

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

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

YoungMinds Parents Helpline

YOUNGMINDS

The voice for young people's mental health and wellbeing

Parents Helpline

Worried about a child or young person? Call our free helpline for confidential, expert advice.

[Advice from our Parents Helpline](#)

[Chat with a parent in our Parent to Parent Service](#)

[Under 25? Where to go for help](#)

Youngminds 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).

NGAGE With Aquarius is an early intervention drug and alcohol service for young people aged between 10-18 in Northamptonshire.

The service provides information, education, advice and support to young people in relation to drug and alcohol use. NGAGE is a free and confidential service.

NGAGE covers the whole county, and have dedicated workers for Northampton, Kettering, Corby, Daventry, Wellingborough, South Northamptonshire and East Northamptonshire.

NGAGE also has a named Youth Participation Worker who is committed to promoting the voice of young people in the design and delivery of the service, and who runs our youth group Evolve, offering positive activities and opportunities for young people to get involved.

They accept referrals from all agencies, parents and young people themselves. If you are referring a young person, please ensure you have their consent to do so.

Get in touch: 01604 633 848
e: ypnorthamptonshire@aquarius.org.uk
a: 81 St Giles Street, Northampton, NN1 1JF



Solve It

Solvent Abuse - VSA (Volatile Substance Abuse)

If you are worried about someone's Solvent Abuse - VSA, you're probably looking for information or someone to help you, or you may be a professional who wants information to help you understand Solvent Abuse-VSA. **Call 0300 330 1420** (during office hours). If no-one is available to take your call, please do leave a brief message about how we might help you, our support co-ordinator will always get back to you as soon as they possibly can. Alternatively please

email: info@solveitonline.co.uk giving some brief details.

www.solveitonline.co.uk

Solve It will do their best to help.

Substance to Solution Northampton

- S2S is available to provide support for adults (over 18) with substance misuse issues within the Northamptonshire area.
- Dedicated staff are available for anyone requiring support around their recovery. They offer support to the individual in sustaining recovery. Working with the individual, the recovery worker will offer information, advice and guidance, with links to the local community.
- Groups and activities are also available at S2S to assist service users in their recovery journey as well as links to mutual aid groups and longer term recovery support options.
- **New clients should contact STAR on 0808 169 8512.** STAR is a partnership between drug and alcohol services across Northamptonshire.
- If you are currently a service user at Substance 2 Solution, please call 01604 211 304.
Address: Spring House, 39 Billing Road, Northampton NN1 5BA



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



**Northamptonshire
Domestic Abuse Service**

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.

Northamptonshire Domestic Abuse Service (NDAS) began under the name of Northampton Women's Aid in 1976. The service supports victims and survivors from all genders and walks of life, covering all ethnicities, social-economic statuses, sexual orientation and religions. Their new name reflects this and the work they do in Northamptonshire as a whole county.

(NDAS) is dedicated to helping and supporting victims of domestic abuse in Northamptonshire



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 or 01604 634385



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

2018:- Feb 7th / March 7th / April 4th / May 2nd / June 6th / July 4th / August 1st / Sept 5th / Oct 3rd / Nov 7th / Dec 5th

For further details, please contact The Lowdown:

Tel:01604 634385

email:lgbtqsupport@thelowdown.info

www.thelowdown.info



the lowdown LGBTQ Support Services
1989 supporting young people



All About
Northamptonshire
Mental Health

www.asknormen.co.uk

Around 1 in 4 people will experience a mental health problem at some stage, yet the shame and silence can be as bad as the mental health problem itself. Ask Normen is here to guide you and work with you to get help from your GP, School Nurse, or mental health services in Northamptonshire. We want a future where all young minds are supported and empowered whatever their challenges.



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



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

Email: 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



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



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 or call 0300 303 1965.

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

Contact: 01327 706706

a place
FOR ME
to be
ME

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.

ChildLine

0800 1111



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

Camhs

Where Young Minds Matter



The Northamptonshire Safeguarding 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 www.northamptonshirescb.org.uk/parents-carers

renew169

wellbeing cafe

**Do you know that there is a BRAND NEW
Wellbeing Café in Towcester?**

Open Mondays and Tuesdays 2-5pm, it's a place where "it's OK to not be OK." Located at 169 Watling St, between Frank's Hamburger House and the old Towcester Tea Rooms.

It opened in November 2018 and is run by Churches Together in Towcester, but is for anyone of any faith or no faith.

If you come along you can be assured of a warm welcome, an activity to get involved in, an opportunity to chat, an optional prayer space or space to be alone. Cake, tea and coffee is available.

What do our visitors say?

"Great space to share with others knowing it's ok to not be ok. A wonderful addition to our little Town thank you to all involved xx"

"What a beautiful peaceful space for the community Well done team"

Please come along and find out more.

Email: tvbfccommunity@hotmail.com

Facebook: renew169 Wellbeing Café

Twitter: renew169 Wellbeing Café

RENEW169 WELLBEING CAFE
DROP-IN FOR YRS 9-11

THURS / 3.30-5
169 WATLING ST
NEXT TO FRANK'S



ACTIVITIES / SNACKS
"WHERE IT IS
OK TO NOT BE OK"

ALL ADULTS DBS'D

ALL FOR FREE!

More info @ tvbfccommunity@hotmail.com or Facebook

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, or email jobclub@southnorthants.gov.uk or call 01327 322087.



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

SNH hold an emergency parcel if needed when the service is closed.

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

Opening Times

Tuesday 12 noon – 2pm

Friday 10am – 12 noon

Closed on Bank Holidays

For further information email : 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



www.harvestmoney.co.uk



Harvest Money are now the Northampton credit union and can help families in lots of different ways particularly if they have poor credit or no access to their account having fled an abusive relationship etc.

Address: Town Centre House, 8 Mercers Row, Northampton NN1 2QL

01604 250016

Email: info@harvestmoney.co.uk

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 or see www.snyb.org.uk



Free – Independent – Confidential

Specialist Social Welfare advice for residents of Northamptonshire

Community Law Service (Northampton and County) (formerly Welfare Rights Advice Service – Northampton and County) is the largest independent advice provider in Northamptonshire.

A registered charity providing independent and confidential specialist legal advice, representation, training and consultancy services.

They work in partnership with a wide range of statutory and voluntary agencies.

- Northampton offices (01604) 621 03849 – 53 Hazelwood Road Northampton NN1 1LG
enquiries@communitylawservice.org.uk



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](#) [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

CrimeStoppers.

Speak up. Stay safe.

0800 555 111

100% anonymous, Always

Report a crime in your area

We never ask for your personal information and do not track your device. Call us or fill in our anonymous online form.

**USE ANONYMOUS
ONLINE FORM**

or Call us on: 0800 555 111





Family Lives Helpline

Free* **confidential helpline** for advice, information and support on any aspect of parenting and family life.

0808 800 2222

Mon-Fri 9am-9pm
Sat-Sun 10am-3pm



*Through life's ups and downs,
we're with you, all the way*

www.familylives.org.uk

© Family Lives | Reg company number: 3817762 | Reg charity number: 1077722 | Reg'd in England and Wales.
15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ * From landlines and most mobile networks.



Childnet
International

www.childnet.com

**internet
matters.org**

www.internetmatters.org



www.thinkuknow.co.uk

Advice and guidance on keeping young people safe online.

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.

Feb 2019