

Support and Guidance Information



Guidance Information for Parents, Carers and Young People

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Financial Support

Service	What is it / Who is it for?	Contact Information
Household Support Fund	Providing one-off financial support to people experiencing immediate financial hardship. Awards of up to £110 to pay for food or energy bills	Household Support Fund Cambridgeshire County Council
Cambridge Money Advice Centre	Free support and advice to help you manage debt	Cambridge Money Advice Centre
Cost of Living Support	Information on what support is available to help with the cost of living, including child-care costs	Family support - Help for Households
Citizens Advice Bureau	Wide ranging support and advice service. CAB can provide advice and support to individuals facing financial difficulties to help you maximise your income	Citizens Advice
Making Money Count	A partnership of organisations across Cambridgeshire offering help around money, debt, wellbeing, work, housing etc.	Making Money Count – Everyday help with money

Food Support

Service	What is it / Who is it for?	Contact Information
Trussell Trust Food Banks <i>*There are also some independent local foodbanks</i>	Food banks provide emergency food supplies for people in crisis.	Find a Food Bank - The Trussell Trust
Holiday Supermarket Food Vouchers	Supermarket vouchers in the school holidays for school-aged children who are eligible for free school meals	Cambridgeshire Holiday Voucher Scheme - Cambridgeshire County Council
The Healthy Start Scheme	Healthy Start is for pregnant individuals and families with children under the age of four to help them buy essential foods and vitamins	Get help to buy food and milk (Healthy Start)

Energy Support

Service	What is it / Who is it for?	Contact Information
PECT	PECT provides free energy advice and support in Fenland, East Cambridgeshire, Huntingdonshire and Cambridge City. Cambridgeshire.	Tel: 0800 8021773 https://pect.org.uk/energy-advice
LEAP	LEAP provides free energy advice and support in South Cambridgeshire.	Tel: 0800 060 7567 www.applyforleap.org.uk

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Mental Health

Mental Health Crisis	If you are experiencing a mental health crisis, contact the NHS First Response crisis team on 111 option 2 (24 hours a day)	Dial NHS 111 and select option 2 (24 hours a day)
Keep your Head	This website is the central point for information on mental health and wellbeing services available in Cambridgeshire and Peterborough.	https://keep-your-head.com/
The Samaritans	The Samaritans offer confidential support for your mental health, anytime	The Samaritans Dial 116 123 E-mail jo@samaritans.org
SHOUT	Free mental health text support for anyone in Cambridgeshire and Peterborough who is in distress. 24/7	Text 'SHOUT' to 85258 https://www.giveusashout.org/
Young Minds	Young Minds offers information and advice to parents and young people about mental health and how support services can help.	https://youngminds.org.uk/ Parent helpline: 0808 802 5544 (Mon – Fri)
Childline	Childline helps anyone under 19 in the UK with any issue they're going through. Childline is free, confidential and available any time.	Childline Childline Call 0800 1111 1-2-1 counsellor chat Childline
Lifeline	Lifecraft's Lifeline is a helpline staffed by trained professionals who can listen and discuss any issues affecting your mood and wellbeing. For people aged 17 and over.	Call 0808 808 2121 Open 11am – 11pm (Mon – Fri) 2pm – 11pm (weekends and bank holidays)
Kooth (for young people)	A judgement-free online forum and chat service for young people aged 11 – 19 years	Home - Kooth
Qwell (for adults)	A judgement-free online forum and chat service for adults	Home - Qwell
How Are You (H.A.Y.)	HAY websites contain information about local community services and activities that support wellbeing.	HAY Cambs & Peterborough HAY Cambridge HAY East Cambs HAY Fenland HAY Hunts HAY South Cambs

Physical Health

Service	What is it / Who is it for?	Contact Information
Healthy Living	Support for healthy lifestyles (weight, smoking, physical activity, falls and more)	Healthy You - improving health across Cambridgeshire and Peterborough
Change 4 Life	Health advice for families – nutritional advice and tips to stay healthy and active	https://www.nhs.uk/change4life

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Housing

Service	What is it / Who is it for?	Contact Information
Household & Local information	A website linking you to your nearest local council, support and important information about your area.	My Cambridgeshire
Discretionary Housing Payments	If you rent your home and claim Housing Benefit or the housing element of Universal Credit, you may be able to get short-term help with housing costs	Financial support - Cambridge City Council East Cambridgeshire District Council Online Services Fenland District Council online services Discretionary Housing Payments - Huntingdonshire.gov.uk Help with paying your rent - South Cambs District Council
Shelter	Charity supporting people with housing problems and at risk of homelessness	Home - Shelter England
P3 Housing and Support Service	Support for people at risk of losing their home to help them maintain their tenancy	P3 Cambridgeshire and Peterborough Floating Support Service P3 Charity

Baby Banks

Service	What/Who is it for	Contact Information
Little Bundles	Little Bundles can provide essential items such as cots, prams, high-chairs and baby clothes to families via a professional referral	Little Bundles - Little Bundles
Trumpington Kids Clothes Hub	Volunteers providing free good condition, pre-loved children's clothes for ages 2 – 12 years	Trumpington Kids Clothes Hub
Fenland Baby Bank	Fenland Baby banks sells low-cost toys, clothes and essentials for ages 0 – 16 years	Fenland Family & Baby Bank charity 11 Union Street, Wisbech, UK
Ely Baby Bank	Ely Baby bank provides free essential items to families with children under 18 months old	www.elybabybank.com
GrowKids	Provide pre-loved clothes and equipment for children aged 0 -11 years in Cambridge	GrowKids Cambridge — Cambridge Vineyard Church

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Family Support

Family Support Service	What/Who is it for	Contact Information
Adult Social Care	If you are struggling to carry out essential tasks or are concerned that another adult or older person is unable to look after themselves, please contact Adult Social Care Contact adult services Cambridgeshire County Council	Adult Social Care: 0345 045 5202 9am to 5pm (Mon – Fri) For Social Care out of hours/duty team or Safeguarding Emergencies, Tel: 01733 234724
Children’s Social Care: Safeguarding Children and Child Protection	Children’s Social Care helps children, young people and their families to understand their needs and keep them safe from harm. You can find more information on the website, including how to make an online referral if you are concerned about a child. Safeguarding children and child protection Cambridgeshire County Council If anyone is in immediate danger, please call the Police on 999.	Children’s Social Care: 0345 045 5203 For Social Care out of hours/duty team or Safeguarding Emergencies, Tel: 01733 234724 You can also report safeguarding concerns to the NSPCC helpline: 0808 8005000 or by e-mail: help@NSPCC.org.uk
Early Help Support	Early Help is for families that want help and support so that small problems do not become bigger problems.	What is Early Help? Cambridgeshire County Council early.help@cambridgeshire.gov.uk Telephone: 01480 376666
Child and Family Centres	Groups, events and support for families with children. Some Children’s Centres have clothes banks for young children	Child and Family Centres - Cambridgeshire County Council
Parenting Programmes/ Child and Family Centres	Free online parenting courses to help with development, behaviour and parenting confidence	Parenting courses Cambridgeshire County Council
Home Start	Home-Start is a community network of trained volunteers who offer practical support to families with children under 5	Home-Start UK
Centre 33	Centre 33 supports young people up to the age of 25 with their mental health and offer practical support. They also support young people in carer roles in Cambridgeshire	Centre 33 Tel: 0333 4141809 Email: hello@centre33.org.uk
Fatherhood Hub	Cambridgeshire County Council has information specifically aimed at fathers	Fatherhood information and advice Cambridgeshire County Council
Family Lives	Family Lives is a charity offering information and advice on a range of family issues	Parenting and Family Support Family Lives Helpline: 0808 800 2222

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Reducing Parental Conflict	Free online courses around reducing parental conflict and building healthier relationships	Reducing Parental Conflict Programme Cambridgeshire County Council
Caring Together Charity	Information and advice for unpaid family carers in Cambridgeshire	Caring Together Charity Carers' Support Homecare Cambs, Peterborough and Norfolk Call: 0345 241 0954 E-mail: hello@caringtogether.org
Age UK	Age UK offer information and advice to older adults on a range of matters. The Silver Line is a free confidential telephone service helpline for older people aged 55+ to combat loneliness	Age UK Let's change how we age Tel: 0800 169 65 65 The Silver Line Helpline Tel: 0800 4 70 80 90

Special Educational Needs

Service	What/Who is it for	Contact Information
SEND Information Hub (Local Offer)	The SEND Information Hub (Local Offer) has lots of information, advice and services for children and young people aged 0-25 with Special Educational Needs and Disabilities (SEND) and their families.	SEND Information Hub (Local Offer) (cambridgeshire.gov.uk)
SEND Information, Advice and Support Services (SENDIASS)	SENDIASS offers information and advice to families around Special Education Needs	SEND Information, Advice and Support Service (SENDIASS) - Cambridgeshire County Council
Pinpoint	Pinpoint offers help, information and support groups to parent carers of children and young people aged 0-25 with additional needs and disabilities. They give parent carers opportunities to have a say and get involved in improving local services.	Parent Carer Support in Cambs from Pinpoint Cambridgeshire (pinpoint-cambs.org.uk)
Special Needs Community Information Point (SCIP)	SCIP is an information and advice service for families with children/young people from birth to 25-year-olds with additional needs with information on events and activities.	www.cambridgeshire.gov.uk/scip Tel: 01480 379827 E-mail: SCIP@cambridgeshire.gov.uk
Spectrum	Spectrum is a charity supporting families of children with special educational needs. Membership is free	Spectrum - We are Spectrum - Spectrum Cambridge Tel: 01223 955404
Little Miracles	Little Miracles is a charity that supports families who have children with additional needs, disabilities and life-limiting conditions.	Little Miracles - HOME

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LGBTQ+

Service	What/Who is it for	Contact Information
Switchboard	Switchboard is the national LGBTQIA+ support line. For support on anything related to sexuality and gender identity.	LGBT+ Switchboard 0300 330 063 (10am – 10pm daily) Text chat and email contact available through the website Switchboard LGBTQ+ Helpline
Stonewall	Stonewall campaigns for the equality of lesbian, gay, bisexual and trans people across Britain.	Homepage Stonewall
Mind Trans+	Mindline Trans+ is a confidential emotional, mental health support helpline and signposting service for anyone dealing with transgender issues	Mindline Trans+ – Trans+ emotional support helpline Mindline Trans+ Tel: 0300 330 5468 (8pm -12am Mondays & Fridays)
The Kite Trust	Support for LGBTQ+ young people up to the age of 25 and their families across Cambridgeshire and Peterborough. Offers social groups, activities and resources.	Home - The Kite Trust Tel: 01223 369508 info@thekitetrust.org.uk
The Proud Trust	The Proud Trust is the home of LGBTQ+ youth (Lesbian, Gay, Bisexual, Trans + other identities such as asexual, intersex, questioning)	The Proud Trust - Home of LGBTQ+ Youth
Sister Act	A Cambridgeshire-based LGBTQ group for women who like women, embracing cis, trans and non-binary people. Offering groups, meet ups and regular events	www.sisteract.org
Dhiverse	Dhiverse is the Cambridgeshire and Peterborough sexual health charity offering support around issues around e.g. sexual health, sexuality, sexual identity, sexual relationships, sexual trauma or HIV. They also offer sexual behaviours education programmes.	www.dhiverse.org.uk 01223 508805 enquiries@dhiverse.org.uk
Mermaids	Mermaids supports gender-diverse children and young people until their 20th birthday, as well as their families and professionals involved in their care.	Helpline: 0808 801 0400 (open Monday to Friday 1pm-8.30pm) https://mermaidsuk.org.uk

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Domestic Abuse

Service	What/Who is it for	Contact Information
Safe Spaces	Pharmacies, banks and selected jobcentres across the UK provide Safe Spaces for people experiencing domestic abuse. Walk in and ask to use their Safe Space. Then use this space however you need – contact family, support services	Safe Spaces Locations - UK SAYS NO MORE
Refuge	Free advice and support for people experiencing domestic abuse, including safety planning	Home Refuge National Domestic Abuse Helpline (nationaldahelpline.org.uk) Freephone National Domestic Abuse Helpline: 0808 2000 247 24/7) In an emergency, please call 999
Domestic Abuse Support Service	Domestic Abuse Support Services helps people living in Cambridgeshire to access support and develop safety plans	Domestic Abuse Support in Cambridgeshire IMPAKT Housing & Support Tel: 0300 373 1073
Women's Aid	Women's Aid is a national charity working to end domestic abuse against women and children. Locally, they support women in Cambridge City, South Cambs and East Cambs	Home - Women's Aid Cambridge Women's Aid - Supporting women affected by domestic abuse SAFE REFUGE: 01223 460947 COMMUNITY SUPPORT: 01223 361214
ManKind (Supporting male victims of domestic abuse)	A confidential helpline for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.	ManKind Initiative - Supporting Male Victims of Domestic Abuse FREEPHONE 0808 800 1170 (will not show on your bills) HELPLINE 01823 334 244 (for those with inclusive minutes)
Respect	Online information and a helpline for male victims of domestic abuse	Domestic Abuse Helpline for Men Men's Advice Line UK Freephone 0808 8010327
Freedom Programme	Freedom Programme is a domestic violence programme available online or at some local locations	https://freedomprogramme.co.uk/
Loving Me	Domestic abuse service for trans and non-binary people across England.	WWW.lovingme.uk help@lovingme.uk 07902 478958

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Cambridge Rape Crisis Centre	Supporting women and girls across Cambridgeshire who have been subjected to any form of sexual violence	Cambridge Rape Crisis Centre Support for survivors of sexual violence – Cambridge Rape Crisis Centre offers free specialist support to women and girls across Cambridgeshire who have been subjected to sexual violence. Helpline: 01223 245 888 tel:01223 313 551
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Relationships

Service	What/Who is it for	Contact Information
Relate	Charity providing relationship support and counselling in Cambridgeshire	Home Relate Tel: 01223 792 226
Sexual Health	iCaSH (integrated Contraception and Sexual Health) service provides all aspects of sexual and reproductive health, including contraception, sexually transmitted infection (STI) and HIV testing and treatment.	iCaSH Cambridgeshire 0300 300 3030
Understanding Harmful Sexual Behaviours	Shore is a that provides a safe and anonymous place for young people to get help and support to prevent harmful sexual behaviours among young people. It offers information about sex and the law and where to go for help.	Home - Shore contact Shore chat service , open Mondays, Tuesdays and Wednesdays, 5-8pm
NSPCC	Children's charity offering advice on a wide range of parenting subjects, from staying safe online to supervision	Healthy relationships NSPCC NSPCC Helpline: 0808 800 5000 E-mail: help@NSPCC.org.uk
Better Health: Every Mind Matters	NHS advice on maintaining positive, healthy relationships.	Maintaining healthy relationships and mental wellbeing – NHS

Pets

Service	What/Who is it for	Contact Information
Woodgreen Animal Shelter	Woodgreen offer free help and support to all pet owners, plus courses, events and much more.	https://woodgreen.org.uk
RSPCA.	RSPCA offers information about pet ownership and healthcare costs	The Largest Animal Welfare Charity in the UK RSPCA - RSPCA - rspca.org.uk

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Addiction Support

Service	What/Who is it for	Contact Information
Talk to Frank	Find out everything you need to know about drugs, their effects and the law. Talk to Frank for facts, support and advice on drugs and alcohol today.	0300 1236600 Honest information about drugs FRANK
Change Grow Live	Change Grow Live is a support service for adults who want to change their relationship with drugs and alcohol	Cambridge - Drug & Alcohol Service Cambridgeshire Change Grow Live
CASUS	CASUS supports young people who are getting into difficulties with substances	CASUS, casus, Cambridgeshire child and adolescent substance use service, CPFT NHS Trust
Alcoholics Anonymous	Alcoholics Anonymous, or AA, is a community of people who come together to stay sober and help other alcoholics to stop drinking.	Home - Alcoholics Anonymous Great Britain
Nacoa UK	Providing information, advice and support for everyone affected by a parent's drinking.	Nacoa: Helping everyone affected by their parent's drinking - Nacoa
Adfam	Support for families impacted by drug and alcohol misuse	Home Page - ADFAM
GamCare	Support for people negatively affected by gambling	GamCare - Founder of the National Gambling Helpline Call free 0808 8020 133
NHS National Gambling Clinic	The National Gambling Clinic is a free and confidential NHS service supporting young people aged 13 – 18 years who are experiencing harm from gambling.	NHS National Gambling Clinic 0808 8020 133
Breakeven	Online and telephone support for adults affected by gambling harm	Breakeven Breakeven Tel: 01273 833 722
Y Gam	An online resource designed to support parents and carers in understanding and navigating digital risks facing young people today	Family Hub Ygam Tel: 0203 837 4963
The National Centre for Gaming Disorders	NHS Centre providing treatment and support for people struggling with excessive gaming	The National Centre for Gaming Disorders