

## Information Sheet 8

## Services and support

Buckinghamshire County Council, in collaboration with its partner agencies, deliver a range of services that meet the continuum of needs that families might experience, including those family's where children are living with family and friends.

Services for parents include all those who provide significant care for children in a home or family context, including biological parents, step-parents, foster carers, adoptive parents, grandparents or other relatives.

This information sheet gives examples of the types of services available within Buckinghamshire and has grouped these according to whether they are universal, preventative or specialist services.

### Universal services

Universal services are those services available to all children, young people and their families.

### Preventative services

Preventative services have been developed as a result of a number of agencies working together. The delivery of these services may be delivered by a team of professionals (team around the child), following an assessment completed in collaboration with the child, young person or family and with their consent, with a lead professional acting as the main coordinator and point of contact.

Some services can be accessed by families referring themselves.

### Specialist services

Specialist services are those where intensive, specialist intervention and support is required.

Day care providers, children's centres, schools, colleges, health visitors, advice agency staff and other frontline workers will often be the people who first come into contact with children and young people living with family and friends carers and can advise on the services that are available.

If further information and advice is required the Family Information Service telephone 0845 688 4944 or go to <http://www.bucksfamilyinfo.org/>

**Range of services within Buckinghamshire (Click on the links for further information.)**

<p align="center"><b>Universal services.</b></p> <p>For all parents – universal support, information and guidance before any problems have been identified.</p> <p>Support for parents at key transition points e.g. pre-school.</p>	<p align="center"><b>Preventative services And Parenting and family support</b></p> <p>Children / Young People / Parents / Carers need extra support.</p> <p>Completion of a Common Assessment Form (CAF) at this stage – may lead to a Team Around the Child (TAC) meeting</p>	<p align="center"><b>Specialist services</b></p> <p>Where intensive / statutory intervention and support is required</p>
<div> <div>Health care services</div> <div>Contact centres</div> <div>Children's Centres</div> <div>Family Information Service</div> <div>Parenting support Advisers</div> <div>Community Health</div> <div>Youth Support Services</div> <div>Schools</div> <div>Colleges</div> <div>Connexions</div> <div>Housing</div> <div>Leisure</div> </div>	<div> <div>Children's Centres</div> <div>CAF / Team around the child</div> <div>Extended services</div> <div>Youth offending Service</div> <div>Parents as first teachers</div> <div>Parenting programmes</div> <div>Supporting parents around kids schooling</div> <div>Holding Hands Project</div> <div>Young Addaction</div> <div>The Education Welfare Service</div> </div>	<div> <div>Referral service</div> <div>Assessment Service</div> <div>Family Support Services</div> <div>Care and Protection Service</div> <div>Children with Disability Service</div> <div>Family and Friends Team</div> <div>Children in Care under 14 Team</div> <div>Children in Care 14+ Team</div> <div>Fostering Team</div> <div>Residential Services</div> <div>Take A Break Team</div> <div>After Care Team</div> <div>Special Educational Needs</div> <div>Adoption Support services</div> <div>CAHMS</div> <div>Education of looked after children</div> </div>

# 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](http://www.prisonersfamilies.org.uk)

Address: Unit 21, Carlson Court  
116 Putney Bridge Road  
London, SW15 2NQ

Tel: 020 8812 3600  
E-mail: [xxxx@xxxxxxxxx.xxx.xx](mailto:xxxx@xxxxxxxxx.xxx.xx)

Advice line: 0808 808 2003  
[info@prisonersfamilieshelpline.org.uk](mailto:info@prisonersfamilieshelpline.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](http://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)

## Addaction

Offers a range of support developed for families and carers affected by substance misuse.

[www.addaction.org.uk](http://www.addaction.org.uk)

Address: 67-69 Cowcross Street  
London EC1M 6PU

Tel. 020 7251 5860  
Email: [info@addaction.org.uk](mailto: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](http://www.adfam.org.uk)

Address: 25 Corsham Street,  
London N1 6DR

Tel: 020 7553 7640 Email:  
[admin@adfam.org.uk](mailto:admin@adfam.org.uk) 50

## BeGrand.net

Website offering information and advice to grandparents, plus online and telephone advice.

[www.begrand.net](http://www.begrand.net)  
Helpline: 0845 434 6835

## Grandparents Plus

18 Victoria Park Square,  
Bethnal Green,  
London E29PF

Tel: 020 8981 8001

## British Association for Adoption and Fostering (BAAF)

Provides information and advice about adoption and fostering and publishes resources.

[www.baaf.org.uk](http://www.baaf.org.uk)

Address: Saffron House, 6-10 Kirby Street,  
London EC1N 8TS  
Tel: 020 7421 260  
Email: [mail@baaf.org.uk](mailto:mail@baaf.org.uk)

## Children's Legal Centre

Provides free independent legal advice and fact sheets to children, parents, carers and professionals. [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Address: University of Essex Wivenhoe Park  
Colchester Essex CO4 3SQ

Tel: 01206 877 910

E-mail: [clc@essex.ac.uk](mailto:clc@essex.ac.uk)

Child Law Advice Line: 0808 802 0008

Community Legal Advice - Education: 0845 345 4345

## 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](http://www.familyfund.org.uk)

Tel: 0845 130 4542

Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

## 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](http://www.citizensadvice.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](http://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: [xxxxxxx@xxx.xxx.uk](mailto:xxxxxxx@xxx.xxx.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](http://www.education.gov.uk/childrenandyoungpeople/families)

## 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](http://www.fostering.net)

Address: 87 Blackfriars Road  
London SE1 8HA

Email: [info@fostering.net](mailto:info@fostering.net)

Tel: 020 7620 6400 F

Fosterline: 0800 040 7675

Email: [xxxxxxxxxx@xxxxxxxxxx.xxx](mailto:xxxxxxxxxx@xxxxxxxxxx.xxx)

# People to whom adoption support services must be extended

Person being assessed	Services for which they are entitled to be assessed						
	Services to enable discussion of matters relating to adoption	Assistance in relation to arrangements for contact	Therapeutic services	Services to ensure the continuation of adoptive relationship	Services to assist in cases of disruption	Counselling, advice and information	Financial support
Agency adoptive child	✓	✓	✓	✓	✓	✓	
Adoptive parent of an agency adoptive child	✓	✓	✓	✓	✓	✓	✓
Child of adoptive parent				✓	✓	✓	
Birth parents or guardians of an agency adoptive child	✓	✓				✓	
A relative (or someone with whom the local authority consider the child to have a beneficial relationship) of agency adoptive child		✓				✓	
Inter-country adoptive child			✓	✓	✓	✓	
Inter-country adoptive parent				✓	✓	✓	
Birth sibling of an adoptive child		✓				✓	
Non-agency adoptive children, their parents and guardians						✓	
Prospective adopters						✓	
Adopted adults, their parent, birth parent and former guardians						✓	
A relative (or someone with whom the local authority consider the child to have a beneficial relationship) of a non-agency adoptive child						✓	