

Children's Services



Central Bedfordshire Council
and Bedford Borough Council
working together

Promoting and supporting the needs of children living with family or friends carers

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1. INTRODUCTION

In March 2011 Statutory Guidance was published which requires the Council to publish a Position Statement by 30 September 2011 setting out its approach towards promoting and supporting the needs of children living with family and friends carers. This is the statement.

It has been estimated that up to 300,000 children are cared for full time by a relative, friend or other person previously connected with the child. The majority of family and friends carers act informally by agreement with those holding parental responsibility for the children they care for. Most such arrangements remain entirely private without the need for the involvement of children's social care services. Where a child is assessed as being 'in need' support may be provided by the Council under Section 17 of the Children Act 1989.

In other circumstances family and friends care arrangements may be subject to the requirements of legislation such as that which governs private fostering, residence orders, special guardianship orders or children who are looked after by the local authority and placed with foster carers who are relatives, friends or other persons connected with the child.

This Position Statement sets out the Council's approach to meeting the needs of children living with family and friends carers in the following circumstances:

- In informal arrangements with a relative
- In informal arrangements with friends or other family members which last for a period of less than 28 days
- As a private fostering arrangement
- As a looked after child placed with foster carers who are relatives, friends or other 'connected persons'
- Under a residence order or special guardianship order
- In arrangements which may lead to an adoption order.

Further consultation on this Position Statement will take place via requests for comment on the website and with relevant stakeholders during the autumn of 2011. The Position Statement will be reviewed and updated in light of the consultation findings by March 2012.

The Council is aware that on-going work is needed to continue to refresh data for Central Bedfordshire in relation the numbers and needs of children in the area who are living with family and friends carers

2. DEFINITIONS

Relative. Under the Children Act 1989 a relative means grandparent, brother, sister, uncle or aunt (whether full blood or half blood or by marriage or civil partnership) or step-parent

Family and Friends carer. A relative, friend or other person with a prior connection with somebody else's child who is caring for that child full time. The child may or may not be looked after by the Local Authority.

Parental Responsibility (PR). As defined by Section 3 of the Children Act 1989 it is all the rights, duties, powers, responsibility and authority which by law a parent has in relation the child and his property. The mother of a child automatically has Parental Responsibility. Full parental responsibility can be conferred on the father of a child who was not married to the child's mother, by virtue of a Parental Responsibility Order or a guardian appointed by the court (or by a will, known as a testamentary guardian, or if he was present at registration of the birth and is named on the birth certificate.

Connected Person. A relative, friend or other person connected with a looked after child. A person in the last category may be someone who knows the child in a more professional capacity such as a childminder, teacher or youth worker, although these are not exclusive categories.

Private Fostering. An arrangement where a child who is under 16 (or 18 if disabled) and who has not been provided with accommodation by the local authority, is cared for and accommodated by someone who does not have parental responsibility for him and is not a relative, and the arrangement continues for a period of 28 days or more or is intended to do so.

Informal arrangement. An arrangement where a child is living with a family and friends carer who does not have parental responsibility for the child. Informal arrangements do not include arrangements where the child is looked after by the local authority, privately fostered, placed for adoption, or subject to a residence order or special guardianship order.

3. PRINCIPLES

Children should be enabled to live within their families unless this is not consistent with their welfare.

Permanence for children will be promoted to enable a child to have a sense of security, continuity, commitment and identity. Where it is not possible for a child to return to their birth parents family and friends care will often provide an alternative route to permanence, particularly where this can be supported by residence order, special guardianship order or adoption.

Children and young people who are unable to live with their parents should receive the support that they and their carers need to safeguard and promote their welfare, whether or not they are looked after by the local authority

Agencies providing family support and early intervention services should be aware of and sensitive to the needs of children who are living with family and friends carers. They should be accessible and welcoming to all generations and offer an appropriate service for people of all ages and with a variety of relationships to the child.

Support will be based on the needs of the child rather than solely their legal status; the individual circumstances of the child and the carer will be considered and where support services are identified as necessary to meet assessed needs these will not be withheld solely because the child is living in an informal arrangement.

In working with children in need the council will ensure that it considers the capacity and willingness of extended family members to care for the child on a short or longer term basis. Voluntary arrangements for the provision of services to children and families, including the consideration of potential alternative carers will always be explored before any steps are taken for the child to become looked after under Section 20 or 31 of the Children Act 1989. The council will assess the suitability of possible arrangements and the most appropriate legal status of such arrangements.

No child will have to become a looked after child under Section 20 or 31, for the sole purpose of enabling financial, practical or other support to be provided to the child's carer. The council will seek to provide any necessary support without the child becoming looked

after unless the child requires accommodation and meets the criteria of Section 20 of the Children Act 1989 or to do so is the most appropriate way to ensure that their welfare is safeguarded and promoted

The views of the child, their parents, any person holding parental responsibility and anyone caring for the child will be taken into account in any assessment of need, or plan to provide services.

4. LEGAL FRAMEWORK

Living with a relative under an informal private arrangement

Some children may live with family or friends under an informal and entirely private arrangement which the Council knows nothing about. Unless there are concerns about the child's protection or welfare the Council does not need to be informed of or to assess this arrangement unless it falls within the definition of private fostering (see below).

The Council may be involved with some informal arrangements if the child is deemed to be in need under Section 17 of the Children Act 1989, or in need of protection under Section 47. Examples are:

- Where as part of a child protection plan either in an emergency or on a planned basis the parent agrees for the child to live with a close relative while assessments are undertaken.
- As part of a child in need plan, a close relative cares for the child for a fixed short period while assessments are undertaken or as part of a support plan to the parent with parental agreement.

The parent may not be able to make the arrangements directly themselves but if he/she has agreed this, the Council can assist the family to agree and make the arrangements. The Council's role is not to "place" the child, but to support the family in making its own arrangements.

If the Council takes a major role in making arrangements for a child to be placed with a relative or friend, then it is more likely to be exercising its power and duties under Section.20 of the Children Act 1989 and the children would then be regarded as looked after.

The parent retains parental responsibility for the child. The carer does not have any parental responsibility for the child and will therefore be limited in terms of the decisions they are able to make concerning the child.

Privately fostered by wider family or a family friend

A parent may make arrangements for their child to live with a member of the wider family or a family friend. The child is privately fostered if they are under 16 years (18 if disabled) if the placement lasts for longer than 28 days, the carer does not have parental responsibility for the child and falls outside of the definition of a close relative in S.105 of the Children Act 1989 (grandparent, brother, sister, uncle, aunt; whether full blood, half blood or by marriage or civil partnership; or a step parent).

The parent should notify the Council in the area where the child will be living in advance of the arrangement. Alternatively the carer, or any agency who becomes aware this may be a privately fostered child should notify the Council. The Council has a legal duty to undertake an assessment and checks of the suitability of the carer, and carry out regular visits to the placement to check on the child's welfare. In some cases, the child may already be known to children's social care services as a child in need or in need of protection.

Appointed as a guardian after the death of a parent

Where a parent has died and appointed the carer as guardian for the child, and no-one else holds parental responsibility, the carer will have parental responsibility. Where there is another person with parental responsibility, the carer will be treated as looking after the child under a private arrangement and may be a private foster carer. The Local Authority has no role unless the child is determined to be in need or at risk or it is a private fostering arrangement.

Residence Order

A Residence Order is an order made by the Court under section 8 of the Children Act 1989 which specifies with whom a child should live.

A person in whose favour a Residence Order is made will acquire parental responsibility for the child so long as the Order is in force, and this will be shared with those already holding Parental Responsibility.

A Residence Order will normally last until a child is 16 years old although the Court may direct that the Order last until the child is 18, for example where the child is disabled, or where the child was previously looked after by the local authority and his or her foster carers have applied for the Order with a view to providing permanent care for him or her.

When a residence order is in place, the carer is under no duty to notify the council of the placement and the council is under no duty to monitor or assess the placement, unless the child is in need or in need of protection.

Special Guardianship Order

A Special Guardianship Order is an order made by the Court under section 14A of the Children Act 1989. The Order offers an option to provide permanence for children who are unable to live with their parents but for whom adoption is not the right option, for example because of their age and existing attachment to their birth parents. It may therefore be appropriate where a child lives with relatives or friends of the family, or with foster carers who wish to offer a permanent home to the child.

A person in whose favour a Special Guardianship Order is made will become the child's Special Guardian and acquire parental responsibility for the child which he or she can exercise to the exclusion of any other person with parental responsibility.

Parental consent must still, however, be obtained in relation to the child's adoption, change of name or removal from the country for more than 3 months.

A Special Guardianship Order will last until a child is 18 years old. It will not automatically be discharged on the making of a Care Order, although the exercise of parental responsibility will be restricted as a result.

Accommodated by the Council

The council and the child's parents may enter into a voluntary agreement for the council to provide accommodation for the child under Section 20 of the Children Act 1989. The council is under a duty to enable the child to live with a relative or friend unless this would not be reasonably practical or consistent with their welfare.

The parents of the child retain parental responsibility for the child. Any family member or friend caring for the child must be approved by the council as a foster carer as the child is considered to be looked after

Looked After by the Council

A child may be looked after as a result of an interim or full care order (S.38 or Section 31 of the Children Act 1989).

A Court can only make a Care Order if it is satisfied that the child concerned is suffering or is likely to suffer significant harm as a result of the care being given or likely to be given to him if the Order were not made. The Court must also have regard to a Welfare Checklist and so determine whether making a Care Order is in the child's best interests.

Under a Care Order or an Interim Care Order the council specified in the order acquires parental responsibility for the child, to be shared with the parents and any others who retain parental responsibility, for example Special Guardians. This will restrict the parents' exercise of their parental responsibility to the extent required to safeguard or promote the child's welfare.

Where a court has granted a care order Councils are under a duty to make arrangements to enable a looked after child to live with a relative or friend of the family unless this would not be reasonably practical or consistent with their welfare (S.23(6) of the Children Act 1989). Any family member or friend who cares for a Looked After Child must be approved as a foster carer.

5. POSITION STATEMENT

Information about services and support

The Family and Youth Information Service provided by the Council ensures that information about local services is available to support children. This includes information about early years provision, day care and out of school facilities, health services, leisure services, schools and education. We will ensure this information is appropriate and available for family and friends carers. The Family and Youth Information Service can be accessed via the council's website www.centralbedfordshire.gov.uk/fyis, by contacting the council on 0300 300 8119 or by email: fyis@centralbedfordshire.gov.uk.

We will ensure that the information we provide includes details of specialist services such as Child and Adolescent Mental Health Services (CAMHS), services for children with special educational needs and those with disabilities.

We will ensure that children's centres, schools, early years settings and other people working with children and young people are aware of how to signpost friends and family carers to services and information. We will ensure that these settings consider their responsiveness to the needs of family and friends carers.

A list of independent organisations who can provide advice and support to family and friends carers is provided at Annex A and we will make sure this information is available via the Family and Youth Information Service.

Where family and friends carers are approved foster carers caring for a looked after child, the Council will pay for membership of the Fostering Network who provide independent advice to foster carers including those caring for a relative.

Financial support

Family and friends carers may be entitled to state benefits and allowances, such as child benefit and child tax credit. Advice on benefits can be found in libraries, in children's centres and from the local Citizen Advice Bureaux. Contact details for the Citizen Advice Bureaux can be found at Annex B.

Children in need

Where a child has been assessed by the Council's children's social care services as being 'in need' the council may provide family support services to support family and friends care arrangements.

A child is defined as being in need if:

- S/he is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for her/him of services by a local authority or
- Her/his health or development is likely to be significantly impaired or further impaired, without the provision of such services or
- S/he is disabled

This can include assistance in kind, such as provision of furniture or periodic or regular financial support such as contribution to nursery. The council has a Children in Need procedure which gives more detail about the assessment process, eligibility for services

and the arrangements for making decisions about whether financial support will be offered. Financial support will only be provided where the assessment indicates that this is the most appropriate way to safeguard and promote the child's welfare. It is unlikely that ongoing financial support will be paid for a child in need living with family and friends for any considerable length of time. In this situation families will be supported to consider appropriate legal routes to secure the child's permanence within the family, such as residence order, special guardianship or adoption.

If a family and friends carer feels that the child is in need they should contact the Children's Intake and Assessment Team.

Private Fostering

Under a private fostering arrangement the parent of the child remains responsible for the financial maintenance of the child. The council will not usually provide financial support for the arrangement, unless the child is deemed to be in need as detailed in the section above. In exceptional circumstances the fostering service may provide essential equipment to the carer such as a bed to enable them to continue to care for the child.

Residence Orders

Where a family and friends carer has, or is considering applying for a residence order for a child the council has no legal duty to provide financial support and it is provided at our discretion. Under our Position Statement for residence order financial support we may assist with the cost for a relative to make an application for the order. We may also pay a means-tested residence order allowance if the child was looked after prior to the order being granted or without an allowance the child would be at risk of becoming looked after. Please refer to the Residence Order financial support policy for more detailed guidance and criteria. All allowances paid are subject to regular review.

Special Guardianship Orders

Where a family and friends carer has or is considering applying for a special guardianship order for a child the council may assess the needs of the special guardian for support needed to care for the child and can provide a range of support and services, including financial support. However, there is no duty to provide financial support. It is the council's Position Statement only to provide a means tested allowance if the child was looked after prior to the order being granted or where, without an allowance the child would be at risk of becoming looked after. Please refer to the Special Guardianship financial support policy for more detailed guidance and criteria.

Children Looked After

Where a child is looked after either in a voluntary arrangement under Section 20, or due to a Care order made by a court, the family and friends carer will be an approved foster carer and will be eligible for a weekly fostering allowance. Please see fostering policies for more details.

Contact

We recognise that contact between children and their parents is important in helping the child to maintain a sense of belonging and identity unless it is not practicable or consistent with the child's welfare.

Where a child is looked after, the council has a duty to promote contact between the child and their family where they are living away from home unless it is not practicable or consistent with the child's family. This includes where they are living with family and friends carers. The child's care plan will detail how this will be put into practice.

The care plan will take into account the particular difficulties that can arise in family and friends placements. Often the carers will be reluctant, at least initially, to set boundaries on contact. It is important therefore that the child's social worker takes responsibility for this and makes sure that the care plan details what the contact arrangements are. Carers can often come under pressure to increase contact, when this is neither desirable for them nor the child. They may also fail to inform the social worker of any increased or unplanned contact. Contact may change with the child's needs, but this needs to be properly managed and agreed as part of a contact plan.

Where a child is not looked after the council's duties are different. The council has to promote contact between a child who is living away from home and his family where it is necessary to do so to safeguard and promote his welfare. Where the child is in need or in need of protection the council may need to be involved to facilitate or support safe and or appropriate contact.

Where the council is involved in promoting or facilitating contact this is usually by way of referral to an independent contact service provided by a local voluntary organisation.

The council will ensure that the Family and Youth Information Service provides information about local contact services and family mediation services for those family and friends carers who do not have council involvement in contact arrangements.

Family Group Meetings

The council provides a Family Group Meeting service to support families to identify resources and support that they can provide to meet the child's needs, including enabling children to remain living within the family as appropriate.

Meetings are held at early stages in planning for the child to engage family members and to support them in finding solutions to the issues at hand.

The family group meeting service is available to all families involved with children's social care services, although priority will be given to cases where the child is currently or at risk of becoming looked after, or where there are child protection concerns. Referral to the family group meeting service is made by the child's social worker and the family are involved in agreeing which family members will be involved.

Private Fostering Arrangements

The council has a Statement of Purpose, policy and procedures in relation to private fostering which set out how the council implements its duties to assess and visit private fostering arrangements.

Private foster carers have access to the same range of support services as informal family and friends carers.

Family and Friends Foster Carers

Where a child is looked after by the council either by a voluntary arrangement with the agreement of their parents or because a care order is in place, the council will seek to place the child with family or friends wherever possible.

A looked after child can only be placed with a family and friends carer if they have been given temporary or full approval as a foster carer. In order to be approved as a foster carer the council has to assess the suitability of the carer and their household in line with standards set out in legal regulations.

Family and friends foster carers have equal entitlement to the support, training, advice and allowances available to all other foster carers.

A range of fostering policies, including the procedure for Placing a Child with Family and Friends, gives further detail on the assessment, support and training of family members caring for a child on a planned or emergency basis.

Complaints

The council has a procedure for dealing with complaints, including those about children's social care.

Any child or family and friends carer who feels they have grounds to make a complaint should let us know by telephoning or writing to the manager of the service they are giving feedback about.

Alternatively the Customer Relations team can be contacted as detailed below:

- **Telephone:** 0300 300 6077 or 0300 300 4995 (please leave a message if the team is not available and they will contact you within 1 working day).
- **Email:** customer.relations@centralbedfordshire.gov.uk
- **Post:** Customer Relations, Strategy and Performance, Central Bedfordshire Council, Priory House, Monks Walk, Chicksands, Shefford, Beds SG17 5TQ

6. HOW THIS POSITION STATEMENT WILL BE PUT INTO PRACTICE

Regular consultation will take place with the wider community including friends and family carers to inform this Position Statement and its implementation.

A communication strategy will be developed and implemented to ensure that friends and family carers are aware of the Position Statement and that appropriate information is made available through leaflets, information on the council website, via the Family and Youth Information Service and via stakeholder groups.

Briefings will be undertaken with children's services staff to ensure they are familiar with this Position Statement and the Statutory Guidance which outlines the Council's responsibilities to children living with friends and family.

A financial model will be developed alongside the Children in Need procedures to outline clearly the criteria for ongoing financial support under Section 17.

The Council will appoint a lead officer to oversee the implementation of this Position Statement, as required by the statutory guidance. This will be the Head of Safeguarding and Children in Care. The lead office may delegate certain tasks to other officers and will work closely with the Head of Early Intervention and Prevention, and the Head of Adoption and Fostering.

Our commitment is to keep this position statement under constant review to allow us to meet the requirements of the consultation. Therefore, if you have any comments, please email Fiona Mackirdy, Head of Fostering and Adoption at Fiona.mackirdy@centralbedfordshire.gov.uk.

APPENDIX A

Central Bedfordshire Council Children's Social Care Services

Assesses and supports children who are in need, in need of protection or looked after by the Council

Intake and Assessment Team – for all initial enquiries about children in need or in need of protection

Telephone: 0300 300 8303

Email: intake&assessment@centralbedfordshire.gov.uk

Children with Disabilities Team – for all initial enquiries about children with disabilities

Telephone: 0300 300 6363 or 0300 300 6358

Email: CWD.Duty@centralbedfordshire.gov.uk

Adoption and Fostering Team – support for families and friends carers who are foster carers, adopters or special guardians

Telephone: 0300 300 8090

Email: Adoptionsandfostering@centralbedfordshire.gov.uk

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

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

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

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.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

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

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

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

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: 0808 802 5544

APPENDIX B

Mid-Bedfordshire (Biggleswade) Citizens Advice Bureau

Century House
Market Square
BIGGLESWADE
Bedfordshire
SG18 8UU

Telephone: 01767 601368 appointments line

Web site: www.midbedscab.org.uk

Mid-Bedfordshire (Amptill) Citizens Advice Bureau

The Court House
Woburn Street
AMPTHILL
Bedfordshire
MK45 2HX

Telephone: 01525 402742 appointment line

Web site: www.midbedscab.org.uk

Dunstable and District Citizens Advice Bureau

Grove House
76 High Street North
DUNSTABLE
Bedfordshire
LU6 1NF

Telephone: 01582 661384 (advice line)
01582 670003 (administration line)

Web site: www.dunstablecab.org.uk

Leighton Linlade Citizens Advice Bureau

Bossard House
West Street
LEIGHTON BUZZARD
Bedfordshire
LU7 1DA

Telephone: 01525 373878 (Advice Line)
01525 374589 (Administration only - no advice given)

Fax: 01525 371161

Web site: www.leightonlinladecab.org.uk

Bedford & District Citizens Advice Bureau

7a St Paul's Square
BEDFORD
Bedfordshire
MK40 1SQ

Telephone: 01234 354384

Fax: 01234 210065

Web site:  www.bedfordcab.org.uk