Appendix 2: Useful National 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

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

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: ACE Education Advice & ACE Education Training, 36 Nicholay Road, London, N19 3EZ
Telephone 020 8407 5142
Email enquiries@ace-ed.org.uk

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
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

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

Hull and East Riding (Hull) Citizens Advice Bureau
2 Charlotte Street Mews
HULL
East Yorkshire
HU1 3BQ
Telephone: 01482 224608

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
http://www.familyfund.org.uk/

Family Rights Group (FGR)
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.frq.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@frq.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.

**http://www.grandparentsplus.org.uk**
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: Central Office Mentor, 1st Floor, 67-69 Cowcross Street, London EC1M PU
Tel: 020 7553 9920
admin@mentoruk.org

**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](http://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](http://www.prisonadvice.org.uk)
Address: Park Place 12 Lawn Lane Vauxhall London SW8 1UD

Telephone: 020 7735 9535

**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](http://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](http://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](http://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