

## Life issues

Check out the following websites with your teenager for information and advice on a whole range of issues that may affect them.

Parenting is rewarding but there can also be occasions when it is difficult. If something is bothering you, you can contact Parentline Plus, a national charity offering support and information for parents and families via a range of free flexible services including a 24-hour confidential Parentline **0808 800 2222**, textphone **0800 783 6783**, groups and workshops, information leaflets, individual parent support, email support. You can also contact Parentline Plus Essex on **01702 554782** and look on their website **[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)**.

## Essex Family Information Service

The Family Information Service gives free and unbiased information to parents and carers regarding the different types of childcare available in their areas of Essex. This enables parents/carers to make informed decisions about their childcare.

Information is available on childcare provision which is registered with Ofsted, including childminders, pre-schools, private day nurseries and out of school clubs. The Family Information Service is often asked by parents to describe the different types of childcare available and is able to help by giving both verbal and written information. Telephone **0800 055 6874** or email: [fis@essex.gov.uk](mailto:fis@essex.gov.uk)

Information on the service is also available on the web at **[www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)**

## Health

Contact	For
<a href="http://www.nhsdirect.nhs.uk">www.nhsdirect.nhs.uk</a> Helpline: 0845 4647	Information on illnesses, symptoms and healthy living
<a href="http://www.quit.org.uk">www.quit.org.uk</a> Quitline: 0800 00 22 00	Help to stop smoking
<a href="http://www.talktofrank.com">www.talktofrank.com</a> Helpline: 0800 77 66 00	The law and the dangers related to drug taking
<a href="http://www.alcoholconcern.org.uk">www.alcoholconcern.org.uk</a>	Local services provided by agencies for people with alcohol-related problems
<a href="http://www.thesite.org">www.thesite.org</a>	Life guides for 16-25 year olds
<a href="http://www.suzylampugh.org">www.suzylampugh.org</a>	Charity that is a leading authority on personal safety
<a href="http://www.b-eat.com">www.b-eat.com</a> Helpline 0845 634 1414	Help and advice with eating disorders
<a href="http://www.fpa.org.uk">www.fpa.org.uk</a> Helpline 0845 122 8690	Advice on contraception and sexual health
<a href="http://www.brook.org.uk">www.brook.org.uk</a> Helpline 0808 802 1234	Brook Advisory Service – free and confidential sexual health advice for people under 25
<a href="http://www.thinkuknow.co.uk">www.thinkuknow.co.uk</a>	Internet safety and sage surfing for young people
<a href="http://www.youngminds.org.uk/parents">www.youngminds.org.uk/parents</a> 0808 802 5544	Helpline service for parents and carers worried about their child's mental health

## Housing

- Young people who are single and aged under 25 can only get Housing Benefit for bed-sit accommodation or a room in shared accommodation.
- They cannot get Housing Benefit if they are living with their parents or other close relatives and paying rent to them.
- For more advice, speak to your son or daughter's Connexions Personal Adviser or contact the Housing Department of your local council.

<b>Council</b>	<b>Telephone number</b>	<b>Website</b>
Basildon District Council	01268 533333	<a href="http://www.basildon.gov.uk">www.basildon.gov.uk</a>
Braintree District Council	01376 552525	<a href="http://www.braintree.gov.uk">www.braintree.gov.uk</a>
Brentwood Borough Council	01277 312500	<a href="http://www.brentwood.gov.uk">www.brentwood.gov.uk</a>
Castle Point Borough Council	01268 882200	<a href="http://www.castlepoint.gov.uk">www.castlepoint.gov.uk</a>
Chelmsford Borough Council	01245 606606	<a href="http://www.chelmsfordbc.gov.uk">www.chelmsfordbc.gov.uk</a>
Colchester Borough Council	01206 282222	<a href="http://www.colchester.gov.uk">www.colchester.gov.uk</a>
Epping Forest District Council	01992 564000	<a href="http://www.eppingforestdc.gov.uk">www.eppingforestdc.gov.uk</a>
Harlow Council	01279 446655	<a href="http://www.harlow.gov.uk">www.harlow.gov.uk</a>
Maldon District Council	01621 854477	<a href="http://www.maldon.gov.uk">www.maldon.gov.uk</a>
Rochford District Council	01702 546366	<a href="http://www.rochford.gov.uk">www.rochford.gov.uk</a>
Tendring District Council	01255 686868	<a href="http://www.tendringdc.gov.uk">www.tendringdc.gov.uk</a>
Uttlesford District Council	01799 510510	<a href="http://www.uttlesford.gov.uk">www.uttlesford.gov.uk</a>

## Legal issues

Information and advice on rights and responsibilities of citizens.

<b>Contact</b>	<b>For</b>
<a href="http://www.adviceguide.org.uk">www.adviceguide.org.uk</a>	Advice and information from Citizens Advice
<a href="http://www.communitylegaladvice.org.uk">www.communitylegaladvice.org.uk</a> Advice line: 0845 345 4345	Advice on legal issues from Community Legal Advice
<a href="http://www.equalityhumanrights.com">www.equalityhumanrights.com</a> Helpline 0845 604 6610	Information and advice from the Equality & Human Rights Commission
<a href="http://www.asylumaid.org.uk">www.asylumaid.org.uk</a> Advice line 0207 354 9264	Free legal advice service for asylum seekers and refugees

## Relationships

Relationships with family and friends will be important to your son or daughter. As a teenager they may have questions about a range of issues, e.g. bullying, concerns about their sexuality, bereavement or other family issues. The following will signpost you and your son or daughter to advice services on relationship issues.

<b>Contact</b>	<b>For</b>
<a href="http://www.bullying.co.uk">www.bullying.co.uk</a>	What to do if you are being bullied
<a href="http://www.childline.org.uk">www.childline.org.uk</a> Helpline: 0800 1111	Free 24-hour helpline for children & young people
<a href="http://www.fflag.org.uk">www.fflag.org.uk</a>	Families and Friends of Lesbians and Gays seeks to

Helpline 0845 652 0311	promote the well-being of lesbian, gay and bisexual people, their families and friends
www.gaysex.org.uk 01206 869191	Colchester Gay Switchboard meets the needs of individuals and the wider community
www.rd4u.org.uk Helpline: 0808 808 1677	Support for young people after the death of someone close
www.gingerbread.org.uk Help line: 0800 018 5026	National support organisation for lone parent families
www.itsnotyourfault.org	Practical information for young people and parents going through a family break-up
www.samaritans.org.uk 08457 90 90 90	Provide confidential emotional support 24 hours a day
www.prisonersfamilies.org.uk Helpline 0808 808 2003	Support & advice if someone you know goes into prison

## Travel and transport

Useful contacts for travel and transport enquiries.

Contact	For
0845 603 2200 www.getonthemove.org.uk	Essex Transport 16+ Partnership
08457 48 49 50 www.nationalrail.co.uk	National Rail Enquiries
0845 600 7245 www.nationalexpresseastanglia.com	National Express East Anglia
0845 601 4873 www.c2c-online.co.uk	c2c
08717 818181 www.nationalexpress.com	National Express Coaches
08456 020 021 www.firstgroup.com	First Group – bus and train information
0871 200 22 33 www.traveline.org.uk	Travel Line – bus and train information
020 7222 1234 www.tfl.gov.uk	Transport for London
www.learners.co.uk	Learner Drivers
DVLA Customer Enquiries Unit 0870 240 0009 (Monday-Friday: 8am–8.30pm; Saturday: 8am– 5.30pm) www.dvla.gov.uk	Driver and Vehicle Licensing Agency (DVLA)
Helpline 0844 736 8460/8461 www.ctc.org.uk	National Cyclists' Organisation
www.transportdirect.info	Travel planner

For more information on all of the issues discussed in this booklet, plus links to relevant groups and organisations, check out the Connexions website at [www.essexconnexions.co.uk](http://www.essexconnexions.co.uk)