Parent Know How needs you!

Parent Know How isn't a website or phoneline – it brings together a range of services developed to provide support and advice to parents.

And this is how you can help…

- tell parents about the range of services developed to provide them with support and advice (see overleaf for further details)
- post links to the PKH services on your website and provide brief descriptions and contact details
- pin up the centre section of this leaflet in your offices so your staff can reference it quickly and easily
- request more copies of this leaflet to hand out to other practitioners working directly with families (see back page for further details)

Parent Know How and you working together, supporting families.

Details of the *Parent Know How* services – a clear and brief summary of services available to parents catering for specific needs for your easy reference.

To be added to the *Parent Know How* E-bulletin mailing list or to contact the *Parent Know How* team, please email: **parent.know-how@dcsf.gsi.gov.uk**

To order more copies of this leaflet, please contact:

Parent Know How
Department for Children, Schools and Families

DCSF Publications
PO Box 5050
Sherwood Park
Annesley
Nottingham NG15 ODJ
T 0845 6022260
F 0845 603360
E dcsf@prolog.uk.com

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A commitment from
The Children's Plan

Parent know how

working together, supporting families

department for
children, schools and families

Parent Know How

Parent Know How is a programme from the Department for Children, Schools and Families.

It comprises a suite of free services designed to serve everyone in a parenting role – mothers, fathers, carers and other adults with parental responsibility – by ensuring access to expert advice through existing telephone helplines or a new generation of services, delivered online and to mobile phones.

***Parent Know How* reaches parents in the following ways:**

- 7 telephone helplines
- 10 services using emerging technologies, such as web and social media, SMS and instant messaging
- Syndicated print content in newspapers and magazines
- Online information (the Information System for Parents and Providers or ISPP) using Directgov and possibly other websites as interfaces

Although these services all receive funding from the DCSF, they are delivered by third and private sector organisations.

To download a directory of *Parent Know How* services or to find out more information on the programme, visit: **www.dcsf.gov.uk/parentknowhow**

See the *Parent Know How* video on YouTube! **www.youtube.com/dcsf**

Working together, supporting families

Services for all parents

Helpline:
Parentline
0808 800 2222
(Open 24 hours a day, 365 days a year)
Round-the-clock confidential help and advice for all parents and carers.
www.parentlineplus.org.uk

Instant Messaging:
Live Talk
Online Instant Messaging Service for parents, particularly fathers, to engage easily with relationship support services.
www.relateforparents.org.uk

SMS Text Messaging:
Relate SMS Service
An SMS service offering parents support from a trained consultant.
Text 60616
www.relateforparents.org.uk

Parents concerned about their relationship

Web and social media:
thecoupleconnection.net
Self-help website for parents who want to change their relationship for the better.
thecoupleconnection.net
www.oneplusone.org.uk

Expert help for Mums

Social media:
Netmums Parent Supporters
Netmums has a range of Parent Supporters who can offer on-line support and advice to mums with every problem ranging from domestic abuse to PND, and special needs to relationships issues.
www.netmums.com/support

All services are free to use.*

*Calling the Children's Legal Centre can cost up to 4 pence per minute peak rate, networks and mobile charges may vary.

Services for lone parents

Helpline:
Lone Parent Helpline
0800 018 5026
(Open Mon-Fri 9am – 5pm & Wed till 8pm)
Telephone support for lone parents provided by One Parent Families/ Gingerbread.
info@oneparentfamilies.org.uk
www.oneparentfamilies.org.uk

Web and social media:
One Space
Online facilitated social networking support for lone parents, provided by the Single Parent Action Network.
www.onespace.org.uk
www.singleparents.org.uk

Services for Dads

Social media:
Dads' Space
Info, help and practical advice for all dads. Includes Dads Space 121 – an online space to help fathers stay in contact with their children.
www.dads-space.com
www.respect.uk.net

Dad Talk
A news, information and social network site for all dads everywhere, to share and discuss their most important job ever, fatherhood.
www.dadtalk.co.uk
family@familymatters.org.uk

Services for parents of teenagers

Web and social media:
Got a teenager?
An online 'school gate' community supporting parents of teenagers.
www.gotateenager.org.uk
www.parentlineplus.org.uk

Parents involved with Social Care Services

Helpline:
Family Rights Group Advice Service 0800 731 1696
(Open Mon-Fri 10am – 3.30pm)
Telephone advice for parents of children who are involved with or need social care services.
advice@frg.org.uk
www.frg.org.uk

Services for parents of disabled children

Helpline:
Contact a Family Helpline
0808 8083 555 *(Open Mon-Fri 10am – 4pm & Mon 5.30 – 7.30pm)*
Telephone support for parents of disabled children.
helpline@cafamily.org.uk
www.cafamily.org.uk

Web and social media:
Contact a Family Online
Online support for parents and carers of disabled children.
www.cafamily.org.uk

Parents concerned about children's mental health

Helpline:
Young Minds Parents' Information service
0800 018 2138 *(Open Mon-Fri 10am – 4pm & Wed 6pm – 8pm)*
Mental health helpline.
www.youngminds.org.uk

"If you know a parent – mother, father, carer or any other adult with parental responsibility – in need of support or advice, one of these Parent Know How services might be able to help…"

Education advice

SMS Text Messaging:
Ask ACE
Education advice via text messaging.
Text: ASKACE to 688808
www.ace-ed.org.uk

Helpline:
ACE Advice Line 0808 800 5793
(Open Mon-Fri 10am – 5pm)
Telephone advice on education, exclusions and bullying.
enquiries@ace-ed.org.uk
www.ace-ed.org.uk

Legal advice

Helpline:
Child Law Advice Line
0845 120 2948
(Open Mon-Fri 9am – 5pm)
Child and Family Law advice via telephone.
Calls can cost up to 4 pence per minute peak rate, networks and mobile charges may vary.
clc@essex.ac.uk
www.childrenslegalcentre.com

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