

Parents' Resource Pack

April 2006

About the Refugee Council

The Refugee Council is the largest organisation in the UK working with asylum seekers and refugees. We not only give help and support to asylum seekers and refugees, but also work with them to ensure their needs and concerns are addressed by decision-makers.

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Parents Resource Pack

Introduction

Introduction

The information in this resource pack has been compiled from a variety of sources including websites, directories, leaflets and flyers over a period of eleven months. The pack was produced as a part of the work for the Refugee Parenting Workshops Programme funded by the Department for Education and Skills (DfES), which also includes delivering a series of Strengthening Families, Strengthening Communities (SFSC) parenting courses for refugee parents and working with refugee community organisations. The SFSC courses, which were delivered in association with the Race Equality Unit (REU), are a series of culturally sensitive workshops which present information within a cultural framework to assist parents and children in developing positive parent-child relationships and life skills necessary for functioning in today's society.

The resource pack aims to support refugee parents who may not have access to these resources and it is hoped that it will be useful for advisers working with refugee families. It aims to supplement available resources for parenting courses.

We would like to thank Tracy Hughes for researching and compiling the pack, and the following people for their feedback, support and input:

Ronny Flynn of REU (Race Equality Unit),
Almaz Ghirmay, SFSC facilitator and a former participant on the SFSC course,
Parent groups on the Refugee Council's first 5 SFSC courses,
Elaheh Ramarzini and Penny McLean of CDT (Community Development Team), Refugee Council
John Young, Information Team, Refugee Council.

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Benefits

	<p>Benefits</p> <p>There are a range of benefits that you may be entitled to during pregnancy and after giving birth. Entitlement rules can be complex and they can change frequently so it is best to get the very latest expert advice from the organisations below.</p>
Tips	<ul style="list-style-type: none"> o Remember, you may not be entitled to all the benefits listed below. o Finding out what benefits you are entitled to: your local Social Security office, NASS or a Citizens Advice Bureau will be able to give you advice on a range of issues, including benefits.
Help	<p>National Association of Citizens Advice Bureaux (NACAB) Local Council local Social Security office NASS Inland Revenue Child Support Agency (CSA) Local Advice Agencies</p>

Your benefits could include:

	What is it?	Who is it from? Further information
Maternity Allowance	(For women who do not qualify for SMP (Statutory Maternity Pay))	Your local Benefits Agency
Statutory Maternity	Money paid to new mothers during maternity leave, who earn more than a certain amount. To receive SMP, you must give your employer the correct notice of your pregnancy.	Your employer in the first instance.
Sure Start Maternity Payment (SSMG)	A one-off payment to help low income families cope with the extra costs of a new baby	www.surestart.gov.uk/aboutsurestart/parents/parentsinfo/
Statutory Adoption Pay	Paid by employers to people adopting a child.	your employer
Free dental treatment	Once you are pregnant and for one year as a new mother	Ask your dentist
Free prescriptions	For one year after giving birth	Ask your GP
Council Tax Benefit	Full payment or a contribution towards your Council Tax payments	Your local council offices
Housing Benefit	Full payment or a contribution towards your Housing Benefit payments	Your local council offices
Working Tax Credit	To help you pay your rent if you are on a low income	www.inlandrevenue.gov.uk tel:0845-300 3900 (8am-8pm, Mon-Fri)
Child Tax Credit	Is paid on top of Child Benefit	www.inlandrevenue.gov.uk Tel:0845-300 3900 (8am-8pm, Mon-Fri)
Child Trust	A new savings and investment account	Tel: 0845-3021470 (8am-

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Fund	for children. Children born on or after 1 st Sept 2002 will receive a £250 voucher to start their account.	8pm) www.childtrustfund.gov.uk
Child Benefit	A benefit paid to people who are bringing up children. It does not depend on how much money you have coming in or any savings you may have	www.inlandrevenue.gov.uk/childbenefit Tel: 0845-3021444 (8am-8pm, Mon-Fri)
Income Support	For lone parents working less than 16 hours per week.	Local Benefits Agency
Statutory Paternity Pay	Paid weekly (for 2 weeks) by employers during a father's paid paternity leave (claim at least 28 days before you are due to take paternity leave)	
Health Benefits		Ask your GP
Cold Weather payments	help towards extra heating costs during very cold weather	Local Benefits Agency / Social Security Agency
Social Fund Loan	Interest-free loan for people in need	Local Benefits Agency / Social Security Agency
Free glasses, free milk and vitamins and help with fares to hospital		Ask your GP

Maternity Rights

	<p>Maternity rights for people who work</p> <p>As a mother or mother-to-be who is working you have certain rights that are protected by law. For example, you are entitled to maternity leave, paid time off for ante-natal checks and you have the right to return to work within a certain period of time.</p>
Tips	<ul style="list-style-type: none"> ○ When you know that you are pregnant you can contact the organisations below for advice. Your Human Resources department should also be able to advise you about any forms you need to fill in and when. ○ It would be advisable to inform your boss that you are pregnant so that s/he can make any necessary changes to your responsibilities for safety reasons.
Help	<p>Direct.gov The Maternity Alliance</p> <p>The Department of Trade and Industry National Association of Citizens Advice Bureaux (NACAB) Department for Work and Pensions</p> <p>Your union</p> <p>ACAS</p>

Finance and Debt

	Finance and Debt Raising children is expensive, even more so if you have a low income or are a single parent.
Tips	<ul style="list-style-type: none">o Ensure that you claim for any benefits you are entitled to (see Benefits section)o Debt problems tend to grow unless tackled, so get support if you need to.o The organisations below can give financial advice.
Help	National Debtline IFA Promotions

Responsibilities and Childcare

	Registering the Birth of Your Child The baby's birth must be registered within six weeks from the date of birth at your nearest Registry office. You can find the address in the telephone book under the name of your local authority.
Tips	<ul style="list-style-type: none">o When you register the baby's birth, you will be given one free birth certificate (you can buy copies if you like).o You will also be given a form to take along to your GP.o Call your local Registry office to ask about the procedures for registering your baby.
Help	The hospital / your midwife / your health visitor

	Leaving Your Child Alone Being left alone can be a frightening experience for a child who is not ready for this. In some communities it can be possible to leave your children alone and expect that other people will look out for them , but in large towns and cities it should not be assumed.
Tips	<ul style="list-style-type: none">o Never leave a young child alone.o It is good practice not to leave children of under the age of 13 alone at home (as recommended by the NSPCC).o If you have older children who are happy to be left alone, make sure that they know how to contact you if they need anything or what to do in an emergency (for example, in the case of fire).
Help	NSPCC

	Childcare If you have childcare needs you may choose a nursery, childminder, nanny or a relative to help you. <ul style="list-style-type: none">o <u>Day nursery</u>: These are for pre-school children (some cater for children up to the age of 3, others up to the age of 5). They are registered with and inspected by Ofsted to ensure that they provide a good service.o <u>Playgroups</u>: These are run by groups of parents, usually with a couple of paid staff. They generally offer sessions of up to 4 hours for children between the ages of 3 and 5.o <u>Childminder</u>: Childminders are trained and usually work on a self-employed basis. As with day nurseries they have to be registered with Ofsted and they are inspected once a year. They will look after your
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	<p>child / children in their own home. Agree arrangements for holiday pay and what will happen if you cancel their work for a few days if your child is sick.</p> <ul style="list-style-type: none"> o <u>Babysitters</u>: Babysitters are not required to have qualifications to look after children. This means that anyone can advertise themselves as a babysitter. It is recommended that the minimum age of a babysitters is 16, as a child over the age of 16 has a much better idea of potential dangers for small children (if you use a younger babysitter, you would probably be held responsible if anything went wrong). If selecting a babysitter, it is a good idea to get at least 2 references. o <u>Relatives</u>: A relative may be willing to be more flexible in terms of hours worked etc. There is also the benefit that he or she will probably already be known to your child. You will still need to agree on how your child should be looked after.
Tips	<ul style="list-style-type: none"> o Look into the available options before committing yourself. o Make sure that whoever is looking after your child knows how to get in touch with you in an emergency. o It is a good idea to observe your child in the care of whoever will be providing childcare so that you know they get along. In the case nurseries ensure that you are happy with the premises, activities on offer and the staff. o Make sure that you clarify your expectations to whoever is looking after your child (issues such as discipline or your child's dietary requirements)
Help	<p>Social Services Day Care Trust Childcare Link Ofsted complaint line Ofsted complaint line</p>

	<p>Child Exploitation Child exploitation includes abuse in the forms of child prostitution and child pornography (also on the Internet).</p>
Tips	<ul style="list-style-type: none"> o If your child uses the internet, agree on some safety rules together. Make sure that your child knows that he or she must not to give out personal details such as telephone number or address when using chatrooms. o Be aware of any changes of mood or behaviour in your child, or other possible warning signs such as inappropriate sexual activity, bedwetting, problems at school, self harm, inappropriate sexual behaviour. o You can warn children about the abnormal actions of abusers and ask them to let you know about any concerns.
Help	<p>NSPCC Parentline Plus</p>

	<p>Child Protection (Worried about a child?) Child abuse can include physical injury, neglect, sexual or emotional abuse.</p>
Tips	<ul style="list-style-type: none"> o Make sure that you know what constitutes abuse, for example: smacking children is greatly discouraged nowadays, and beating a child would be classed as physical abuse. o If you are worried about your own or someone else's treatment of a child, seek advice about available support. o If you are worried about a child and you are unsure about what to do,

	you can speak to the NSPCC who offer a confidential helpline. If you report a problem to Social Services or the Police you will be asked for details about yourself and specifics about your concerns.
Help	Family Rights Group NSPCC Anti-Bullying Campaign

	Safety Most accidents happen in the home, so it is important to ensure that your home has been “childproofed”.
Tips	<ul style="list-style-type: none"> ○ Make sure that you know what to do if an accident happens. Ensure that you have basic first aid supplies to hand. ○ Never leave your baby alone in the bath, not even just briefly to answer the phone. ○ Use blankets and sheets in your baby’s cot, not pillows and duvets. ○ Do not smoke near your child. ○ Be especially careful to keep kettles, irons and hot drinks out of reach to avoid scalding. ○ Check the batteries of your smoke detector regularly. ○ Check that any toys are suitable for your child’s age and pose no choking risk due to small parts.
Help	Health Visitors Royal Society for the Prevention of Accidents (ROSPA) Child Accident Prevention Trust

Education

	Schooling Children who do not speak English as a first language or who may have missed several years of education may find it harder to access the curriculum when they attend school in the UK. Each school will have a policy in place that is implemented to ensure that children who need it are offered extra support.
Tips	<ul style="list-style-type: none"> ○ Your 3 and 4 year old children are entitled to a free early education place for up to 6 terms before the start of the school term immediately following your child’s fifth birthday. Put your child’s name down for a nursery as early on as possible, as it can be difficult to get a place. Check your local council for information about local nurseries. ○ It is advisable to apply for a school place when your child is 2 years of age as competition for places at many schools can be quite strong. ○ Your school should be able to help you with questions you may have about anything from language support for your children to concerns about bullying.
Help	Department for Education and Skills

	Bullying Bullying can happen at any time to any child. It could include name-calling or physical injury. If your child reports that he or she has been bullied, you should be able to get further support from your school.
Tips	<ul style="list-style-type: none"> ○ Signs of bullying may include your child not wanting to go to school or a

	<p>change of behaviour in your child.</p> <ul style="list-style-type: none"> o Because bullying often happens at school, all schools have an Anti-Bullying Policy which states how they react to and try to prevent bullying taking place. If you have concerns about the safety of your child at school, make sure you raise it with the school so that they can take appropriate action. o A child who bullies may need help, too. If bullying is reported, they should be offered support to understand and control their behaviour.
Help	Kidscape Anti-Bullying Campaign Education Welfare Services

Health

	<p>Addictive Drugs</p> <p>Drug use among children and young people is becoming increasingly widespread. The potential effects of taking certain drugs can be quite frightening, however for most children taking drugs is about experimentation and they will not go on to use them on a permanent basis. However, it is important to warn your children about the effects of drugs and arm them with knowledge at an early stage.</p>
Tips	<ul style="list-style-type: none"> o Arm your children with knowledge of the risks of taking drugs and tactics to resist offers (“just say no”). o Avoiding the subject will not mean that your child is not exposed to drugs outside of the home, so it is best to help them make an informed choice.
Help	Talk to Frank National Drugs Helpline Community Drug Education Project Narcotics Anonymous

	<p>Alcohol</p> <p>Alcohol is a legal drug in this country, but it is illegal to sell alcohol to someone under 18 years of age or for someone under 18 to buy alcohol in a shop or pub.</p>
Tips	<ul style="list-style-type: none"> o If you want advice as to what to say to your child about alcohol, Talk to Frank has a range of useful free booklets. o Your GP can refer you on to local drugs and alcohol counselling agencies.
Help	Alcohol Concern Drinkline Alcoholics Anonymous (AA) Al-Anon Family Talk to Frank

	<p>Ambulance / 999</p> <p>Ambulance transportation to hospital is free in the case of medical emergencies.</p>
Tips	<ul style="list-style-type: none"> o If the situation is very serious call 999. o Arriving at a hospital in an ambulance does not necessarily mean that you will be treated any more quickly in A&E, as cases are dealt with according to how serious they are.

	<ul style="list-style-type: none"> o If you call 999, be prepared to give your address and describe the condition of the injured /sick person. o You may be charged if you call out an ambulance in a non-emergency.
Help	Ambulance Call: 999

	<h2 style="text-align: center;">Dentist</h2> <p>Children are entitled to free dental treatment until the age of 16. You can have free dental checks during pregnancy and for the first year after your baby is born.</p>
Tips	o
Help	Out-of-hours emergency dental service

	<h3>Family Planning and Sexual Health</h3> <p>Most family planning services offer a range of services such as free contraceptives and advice on preventing pregnancy and dealing with unwanted pregnancies. Genito Urinary Medicine (GUM) clinics (sometimes known as "STD" clinics) are to be found in larger hospitals and can give advice on sexual health matters and screening and treatment for sexually transmitted diseases.</p>
Tips	<ul style="list-style-type: none"> o Remember, these services are completely confidential. However, you may need to make it clear from the beginning if you do not want your GP to be informed of test results.
Help	Family Planning Association Marie Stopes Clinic Genito Urinary Medicine clinics in major hospitals

	<h3>Female Genital Mutilation (FGM)</h3> <p>FGM involves the removal of all or part of the female genitalia and it carries with it many significant health risks. It was made a criminal offence in the UK in 1985. Under the Female Genital Mutilation Bill (2003) it is now also an offence for parents and relatives to take girls out of the UK to have FGM performed on them, even in countries where it is legal. Parents who allow FGM to be performed on their daughter will be sentenced to between 10 and 14 years' imprisonment.</p>
Tips	<ul style="list-style-type: none"> o If you are a woman who has undergone female genital mutilation, it is still important that you seek ante-natal care. Your doctor, midwife and health visitor are all trained to provide the best care for you throughout your pregnancy and childbirth. o Remember, you are entitled to register with a female GP.
Help	Black Women Health & Family Support Forward

	<h3>GP and Maternity Services</h3> <p>In the UK there is free medical advice and treatment on the National Health Service (NHS). Family doctors (GPs) are generally the first point of contact in the UK health system. GPs will be able to give advice on healthcare and healthy living, write prescriptions, advise about and give immunisations, and</p>
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	can refer you to a specialist as necessary.
Tips	<ul style="list-style-type: none"> ○ If you do not have a GP, register with one as soon as you find out that you are pregnant. If you cannot find one, or your local GP has no room, contact the Local Health Authority for help. ○ Remember, you are entitled to register with a female doctor. ○ Your GP will discuss options of ante-natal care and birth options. Your GP will answer questions about the birth and inform you about local midwives. ○ Your GP or midwife (whoever is responsible for your care) will explain about any tests that they will do (eg, blood tests.) ○ Your midwife looks after you for up to 21 days after the birth, then care is handed over to the health visitor. ○ Your health visitor will advise you about feeding, nutrition for you and the baby, parenting skills, child and toddler groups and immunisation. You will be invited to see your health visitor regularly to check on your child's development until primary school age. ○ Remember, you are entitled to some free services such as free dental treatment (free NHS dental care if you are pregnant or a new mother (for one year). Check with your GP or midwife about your entitlements. ○ If you cannot make your appointment, please call and cancel so that someone else can use it.
Help	<p>NHS direct Find a doctor helpline</p>

	<p>HIV+ and AIDS HIV and other sexually transmitted diseases are on the increase in this country and can infect anyone who has unprotected sex. HIV can also be caught through bodily fluid exchange in the case of sharing a dirty needle during drug use.</p>
Tips	<ul style="list-style-type: none"> ○ Every mother-to-be is offered a routine HIV test during pregnancy so that risks of infection of the child (during labour, breastfeeding) can be minimised. ○ If you are HIV positive (if you have no symptoms) it is still important to seek medical attention as soon as possible. ○ There is a comprehensive range of support for people who are HIV positive or who have AIDS. ○ If you are worried about your HIV status, you can get a free blood test. ○ Genito Urinary Medicine (GUM) clinics (sometimes known as "STD" clinics) are to be found in larger hospitals and can give advice on sexual health matters including screening for the HIV virus.
Help	<p>Genito-Urinary Medicine clinics in major hospitals National AIDS Helpline Positively Women International Community of Women Living with HIV/AIDS</p>

	<p>Mental Health According to MIND "One in four of us will experience a mental health problem at some point in our lives." So it is a lot more common than most people think.</p>
Tips	It can feel very alienating if you or someone close to you is suffering from a

	mental health problem. So it is advisable to seek support. Advice and help can be obtained from your GP, but there are a number of national and local organisations which specialise in mental health needs.
Help	MIND (National Association for Mental Health) Saneline The Samaritans Medical Foundation for the Care of Victims of Torture Refugee Support Centre Rethink

	<p>Mental Health: Post-Natal Depression</p> <p>Mild feelings of depression are not unusual for a few days after a birth. Many women will get what is sometimes known as the “baby blues” – this means feeling low and tearful for up to a week or so after the birth. If this does not settle within a couple of weeks, this could be a sign of post-natal depression. If you feel down for a much longer period of time and are worried that you may have post-natal depression, speak with your GP. One in ten women will get some post-natal depression for a period of time, but most women can recover if they are supported.</p>
Tips	<ul style="list-style-type: none"> ○ If you have had depression before, it is advisable to discuss this with your GP before the birth. ○ Factors that can help prevent PND are a supportive and helpful partner, and understanding family and friends, so make sure that you accept any offers of help!
Help	The Association for Post Natal Illness (APNI)

	<p>Miscarriage</p> <p>A pregnancy that ends in the first six months is called a miscarriage. Miscarriages are quite common in the first three months of pregnancy (up to one in six pregnancies result in a miscarriage).</p>
	<ul style="list-style-type: none"> ○ Remember, it is not your fault if you have had a miscarriage. A woman cannot help having a miscarriage.
Tips	Having a miscarriage (especially later on in the pregnancy) can be an extremely traumatic experience and it is normal to need support from family, friends and professionals. Your GP will be able to advise you about sources of support.
Help	Miscarriage Association

	<p>Pharmacies</p> <p>No appointment is required to see a pharmacist. Your local pharmacist is qualified to recommend the best medicine for you, suggest treatment for minor ailments and advise whether you need to see your GP. Some pharmacists are based in larger supermarkets.</p>
Tips	<ul style="list-style-type: none"> ○ Most pharmacies can dispense emergency contraception to women over the age of 18 without the need to ask for personal details.
Help	You can speak with a pharmacist in your local chemist’s or sometimes in larger supermarkets.

	<p>Pregnancy and Childbirth</p> <p>There are a number of options available to you regarding childbirth. You</p>
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	may be encouraged to have your baby in hospital, especially if it is your first, or if you have had a difficult labour in the past, but home births are becoming more popular. You will also want to clarify childbirth procedures, including pain relief options.
Tips	You can get general advice about parenting from the health visitor at your GP surgery. Your midwife will inform you of ante-natal classes for expectant mothers. Your midwife or the NCT can discuss childbirth options with you.
Help	National Childbirth Trust (NCT) Your midwife

	Smoking If you smoke, it is extremely important that you try to stop smoking as soon as you know you are pregnant. This is for your own health as well as that of your baby. Smoking can cause fatal diseases. Passive smoking, where secondary smoke is inhaled due to being in the same room, will also harm children and other adults. Support is available to help you stop smoking.
Tips	<ul style="list-style-type: none"> o There are many aids available nowadays, such as patches and gum, to help you to stop smoking (available from your pharmacist, or sometimes from larger supermarkets). Some are now available free on prescription. o You may find it useful to join a support group.
Help	NHS Smoking helpline NHS pregnancy smoking helpline NHS Asian Tobacco Helpline

	Teenage Pregnancy and Sexual Health Children will hear things about sex whether their parents speak with them about it or not. Schools usually offer a short programme of "sex education" sessions so that pupils can learn about sex (and relationships) in a controlled environment. Parents can also play a role in ensuring that children get the facts and not just myths circling the playground.
Tips	<ul style="list-style-type: none"> o Parents can inform their children about the risk related to having unprotected sex (pregnancy and sexually transmitted disease). Make sure that your child knows about how to have safe sex and what to do if they've had unsafe sex. o Your school will be able to talk to you about its "sex education" provision. o Ensure that your child feels that they can come to you to talk about sex, so that they will come to you for support when it is needed.
Help	Brook Advisory Centres Sex Education Forum Family Planning Association

	Walk-In Centres and Minor Injuries Treatment Centres Walk-in centres are staffed by NHS nurses. They offer treatment for minor illnesses and injuries, and can give information about out-of-hours GP and dental services. Minor injuries treatment centres are staffed by emergency nurse practitioners who can diagnose and treat a variety of injuries and ailments.
Tips	<ul style="list-style-type: none"> o If you are unsure whether to go to a walk-in centre, a minor injuries treatment centre or an Accident and Emergency Department (A&E department) then you can call NHS direct. They will be able to advise

	<p>you as to the best place to go.</p> <ul style="list-style-type: none"> ○ It is usually best to call NHS direct first anyway as some centres will not be able to treat small children. ○ Both types of centres usually have shorter waiting times than A&E departments, which tend to get much busier or have more serious injuries and conditions to treat first. ○ Both walk-in centres and minor injuries treatment centres are able to give out emergency contraception. ○ If the situation is very serious call 999.
Help	NHS direct

Support Groups

	<p>Helplines for Emotional Support</p> <p>Many individuals find it helpful to talk through issues with someone who is impartial and uninvolved with the family. Counselling is an option or you may prefer to call a confidential helpline. Helplines offer the advantage of anonymity if you choose.</p>
Tips	<ul style="list-style-type: none"> ○ Even if you do not feel that you have a serious problem, if it is something that is worrying you, then it may help to talk with someone. If you do not want to speak to a helpline, is there a friend that you can confide in?
Help	The Samaritans Careline

	<p>Domestic Violence</p> <p>Domestic violence is an issue that can affect any woman. Domestic violence is not limited to physical assault, but includes emotional abuse, mental cruelty and humiliation. (Women's Aid describes domestic violence as "repeated physical, psychological, sexual or financial violence that takes place within an intimate or family-type relationship and forms a pattern of coercive and controlling behaviour".)</p> <p>Domestic violence is something that no woman should have to endure. If you have children, it is very important for their development that they are not exposed to violence. There are a number of organisations offering help to women suffering domestic violence, a few of which are listed below.</p>
Tips	<ul style="list-style-type: none"> ○ If domestic violence has started, it will usually continue and get worse, and could end in an attack that causes death. ○ You may feel trapped if you did not make an independent asylum claim and are dependent on that of your husband or partner. You have the right to make your own asylum application. If you leave your husband during your case, you can reapply as an individual. ○ Remember that your husband is not legally entitled to have sex with you without your consent. ○ The Police no longer need a statement from you to make an arrest if there are reasonable grounds. They can pursue abusers independently.
Help	Women's Aid Refuge Southall Black Sisters Greater London Domestic Violence Project Muslim Women's Helpline

	<p>Racial Harassment Racial harassment is against the law in this country. The police take any instances of racial abuse seriously. They have Community Safety Units that specialise in helping victims of hate crime.</p>
Tips	<ul style="list-style-type: none"> o Don't keep it to yourself. There are sources of support, as below.
Help	<p>Police Police Community Safety Unit</p> <p>Victim Support Southall Black Sisters</p>

	<p>Rape and Sexual Assault Rape is the act of forcing someone to have sex against their will.</p>
Tips	<ul style="list-style-type: none"> o Remember that your husband is not legally entitled to have sex with you without your consent. o If you say no, this should mean no.
Help	<p>Rape Crisis Victim Support Police</p>

	<p>Sexuality It is legal to practise consensual homosexual sex between people over the age of 18 in this country. There is a wide source of social and support organisations available to people who are gay, lesbian, bisexual or transgender, and differences in sexuality have become a largely accepted part of British culture. However, in some parts of society there remains some intolerance towards people who are not heterosexual.</p>
Tips	<ul style="list-style-type: none"> o If you are gay and you come from a culture where homosexuality is not accepted or illegal, it may help to get support from other people who have gone through similar experiences.
Help	<p>Police Community Safety Unit London Lesbian and Gay Switchboard Family Friends of Lesbian and Gays (FFLAG) Safra Project</p>

Support for Families

	<p>Your Emotional Wellbeing: Many individuals find it helpful to talk through issues with someone who is impartial and uninvolved with the family.</p>
Tips	<ul style="list-style-type: none"> o Make sure the person you see is qualified and registered (BACP lists all qualified counselling services). o Your GP surgery may have a free counselling service within the surgery. If you choose your own counsellor you will probably have to pay. o Counselling is a confidential service, however there may be certain (very rare) instances when a counsellor may be able to break confidentiality. If you start counselling, make sure your counsellor explains the limits of confidentiality to you.
Help	<p>British Association for Counselling and Psychotherapy The Samaritans Careline</p>

	The Refugee Therapy Centre
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	<p>Emotional Wellbeing: You and Your Partner Some couples choose to go into couple counselling together to help improve their relationship. Your GP can sometimes refer you for counselling, or you may prefer to source a therapist yourself.</p>
Tips	<ul style="list-style-type: none"> o Remember, going through a divorce does not mean that the children will be taken from you. In most cases an agreement about shared custody can be reached.
Help	<p>Association for Shared Parenting National Family Mediation Relate (National Marriage Guidance)</p>

	<p>Coping Alone It can be very isolating being a parent, especially if you do not know other parents in the area. Your GP should be able to give you information about groups of parents meeting locally. Otherwise, you could try contacting one of the organisations below.</p>
Tips	<ul style="list-style-type: none"> o Accept offers of help from friends and family members. o Don't overdo it. o Try and put some time aside each day to relax and get as much rest as much rest as possible. o Remember to eat a healthy diet. o Talk to your GP if you are feeling depressed. o Keep in touch with your friends. o Try to meet with other parents in your area.
Help	<p>Gingerbread Meet-a-Mum Association (MAMA) National Childbirth Trust (NCT) National Council for One Parent Families</p>

	<p>Support for Families Bringing up a family can bring with it difficulties as well as the many pleasures. The period following the arrival of a new baby in particular can be an emotionally and physically exhausting time. It is important to look after yourself so that you can give the best care to your child. There are many sources of support, for parents-to-be and for more established families experiencing difficulties.</p>
Tips	<ul style="list-style-type: none"> o If you are worried about how things are going with your child, why not talk to other parents? o Try to have some special time together as a couple each week.
Help	<p>Home-Start NCH Parentline Plus Parents Anonymous (London) Pippin REU (Race Equality Unit) Sure-Start</p>

Useful Contacts

Addictive Drugs

Talk to Frank / National Drugs Helpline

- *You can call this helpline and get advice or information about anything to do with drugs. Calls from landlines are free and will not show up on the phone bill. The helpline service is available in 120 languages (translators work alongside the advisors). They also have some useful leaflets (aimed at teenagers as well as parents).*

Helpline: 0800 77 66 00 (English, Welsh)

Freephone 0800-9176650 (for other languages, including Bengali, Urdu, Hindi, Punjabi and Cantonese)

web: www.ndh.org.uk

Email: frank@talktofrank.com

web: www.talktofrank.com (www.ndh.org.uk)

Narcotics Anonymous

- Self-help organisations. Group members help each other to stay clear of drugs.
202 City Road, London EC1V 2PH
Helpline: 0845 3733366
www.ukna.org

Alcohol

- There are many advice and counselling centres around the country to help people with alcohol problems. Many of these projects are funded by the NHS and are free.

Alcohol Concern

- The "howsyourdrink" website gives information about signs to look out for, how to reduce your alcohol intake and other tips.

web: www.howsyourdrink.org.uk

www.alcoholconcern.org.uk

Drinkline

- A helpline for anyone concerned about their own drinking or someone else's.
Helpline. 0800-9178282
(Monday to Friday 9am-11pm, Saturday and Sunday 6pm-11pm)

Alcoholics Anonymous (AA)

- *A network of independent self-help groups. The members encourage each other to stop drinking and to stay off drink. First names only are used for anonymity purposes. Groups are listed in the phone book or call:*

Helpline: 0845 - 7697 555

Al-Anon Family

- Provides self-help sessions for people whose lives are affected by someone else's drinking.
Tel. 020-7403 0888 (Monday to Friday 9am-11pm)

Talk to Frank

- *You can call this helpline and get advice or information about anything to do with drugs (including alcohol). Calls from landlines are free and will not show up on the phone bill.*

- *The helpline service is available in 120 languages (translators work alongside the advisors).*

Helpline: 0800 77 66 00 (open all day, every day)

Email: frank@talktofrank.com

web: www.talktofrank.com

Ambulance / 999

Emergency Services

Call: 999

Benefits

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

National Association of Citizens Advice Bureaux (NACAB)

- Your local Citizens Advice Bureau will be listed in your phone book. They can give independent advice.

Myddelton House

115–123 Pentonville Road

London N1 9LZ

Tel. 020 7833 2181 (Call for telephone number of your local office)

web: www.citizensadvice.org.uk / www.nacab.org.uk

Local Council

- Check your phone book for the number of your local office.

local Social Security office

- Check your phone book for the number of your local office.

NASS

Tel. 0845 602 1739 for general inquiries.

Inland Revenue

Tel: 0845-300 3900 for Tax Credit enquiries.

Child Support Agency (CSA)

- A part of the Department for Work and Pensions (DWP) and provides a service for the calculation and collection of child support maintenance where the parents of a child live apart.

Tel. 08457-133 133

Local Advice Agencies

- There will be a number of local advice agencies in your area that offer general advice on a range of issues such as benefits, debts, housing problems, law etc. Your local library or town hall should have contact information for these agencies.

Bullying

Kidscape

Works to prevent bullying.

Helpline: 08451 205 204

www.kidscape.org.uk

Bullying Online

www.bullying.co.uk

Education Welfare Services

- Work as a part of local councils.
- Contact you local council for a contact number.

Child exploitation

NSPCC

- The National Society for the Prevention of Cruelty to Children

Confidential / 24-hour free helpline 0808-800 5000

www.nspcc.org.uk

Parentline Plus

- Offers support to parents and carers.

Tel: 0808-8002222

www.parentlineplus.org.uk

Child Protection (Worried about a child?)

Family Rights Group

- Support for families whose children are involved with social services

Tel: 0800-731 1696

www.frg.org.uk

NSPCC

The National Society for the Prevention of Cruelty to Children

Confidential / 24-hour free helpline: 0808-800500

Anti-Bullying Campaign

Tel: 020-73781446

Childcare

Social Services

- Check your phonebook for the number of your local Social Services department. (Your GP may have the number too.)

Day Care Trust

Parent's helpline 020-7840 4260

Childcare Link

Tel. 0800-0960296

Ofsted complaint line

Tel. 0845-601 4771

Ofsted complaint line

- Can offer guidelines
Tel. 0808-800 5000

Coping Alone

Gingerbread

- Advice line for lone parents. A self-help association for one-parent families. Local groups offer support, friendship, information, advice and practical help.

First floor, 7 Sovereign Close

Sovereign Court

London E1W 3HW

Advice line: 0800 018 4318

web: www.gingerbread.org.uk

Meet-a-Mum Association (MAMA)

- Write with stamped address envelope for details of local groups. You will be put in touch with a local group of mothers.

376 Bideford Green, Linslade, Leighton Buzzard, Beds LU7 2TY

Helpline: 0209-87680123 (Monday to Friday 7pm-10pm)

web: www.mama.org.uk

National Childbirth Trust (NCT)

- The NCT can give you information about groups of mothers meeting in your area.

Alexandra House

Oldham Terrace

London W3 6NH

Enquiry line: 0870-4448707

Web: www.mctpregnancyandbabycare.com

National Council for One Parent Families

- Promotes the welfare of lone parents and their children. Offers support for parents who are bringing up children on their own.

255 Kentish Town Road, London NW5 2LX

Helpline: 0800 018 5026

web: www.oneparentfamilies.org.uk

Dentist

Out-of-hours emergency dental service

Tel. 020-8540 1379

Domestic Violence

Women's Aid

- Website offers information in several languages

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

PO Box 391, Bristol, BS99 7WS, England
Helpline. 0808 2000 247
web: www.womensaid.org.uk

Refuge

- Offers emergency accommodation and advice for women and children experiencing domestic violence in London

2/8 Maltravers Street, London WC2R 3EE
24-hour helpline: 0870-5995443

Southall Black Sisters

- A resource centre for women, issues including matrimonial rights and racial harassment

52 Norwood Road
Southall
Middlesex, UB2 4DW
Helpline: 020-8571 9595 (Mon-Fri 10am-5pm)
www.southallblacksisters.org.uk

Greater London Domestic Violence Project

E24, 3rd Floor, City Hall
The Queen's Walk
London SE1 2AA
Tel: 020-79834976

Web: www.lat.org.uk

Muslim Women's Helpline

- Confidential listening service for Muslim women.
Tel: 020-8904 8193 (10 a.m. and 4 p.m. Monday to Friday)
www.mwhl.org

Emotional Wellbeing: your emotional wellbeing

British Association for Counselling and Psychotherapy

- Information and advice about counselling and psychotherapy
BACP House, 35–37 Albert Street
Rugby CV21 2SG
Tel. 0870 443 5252
web: www.bacp.co.uk

The Samaritans

- Provides confidential emotional support for anyone in crisis (24 hours.)
Tel: 08457-909090
web: www.samaritans.org

Careline

- *A national, confidential counselling line for children, young people and adults on any issue including family, marital and relationship problems, child abuse, rape and sexual assault, depression and anxiety.*
- *Careline provides telephone counselling for young people (under 18) and face-to-face counselling for adults.*

Tel: 0845 122 622

The Refugee Therapy Centre

- *Provide culturally sensitive psychotherapeutic help for children and families of refugees who have recently arrived and are having problems of adjustment.*

40 St Johns Way
London N19 3RR
Tel. 020 7272 2565
www.refugeetherapy.org.uk

Emotional Wellbeing: You and Your Partner

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

Association for Shared Parenting

- Charity supporting parents or those going through separation
PO Box 2000
Dudley DY1 1YZ
Helpline: 01789 750 891
www.sharedparenting.org.uk

National Family Mediation

- Local family mediation service for separating or divorcing couples
Alexander House
Telephone Avenue
Bristol BS1 4BS
Tel. 0117 904 2825
web: www.nfm.u-net.com

Relate (National Marriage Guidance)

- Offers counselling for adults with relationship difficulties
Herbert Gray College
Little Church Street
Rugby CV21 3AP
Tel. 0845 456 1310 or 01788 573 241
email: enquiries@relate.org.uk
web: www.relate.org.uk

Family Planning and Sexual Health

- Free family planning advice and help is available from many sources, including your GP surgery, local family planning service (Family Planning Association, as below) or other independent organisations, such as the Marie Stopes clinic (which generally charge for services).

Family Planning Association

- Gives information on family planning, methods of contraception and sexual health
2-12 Pentonville Road
London N1 9FP
Helpline: 0845-310 1334 (Monday to Friday 9am-7pm)
web: www.fpa.org.uk

Marie Stopes Clinic

- *Offers a range of services including family planning, women's health check-ups, pregnancy testing, sexual counselling for men and women and advice in cases of unplanned pregnancy. Call to make an appointment. Charges apply. There are centres in London, Manchester and Leeds.*

Marie Stopes House
108 Whitfield Street
London W1P 6BE

0845 300 8090 (abortion, emergency contraception, other enquiries),
0845 300 0212 (vasectomy, female sterilisation) or
0845 300 0460 (health screening) (UK callers) or
Web: www.mariestopes.org.uk

Female Genital Mutilation (FGM)

Black Women Health & Family Support

- Provides advice, information and support on female genital mutilation
First Floor
82 Russia Lane
London E2 9LU
Tel. 020-8980 3503
web: www.bwhafs.org.uk

Forward (the Foundation for Women's Health Research and Development)

- Provides advice, information and support on FGM

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

Unit 4, 765-767 Harrow Road,
London NW10 5NY
Tel. 020 8960 4000
web: www.forwarduk.org.uk

Finance and Debt

National Debtline

- Free, confidential advice on managing your money and getting out of debt
Tel: 020-808 4000
www.nationaldebtline.co.uk

IFA Promotions

Independent financial advice
Tel. 0800-085 3250
web: www.unbiased.co.uk

GP and Maternity Services

- You can call NHS direct if you have any health query, or a question directly linked to your pregnancy or the health of your children. The helpline can be used at any time, but is especially useful between your regular visits to your health visitor / GP.

NHS direct

24-hour advice line: 0845 46 47
web: www.nhsdirect.nhs.uk (includes a self-help guide and information in other languages)

Find a doctor helpline

www.nhs.uk – has a list of GP surgeries throughout the UK

Helplines for Emotional Support

The Samaritans

- Provides confidential emotional support for anyone in crisis (24 hours). Calls are charged at local rate
Tel: 08457-909090
web: www.samaritans.org
email: jo@samaritans.org

HIV+ and AIDS

National AIDS Helpline

- You can speak to someone between 6pm and 10pm. At all other times you can hear messages in each language.

0800 - 567 123 (English)

African AIDS helpline

- A free and confidential helpline available in English, Portuguese, French, Luganda, Swahili and Shona
Tel: 0800-0967 500
www.nahip.org.uk

Positively Women

- Offers support, advice and information to women, children and families affected by HIV.
347-349 City Road, London EC1V 1LR
Helpline: 020-77131020 (Monday - Friday, 10am - 1pm and 2pm - 4pm)
web: www.positivelywomen.org.uk

International Community of Women Living with HIV/AIDS

- Run by HIV positive women for HIV positive women
2C Leroy House
436 Essex Road
London N1 3QP
Tel: 020-7704 06060
website: www.icw.org

Terrence Higgins Trust

- A wide range of services for people living with HIV
Tel: 0845-12 21 200 (10am-10pm Mon-Fri; 12noon-6pm Sat-Sun)
website: www.tht.org.uk

Leaving Your Child Alone

NSPCC

The National Society for the Prevention of Cruelty to Children
Confidential / 24-hour free helpline: 0808-800500

Maternity Rights

Direct.gov

- *Direct.gov* has information about maternity rights and how to apply for child tax credits to guidance on Internet safety.

web: www.direct.gov.uk/Parents

Working Families

- Advice and information on employment related issues
- Free helpline for low income families:
0800-013 0313
web: www.workingfamilies.org.uk

The Department of Trade and Industry

- **The latest information on Maternity/Paternity leave is available on the DTI website. "Maternity Rights" (PL958 / URN03/885X), a guide for employers and employees, published by the DTI is available from Job Centres or by post from**

DTI publications orderline (0870-1502500).

www.dti.gov.uk/workingparents, or

www.tiger.gov.uk

National Association of Citizens Advice Bureaux (NACAB)

- Your local Citizens Advice Bureau will be listed in your phone book. They can give independent advice.

Myddelton House
115–123 Pentonville Road
London N1 9LZ
Tel. 020 - 7833 2181 (Call for telephone number of your local office)
web: www.citizensadvice.org.uk / www.nacab.org.uk

Department for Work and Pensions

- There are many different helplines listed on the website depending on what advice you require. However, for most claims you will need to contact your local office.

web: www.dwp.gov.uk

Your union

- If you are a member of a union, they will be able to give you advice relevant to your workplace

ACAS

- Information about maternity leave
Tel. 08457-474747
www.acas.org.uk

Mental Health

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

MIND (National Association for Mental Health)

- Offers confidential support for people experiencing mental distress. There are local associations to get involved with.

Granta House
15-19 Broadway
London E15 4BQ
infoline: 0845-7660163
web: www.mind.org.uk

Saneline

Helpline: 0845 767 8000 (Monday to Friday, 12 noon to 11pm; Saturday and Sunday 12 noon to 6pm)

The Samaritans

- Provides confidential emotional support for anyone in crisis (24 hour)
Tel: 08457-90 90 90
web: www.samaritans.org.uk

Medical Foundation for the Care of Victims of Torture

- Provides survivors of torture with medical treatment, practical assistance and psychotherapeutic support

96-98 Grafton Road, London NW5 3EJ
Tel. 020 - 7813 7777
web: www.torturecare.org.uk

Refugee Support Centre

- Focuses on the psychological needs of refugees and asylum seekers. People can refer themselves. Support in the language of choice

47 South Lambeth Road,
London SW8 1RH
Tel: 020 - 7820 3606

Rethink

- This is the largest severe mental illness charity in the UK
National advice service: 020 8974 6814 (open 10am to 3pm, Monday to Friday)
www.rethink.org

Mental Health: Post-Natal Depression

- As well as the helplines mentioned above, you could also contact APNI for specialist support

The Association for Post Natal Illness (APNI)

- Advice and support to women suffering from postnatal depression
145 Dawes Road, London SW6 7EB
Tel. 020 - 7386 0868
web: www.apni.org

Miscarriage

Miscarriage Association

- Gives you information and can put you in touch with other women who have experienced a miscarriage

c/o Clayton Hospital
Northgate, Wakefield
W. Yorks WF1 3JS
Tel. 01924 - 200799 (Monday to Friday, 9am to 4pm)
web: www.miscarriageassociation.org.uk

Pregnancy and Childbirth

National Childbirth Trust (NCT)

- Gives information and support for mothers, including breastfeeding information, antenatal classes, postnatal groups. Contact them for details of your nearest branch and an information pack
Alexandra House, Oldham Terrace, London W3 6NH
Enquiry line: 0870 - 4448707
Web: www.nctpregnancyandbabycare.com

Racial Harassment

Police

- 999 in an emergency;
- Check your phonebook for the number to call you local police station to report a problem that is not an emergency.

Police Community Safety Unit

- You can talk to someone in confidence and incidents will be investigated seriously. You may also be given information about specialist organisations to support you. You can use your phonebook to check the number of your nearest police station or you can go to a police station that is open to the public.

Victim Support

- Independent charity providing free confidential support to victims of crime. Leaflets available in a range of languages.

Tel: 0845 - 30 30 900 (open 9am-9pm Mon-Fri, 9am-7pm weekends, 9am-5pm bank holidays)

www.victimsupport.org.uk

Southall Black Sisters

- A resource centre for women, issues including matrimonial rights and racial harassment

52 Norwood Road

Southall

Middlesex, UB2 4DW

Helpline: 020-8571 9595 (Mon-Fri 10am-5pm)

www.southallblacksisters.org.uk

Rape and Sexual Assault

Rape Crisis

Unit 7, Provident Works, Newdigate St, Nottingham NG7 4FD

Tel: 0115-900 3560

Email: info@rapecrisis.co.uk

www.rapecrisis.org.uk

Victim Support

- Independent charity providing free confidential support to victims of crime. Leaflets available in a range of languages.

Tel: 0845-30 30 900 (open 9am-9pm Mon-Fri, 9am-7pm weekends, 9am-5pm bank holidays)

www.victimsupport.org.uk

Police

- 999 in an emergency.
- Call your local police station to report a problem that is not an emergency.

Registering the Birth of Your Child

The hospital / your midwife / your health visitor

- Will probably remind you about registering the birth and may have contact details for your local Registry Office.

Safety

Other Refugee Council publications are available at www.refugeecouncil.org.uk

Registered charity no. 1014576 Registered company no. 2727514 Registered address: 240-250 Ferndale Road London SW9 8BB

Health Visitors

- Your health visitor can give advice about safety (you will be assigned a Health Visitor through your GP)

Child Accident Prevention Trust

- A good range of leaflets about safety
Tel: 020-7608 3828
www.capt.org.uk

Schooling

Department for Education and Skills

- Has information about schools, the curriculum and reports and addresses of all Local Education Authorities
Tel: 0870-000 2288
web: www.dfes.gov.uk/leagateway

Sexuality

Police Community Safety Unit

- Community Safety Units specialise in helping victims of hate crime (usually against someone because they have a different skin colour, race, religion or sexuality). You can talk to someone in confidence and get advice about organisations to help. The Police will also investigate incidents seriously. You can use your phonebook to check the number of your nearest police station or you can go to a police station that is open to the public.
- Call your local police station for guidance.

London Lesbian and Gay Switchboard

- Offers support and a referral service for lesbians, gay men and bisexual people
Helpline: 020-7837 7324
web: www.llgs.org.uk

Family Friends of Lesbian and Gays (FFLAG)

- Support for parents and their gay, lesbian and bisexual sons and daughters
Tel: 01454-852 418 (central helpline)
Web: www.fflag.org.uk

Safra Project

- Signposting service for Muslim women who identify as lesbian, bisexual or transgender.
PO Box 35929, London N17 OWB
Tel: 07941-659320 (9am-5pm, Monday-Friday)
email: safra_project@hotmail.com / asylum@safra_project.org
www.safra.org.uk

Smoking

NHS Smoking helpline

0800-1690169
(open daily from 7am-11pm)

NHS pregnancy smoking helpline

0800-1699169
(open daily from 12 noon-9pm)

NHS Asian Tobacco Helpline

0800-169 0 881 (Urdu), 0800-169 0 882 (Punjabi), 0800-169 0 883 (Hindi), 0800-169 0 884 (Gujurati), 0800-169 0 885 (Bengali)
www.givingupsmoking.co.uk

Support for Families

Home-Start

- A national charity offering support to families, including local groups.

2 Salisbury Road, Leicester LE1 7QR
Infoline: 0800 - 068 63 68
web: www.homestart.org.uk

NCH

- Supports vulnerable children, young people and families
85 Highbury Park
London N5 1UD
Infoline: 0845 - 7626 579 (calls charged at local rate, open 9am-5pm, Monday-Friday)
web: www.nch.org.uk

Parentline Plus

- A helpline for parents and other people caring for children
520 Highgate Studios
53-79 Highgate Road
London NW5 1TL
Helpline 0808 - 800 2222 (24 hour, free, confidential helpline)
web: www.parentlineplus.org.uk

Home-Start

- A family support organisation for parents with children under 5 years old in local communities across the UK.

Infoline: 08000 686 368
<http://www.home-start.org.uk/>

Pippin (Parents in Partnership Parent Infant Network)

- Runs parenting classes and offers support to new parents.
Birch Centre Annex
Highfield Park
Hill End Lane
St Albans,
Herts AL4 0RB
Tel. 01727 - 899 099
web: www.pippin.org.uk

REU (Race Equality Unit)

- *The REU has a wealth of experience in delivering parenting courses, and can also offer parents a comprehensive list of courses available.*

REU, Unit 35, Kings Exchange
Tileyard Road
London N7 9AH
Tel: 020 - 7619 6220
Fax: 020 - 7619 6230
www.reu.org.uk

Sure-Start

- *This is a government programme which aims to support parents, children and their communities through their wide range of work.*

Sure Start Unit
Department for Education and Skills and Department for Work and Pensions, Level 2, Caxton House
Tothill Street,
London W1H 9NA
Infoline: 0870 - 0002288
web: www.surestart.gov.uk

Teenage Pregnancy and Sexual Health Brook Advisory Centres

- *Offers free and confidential advice for young men and women (under the age of 25), also contraception, pregnancy testing, advice on unplanned pregnancies and sexual counselling. Look in your local phonebook or contact*

Brook Central Office

421 Highgate Studios

53-79 Highgate Road

London NW5 1TL

Helpline: 0800-0185023 (for people under the age of 25)

www.brook.org.uk

Sex Education Forum

Tel: 020 - 7843 6000 (*or direct dial 020 7843 6051*)

Sex Education Forum

National Children's Bureau

8 Wakeley St

London EC1V 7QE

www.ncb.org.uk

Family Planning Association

- Advice on family planning, contraception and sexual health

2-12 Pentonville Road,

London N1 9FP

Helpline: 0845-3101334 (Monday to Friday 9am-7pm)

web: www.fpa.org.uk

Walk-In Centres and Minor Injuries Treatment Centres

NHS direct

- A self-help guide to help you identify common symptoms, including a selection of topics translated into other languages

Advice line: 0845 46 47

web: www.nhsdirect.nhs.uk