



Family Information Direct

making family life better



department for
children, schools and families

Family Information Direct is a family of services, created to provide support for mums, dads, grandparents and others in a parenting role in England when they want it and in the format that they choose.

To find information and support resolving family issues they can, for example, ring a telephone helpline; go online for personalised advice; join a social network to get support from other adults

in similar circumstances; watch online videos for handy tips or read articles in newspapers and magazines.

Details about the services available can be found in this leaflet and on the Family Information Direct website www.dcsf.gov.uk/familyinformationdirect

Advisory Centre for Education

Providing advice and information to parents and carers on a wide range of school-based issues including exclusion, admissions, special educational needs, bullying and attendance.

Call 0808 800 5793

(Monday to Friday, 10am – 5pm)

BeGrand.net

A website providing information, advice and support for grandparents, as well as a community where they can find friends and share ideas and problems.

www.begrand.net

Children's Legal Centre

Child Law Advice Line ensuring access to accurate legal advice, for children, parents, carers and professionals.

Call 0808 802 0008
(Monday to Friday, 9am – 5pm)

Contact A Family

Contact a Family provides advice, information and support on any aspect of raising a disabled child.

Call 0808 808 3555

(Monday to Friday, 10am – 4pm,
plus Monday evening 5:30pm – 7:30pm)

www.cafamily.org.uk

thecoupleconnection.net

Free, interactive self-help web based service providing information, resources and practical tools to help couples strengthen their relationship.

thecoupleconnection.net

Dads Space and The 121 Space

www.dads-space.com provides no-nonsense information, fun and advice for all dads.

Its offshoot, 121 Space, enables parents, grandparents and carers to stay in touch with the children in their lives, especially if they are separated due to relationship breakdown.

www.dads-space.com

www.the121space.com

DadTalk

A social networking website giving dads the chance to be frank about the highs, lows and downright funny moments of fatherhood.

www.dadtalk.co.uk

Family Rights Group

Advising parents and other family members whose children are involved with or need children's social care services.

Call 0808 801 0366

(Monday to Friday, 10am – 3.30pm)

Gingerbread Single Parent Helpline

Free, confidential helpline, providing expert advice and information for single parents.

Call 0808 802 0925

(Mondays to Fridays, 9am – 5pm, with extended opening on Wednesdays until 8pm)

Got A Teenager?

Offering advice for parents with teenagers, this social media site recreates the 'school gate' community that parents miss when their children go to secondary school.

www.gotateenager.org.uk

Netmums

A social network offering support and information for mums (and dads). Provides a chance to chat with other parents when you have questions or are facing a challenge.

www.netmums.com

One Space

An online community for single parents, providing peer-to-peer support and information. Including online forums, interactive games, video clips, money advice and the latest news affecting single parents.

www.onespace.org.uk

Family Information Directory

A new online search tool, created specifically to help parents and carers find national and local childcare and family services. It can be found on a wide range of websites that parents and carers visit – from local authorities and schools to third sector organisations and online magazines.

ParentlinePlus

Round-the-clock, confidential advice
and support for all parents and carers.

Call 0808 800 2222.

(Lines open 24 hours a day, 365 days a year)

ParentChannel.tv

Website containing videos that support parenting issues, which have been created for syndication and for use by family-facing organisations.

www.parentchannel.tv

RelateforParents

RelateforParents is a unique and innovative set of online media tools designed to cater for parents' needs by providing advice, support, guidance and techniques to enable them to understand and improve their family relationships, manage conflict and make change happen.

www.relateforparents.org.uk

YoungMinds Parents Helpline

Free and confidential support for anyone worried about the emotional problems or behaviour of a child or young person.

Call 0808 802 5544

(Monday to Friday, 9.30am – 4pm)

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