostering Development team encourages friends and family foster carers to meet with other friends and family carers as an opportunity to network and seek support.

The support group is held quarterly in Tower Hamlets.

Details of these training sessions and the support group can be sought from the supervising social worker from the Fostering Development team.

Contact

Looked After Children

Contact between young people and their families is supported by the London Borough of Tower Hamlets where it is seen to be in the best interests of the child/ren.

Contact is often a difficult area for a connected person, and the Local Authority recognises that there may be situations when carers are not able to manage the contact between the child/ren in their care and their birth parents.

In these situations referrals to the Children's Placement team should be made by the child's social worker. Contact support provided to connected people will be reviewed on a regular basis.

While some families require assistance with contact, other families will be able to manage contact between children and their parents and extended families with minimal intervention from the local authority and it is felt that children benefit from this type of arrangement where possible. It is an expectation that carers will work with the local authority where possible in working towards a situation where they are able to manage contact for the child/ren in a safe and suitable environment.

Therapeutic / Behavioural Support

Children in kinship placements have often experienced abuse and neglect and consequently often have emotional and behavioural needs which require therapeutic intervention. The local authority is committed to making sure that each child has the appropriate emotional and psychological support that they need in order to assist them with any emotional or behavioural needs. The specifics of this support will be discussed as part of a social work assessment, LAC Care Plan or in a Special Guardianship Support Plan.

If the assessed support need requires a service which requires funding, agreement needs to be sought prior to the service commencing.

Support can include the following:-

- Mentoring
- Advocacy
- Child and Adolescent Mental Health Services (CAMHS)
- Psychological and Psychiatric intervention
- Training for carers.

Connected persons will be provided with a comprehensive list of supports available and a list of contacts. See below appendix A

Local Organisations include:

Fostering Development Team – Mulberry Place, 5 Clove Crescent, London E14 2BG

The Virtual School Team - Mulberry Place, 5 Clove Crescent, London E14 2BG

Tower Hamlets CAMHS – Emmanuel Millar Centre, Commercial Road E14 8HQ

Financial Support

Fostering Allowances for Looked After Children

Connected people are considered to be foster carers for the Local Authority and as such will receive a fostering allowance for each looked after child in their care. The fostering allowance is broadly aligned to the National Minimum Fostering allowance. These allowances are based on the age of the child and are reviewed annually.

The Local Authority has clear guidelines for foster carers in the use of these fostering allowances and more information can be found in the fostering allowances document.

Assistance with Holidays for Looked After Children

It is expected that connected people put aside money from the weekly fostering allowance in preparation for family holidays.

Residence Order/Special Guardianship Order allowance:

Connected persons may be eligible for a weekly allowance should a child they care for become subject to a Residence Order or a Special Guardianship Order. This is determined on a case by case basis. For more information the allowances document on Residence/Special Guardianship/Adoption needs to be consulted.

Private fostering:

Financial support may be offered under Section 17 of the Children's Act and is considered on a case by case basis. Further advice on this can be sought from the area based teams.

Private Family arrangements: Advice on financial support to connected persons caring for children under private family arrangements can be sought from the benefits office and the Family Rights Group, please refer to appendix A for details of national organisations.

Accommodation

Kinship placements must comfortably accommodate all who live there and are inspected to be warm adequately furnished and decorated and maintained to a good standard of cleanliness and hygiene. The home and immediate environment must be free of avoidable hazards that might expose a child to risk of injury or harm and contain safety barriers and equipment appropriate to the child's age, development and level of ability.

The Viability Assessment must clearly state the appropriate sleeping arrangement for each child. Each child must have his or her own bed and accommodation arrangements must reflect the child's assessed need for privacy and space or for any specific need resulting from a disability.

It is acknowledged by the local authority that space is an issue for many connected people whether they are foster carers for the local authority or they have entered into a private kinship arrangement.

The local authority is unable to support kinship arrangements by providing financial support for loft conversions, extensions or building works.

For carers living in social housing, the local authority is able to assist carers with support letters, assistance with meetings with housing officers and possible housing nomination.

Child Care / Nursery Provision

The London Borough of Tower Hamlets believe that looked after children benefit from being able to grow up in families with good role models in relation to work ethic, and benefit from living in families who are able to provide for them financially, and demonstrate a willingness and desire to work. It is acknowledged that prospective carers do not come to the caring task because they have made a conscious decision or career choice to foster, and therefore this local authority understands that there is a need to support kinship carers if and when they are working.

This needs to be balanced with the need for looked after children and children in private kinship placements to have stable and consistent care, with adults that they can develop good, secure attachments to.

After School Club

There may also be a need for carers to use after school provisions for child care purposes. Carers will generally be asked to pay for these activities out of the family and friends fostering allowance paid to them by the local authority.

Loss of Earnings / Income

In exceptional circumstances some children will require the connected person to consider time off from work in order to settle them into a new placement and home. If this is the case, the local authority will consider requests to compensate carers for loss of earnings or income. These will be on the basis of no financial detriment. These requests will be considered when the time off is specifically for settling children into a family and friend foster placements and will be for a time limited period, normally not exceeding a period of 1 month.

Vehicles and Transport

The local authority does not provide vehicles to connected people or Tower Hamlets Foster Carers.

Education and Health Support

Looked After Children

Children in family and friend foster placements are able to access specific support offered to Looked after Children for education and health.

The London Borough of Tower Hamlets has a Virtual School team which is responsible for supporting all LAC with their academic progression and, where appropriate, identifying educational provision.

The London Borough of Tower Hamlets also offers specific health support for children who are looked after via the Looked After Health team at Wellington Way.

Post SGO / RO

Children in Residence or Special Guardianship Order arrangements should receive education and health support from their schools and local health provisions. If carers are having difficulty in accessing support in these areas, the Permanency and Adoption Support Team is available to advocate and support families to be able to access the community supports which should be available to them.

Legal Costs

Before agreement is given, carers are requested to establish whether they are eligible for legal aid through their solicitors. Social workers can provide carers with details of appropriate child care solicitors/firms on request.

The local authority will not financially support any applications made where they are not in support of the prospective kinship carer/placement.

Looked After Children

The London Borough of Tower Hamlets will assist carers with legal costs associated with proceedings when they are applying for either Residence Orders or Special Guardianship Orders for the looked after a child in their care and the local authority is in support of this application. Legal funding has to be authorised by the Service Manager for Resources and the Group Manager for Resources.

Overseas Kinship Placements

It is acknowledged that kinship placements outside the UK may have specific and unique needs which need consideration as part of a fostering support plan or a Special Guardianship Order/Residence Order support plan for Tower Hamlets looked after children.

Practical and financial support will be considered on a case by case basis in relation to the specific needs of the children in the context of their proposed permanent placement.

Situations Where These Procedures do not apply

This Procedure does not apply when child goes to live with a close relative and this is a **private family arrangement** between the parent with Parental Responsibility and the relative. In these situations it is not necessary for the London Borough of Tower Hamlets to become involved unless there are concerns for the child's welfare or the family request help.

These procedures do not apply where a child goes to live with a less immediate relative or friend and this is a **Private Fostering arrangement** between the parent with Parental responsibility and the carer. If this placement continues for 28 days or more the situation must be assessed under the Private Fostering Regulations. Please refer to the Private Fostering Procedure and Appendix B below for options of caring for someone else's child.

Complaints

We always try to provide excellent services. But things sometimes go wrong and, when they do, we want to know so that we can put things right, and learn from our mistakes.

Where this is not possible any formal complaint should be handled through the Council's formal complaints process by contacting the Councils Corporate Complaints Team:

Corporate Complaints Team
Mulberry Place,
5 Clove Crescent,
London,
E14 2BG

Telephone: 020 73644161
Email: complaints@towerhamlets.gov.uk

Appendix A – National list of organisations.

NATIONAL USEFUL ORGANISATIONS AND INFORMATION FOR FAMILY AND FRIENDS CARERS

Action for Prisoners' Families Works to reduce the negative impact of imprisonment on prisoners' families. Produces publications and resources, and provides advice, information and training as well as networking opportunities. www.prisonersfamilies.org.uk Address: Unit 21, Carlson Court 116 Putney Bridge Road London, SW15 2NQ Tel: 020 8812 3600 E-mail: info@actionpf.org.uk Advice line: 0808 808 2003
info@prisonersfamilieshelpline.org.uk

Addaction Offers a range of support developed for families and carers affected by substance misuse. www.addaction.org.uk Address: 67-69 Cowcross Street London EC1M 6PU Tel. 020 7251 5860 Email: info@addaction.org.uk

Adfam Works with families affected by drugs and alcohol, and supports carers of children whose parents have drug and alcohol problems. www.adfam.org.uk Address: 25 Corsham Street, London N1 6DR Tel: 020 7553 7640 Email: admin@adfam.org.uk 50

Advisory Centre for Education (ACE) Offers free independent advice and information for parents and carers on a range of state education and schooling issues, including admissions, exclusion, attendance, special educational needs and bullying. www.ace-ed.org.uk Address: 1c Aberdeen Studios, 22 Highbury Grove, London N5 2DQ General advice line: 0808 800 5793 Exclusion advice line: 0808 800 0327 Exclusion information line: 020 7704 9822 (24hr answer phone)

BeGrand.net Website offering information and advice to grandparents, plus online and telephone advice. www.begrand.net Helpline: 0845 434 6835

British Association for Adoption and Fostering (BAAF) Provides information and advice about adoption and fostering and publishes resources. www.baaf.org.uk Address: Saffron House, 6-10 Kirby Street, London EC1N 8TS Tel: 020 7421 2600 Email: mail@baaf.org.uk 51

Children's Legal Centre Provides free independent legal advice and factsheets to children, parents, carers and professionals. www.childrenslegalcentre.com Address: University of Essex Wivenhoe Park Colchester Essex CO4 3SQ Tel: 01206 877 910 E-mail: clc@essex.ac.uk Child Law Advice Line: 0808 802 0008 Community Legal Advice - Education: 0845 345 4345

Citizens Advice Bureaux Helps people resolve their legal, money and other problems by providing free, independent and confidential advice through local bureaux and website. www.citizensadvice.org.uk

Department for Education Lists details of telephone help lines and online services to provide information, advice and support on a range of issues that parents and families may face in bringing up children and young people. www.education.gov.uk/childrenandyoungpeople/families

Family Fund Trust Helps families with severely disabled or seriously ill children to have choices and the opportunity to enjoy ordinary life. Gives grants for things that make life easier and more enjoyable for the disabled child and their family. Address: 4 Alpha Court

Monks Cross Drive York YO32 9WN www.familyfund.org.uk Tel: 0845 130 4542 Email: info@familyfund.org.uk 52

Family Rights Group (FRG) Provides advice to parents and other family members whose children are involved with or require children's social care services because of welfare needs or concerns. Publishes resources, helps to develop support groups for family and friends carers, and runs a discussion board. www.frg.org.uk Address: Second Floor The Print House 18 Ashwin Street London E8 3DL Tel: 020 7923 2628 Advice line: 0800 801 0366 Email: advice@frg.org.uk

The Fostering Network Supports foster carers and anyone with an interest in fostering to improve the lives of children in care. Publishes resources and runs Fosterline, a confidential advice line for foster carers including concerns about a child's future, allegations and complaints, legislation and financial matters. www.fostering.net Address: 87 Blackfriars Road London SE1 8HA Email: info@fostering.net Tel: 020 7620 6400 Fosterline: 0800 040 7675 Email: fosterline@fostering.net 53

The Grandparents' Association Supports grandparents and their families, especially those who have lost or are losing contact with their grandchildren because of divorce, separation or other family problems, those caring for their grandchildren on a full-time basis, and those with childcare responsibilities for their grandchildren. www.grandparents-association.org.uk Address: Moot House The Stow Harlow Essex CM20 3AG Tel: 01279 428040 Helpline: 0845 434 9585 Welfare benefits advice and information: 0844 357 1033 Email: info@grandparents-association.org.uk

Grandparents Plus Champions the role of grandparents and the wider family in children's lives, especially when they take on the caring role in difficult family circumstances. Address: Grandparents Plus 18 Victoria Park Square Bethnal Green London E2 9PF Tel: 020 8981 8001 Email: info@grandparentsplus.org.uk

Mentor UK Promotes the health and wellbeing of children and young people to reduce the damage that drugs can do to lives. www.mentoruk.org.uk Address: Fourth Floor 74 Great Eastern Street London EC2A 3JG Tel: 020 7739 8494 Email: admin@mentoruk.org 54

Family Mediation Helpline Provides information and advice about family mediation services and eligibility for public funding. 08456 026627 www.familymediationhelpline.co.uk

National Family Mediation (NFM) Provides mediation services to support couples who are separated, and their children and others affected by this. www.nfm.org.uk 4 Barnfield Hill, Exeter EX1 1SR. 0300 4000 636 general@nfm.org.uk

Partners of Prisoners and Families Support Group Operates helpline and provides a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies. www.partnersofprisoners.co.uk Address: Valentine House 1079 Rochdale Road Blackley Manchester M9 8AJ Tel: 0161 702 1000 Offenders' Families Helpline Tel: 0808 808 2003 Email: info@prisonersfamilieshelpline.co.uk

Prison Advice and Care Trust (PACT) Provides practical and emotional support to prisoners and to their children and families. The Kinship Care Support Service provides support and advice to family members and friends who care for children whose parents are in HMP Holloway. www.prisonadvice.org.uk Address: Park Place 12 Lawn Lane Vauxhall London SW8 1UD Telephone: 020 77359535 55

Parents Against Drug Abuse (PADA) Delivers support and services to the families of substance users, including a national helpline. www.pada.org.uk Address: The Foundry Marcus Street Birkenhead CH41 1EU Phone: 0151 649 1580 National Families Helpline: 08457 023867

Parentline Plus Provides help and support in all aspects of family life, including information, an online chat facility and a 24 hour helpline. www.familylives.org.uk Address: CAN Mezzanine 49-51 East Road London N1 6AH Tel: 020 7553 3080 24hr Advice line: 0808 800 2222 Email: parentsupport@familylives.org.uk

TalktoFrank The government's national drugs helpline which offers free confidential drugs information and advice 24 hours a day. Information and advice is also available via the website. www.talktofrank.com 24 hour advice line: 0800 77 66 00 Text: 82111 Email: frank@talktofrank.com

Voice Advocacy organisation for children living away from home or in need. www.voiceyp.org Address: 320 City Road London EC1V 2NZ Tel: 020 7833 5792 Young person's advice line: 0808 800 5792 Email: info@voiceyp.org 56 57

Young Minds Works to improve the emotional wellbeing and mental health of children and young people and empowering their parents and carers. www.youngminds.org.uk Address: 48-50 St John Street London EC1M 4DG Tel: 020 7336 8445 Parents helpline.