

Luton safeguarding children's board

Parents & Carers

Being a parent or carer is one of the most rewarding and possibly the toughest job any of us will ever do. There are times when a little timely advice or support helps us to cope better with the challenges of family life.

Below we have listed details of the Luton Family Information Service and telephone numbers of national help lines able to offer advice and support on a wide range of issues.

The Luton Family Information Service (FIS) provides information, advice and guidance on a variety of services, helplines and websites that can be useful to parents, carers, children and young people up to the age of 20. This includes information for the parents of disabled children, careers in childcare, activities for young people and help with the cost of childcare. FIS also supports schools by providing information and resources around careers advice.

The Service is open from 8.45am to 5.15pm, Monday to Thursday and 8.45am to 4.30pm on Fridays. The FIS is located at:

Luton family information service

1st Floor, Futures House, The Moakes, Luton, LU3 3QB

For further information, please go to: www.luton.gov.uk/fis

<http://lutonlscb.org.uk/parents-carers/>

PACE (Parents action child exploitation)

Pace helps parents across the UK understand what is happening to their child and how parents are the prime agents in helping their child exit exploitative relationships. It does this by offering:

- One-to-one telephone advice and support to parents
- Facilitating meetings with similarly-affected parents for peer support
- Advising how to establish rights as parents and work in partnership with statutory agents such as police and social workers
- Advice and support when pursuing disruption and prosecution of the perpetrators of child exploitation
- Befriending scheme

One-to-one telephone advice and support for parents

Pace understands that just as every child is unique, every family's situation requires an individual response. Therefore we offer one-to-one telephone support for parents whose children are being sexually exploited, or for those who are concerned their child is at risk.

Our parent support workers provide independent, non-judgmental and confidential support, which fully recognises your rights as a parent and your decisions on how to reduce the risk of harm to your child. We are here to listen to your concerns, give information on statutory agencies and procedures and to pass on advice from other affected parents, should you require it. We will never blame you for what is happening to your child and aim to help **you** find the best solution for **your** family.

<https://paceuk.info/>

About the Ann Craft Trust

We are a national charity which exists to minimise the risk of abuse of disabled children and adults at risk.

The Ann Craft Trust (ACT) is a national charity which exists to minimise the risk of abuse of disabled children and adults at risk. Through pioneering training, practice reviews and contributing to world-leading research, we support organisations to safeguard disabled children and adults at risk and minimise the risk of harm.

We believe that everyone has the right to be treated with respect and dignity.

Everyone deserves to be safe.

Pioneering Training

Our training is developed based on our research findings and the latest guidance. We have also been involved in the development of new and innovative training for professionals across the UK.

World-Leading Research

Our research is dedicated to key issues affecting disabled children, young people and adults at risk. We have worked with the Forced Marriage Unit, Department of Health and many other organisations on research into many areas, including:

- Forced marriage
- Child sexual abuse (CSE)
- Domestic abuse
- Financial abuse
- Disability hate crime

Safeguarding Practice Reviews and Improvements

Our research into practices in the care of disabled children and adults at risk have led to improvements to prevent, recognise and report abuse across the UK.

Our Whistleblowing project, for example, explored the ethical and practical dilemmas of whistleblowing and how we can encourage and protect those who expose abuse of people with learning disabilities.

We have also helped many organisations over the last 25 years to review and improve their safeguarding practices.

<https://www.anncrafttrust.org/help-advice/friend-relative/>

National Services for Children & Young People

- **Childline** – 0800 1111 - www.childline.org.uk
- **The Hideout** – website for Children and young people - www.thehideout.org.uk
- **Support Line** (provides emotional support for children & adults) - 01708 765200 - www.supportline.org.uk/
- **Young Minds** (support for children and young people with emotional and mental health needs) - www.youngminds.org.uk
- **NSPCC Helpline** - 0808 800 5000 - www.nspcc.org.uk
- **SAFE!** (support for young people affected by crime) - 0800 133 7938 - www.safeproject.org.uk
- **Asian child protection helpline** - 0800 096 7719 (language specific numbers below)
 - Bengali speaking advisor - 0800 096 7714
 - Gujarati speaking advisor - 0800 096 7715
 - Hindi speaking advisor - 0800 096 7716
 - Pujabi speaking advisor - 0800 096 7718
 - Urdu speaking advisor - 0800 096 7718

National Services for Adults

- **National domestic abuse helpline** – 24hr - 0808 2000 247 - www.nationaldomesticviolencehelpline.org.uk
- **Men's Advice line (for male victims of DA)** - 0808 801 0327 - www.mensadvice.org.uk
- **Broken Rainbow National LGBT Domestic Violence helpline** – 0300 999 5428 - www.broken-rainbow.org.uk
- **Stalking and Harassment helpline** - 0808 802 0300 - www.stalkinghelpline.org/
- **Southall Black Sisters (support for black and minority ethnic women)** - 0208 571 0800 - www.southallblacksisters.org.uk
- **The Kiran Project (support for Asian women)** - 0208 558 1986 - www.kiranproject.org.uk
- **Elder abuse** – 0808 808 8141 - www.elderabuse.org.uk
- **Forced Marriage Unit** - 020 7008 0151 - www.forcedmarriage.net

- **Karma Nirvana (supporting victims of honour crimes and forced marriage)** – 0800 5999 247 www.karmanirvana.org.uk
- **National Centre for Domestic Violence** – 0800 970 2070 - www.ncdv.org.uk
- **Protection Against Stalking and Harassment** - www.protectionagainststalking.org
- **National Stalking Helpline** - 0808 802 0300 - www.stalkinghelpline.org
- **Scared of someone** - www.scaredofme.org
- **Paladin - National Stalking Advocacy service** - 0207 840 8960 - www.palandinservice.co.uk
- **Victim Support** - 0808 168 9111 - www.victimsupport.org