

Contact us

Call: **0345 60 80 192**

(Calls cost the same as calling an 01 or 02 number from your phone)

Text: **07797 870317**

Email: **informationforfamilies@eastsussex.gov.uk**

Weekdays 8.30am to 5pm

(4.30pm on Fridays)

If you cannot call our helpline, ask someone to call for you. We may be able to visit you at home or arrange an interpreter.

You'll find us at:

www.eastsussex.gov.uk/informationforfamilies

Special educational needs and disability information and advice: **www.parentlinksussex.org.uk**

Information for Families was formerly known as the Family Information Service and Parent Link

Find us on:



[www.facebook.com/
InformationForFamilies](http://www.facebook.com/InformationForFamilies)



Information for Families

0345 60 80 192

Information and advice on...

- » services for children and families
- » childcare and activities for children and young people aged 0-25
- » special educational needs and disability

Contact
ESCC
Children's
Services
here



What is Information for Families?

We provide free information and advice to families of children and young people aged 0-25 in East Sussex about:

» Services for children and families

We can help you find the right service or support for your family.

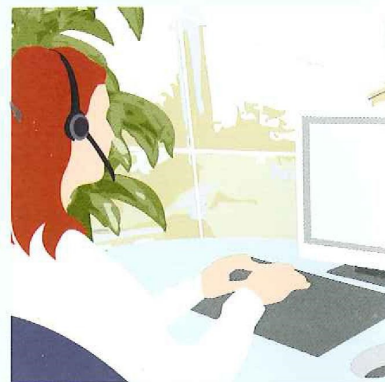
That means we can advise you about pre-natal services, children's centres, schools and colleges, support for families, health services, community services and much more.

» Childcare and activities for children of all ages

Nurseries, childminders, afterschool clubs and leisure activities, including accessible and specialist activities for disabled children.

» Special educational needs (SEN)

Information and advice about education in pre-schools, schools, colleges and the special needs system. How to work with your child's school or college. School admissions and exclusions. We can help with paperwork and meetings.



Get involved

- tell us what you think about our service
- If you have a child with special educational needs or a disability, you can join the parent and carer council
- join in with consultations and focus groups to help shape services

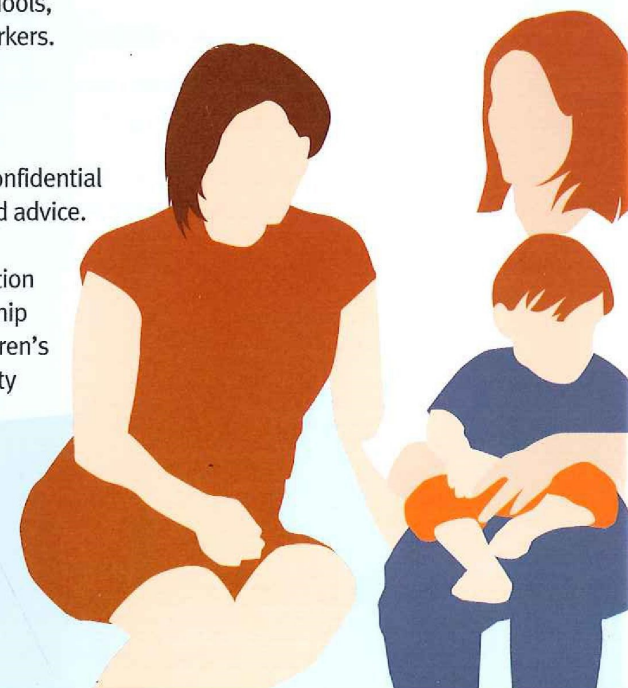
Who is it for?

It is for all parents, carers, children and young people.

We're also here to help anyone who supports families such as schools, health visitors and social workers.

About us

We give fully independent, confidential and impartial information and advice. We follow the government's guidelines for family information services and parent partnership services. We are part of Children's Services at East Sussex County Council.



What is dialogue children?

Dialogue Children is a confidential counselling service based in schools. It is onsite and easily accessible.

It provides a safe place for children to work with a qualified counsellor to share any worries and to explore and express thoughts and feelings.

"It helps
me sort things
out. It makes me
feel better."

CHILD'S COMMENT

How can it help?

Counselling can have a positive impact on the way that children experience their home and school lives. Children who feel good about themselves are more able to engage with school and family life.

A few examples of the issues that counselling can help with are:

- Abuse
- Anxiety
- Anger/behavioural issues
- Bullying
- Bereavement and loss
- Problems within the family
- Difficulties at home or school
- Friendship difficulties
- Learning/communication difficulties
- School attendance

Children communicate all the time, but not always through words. Sometimes they communicate their distress through truancy, anger, bullying, disruptive behavior, or through silence. It is important to understand what this behavior means and what children are trying to communicate.

What happens in counselling sessions?

After an initial meeting with the child's parents/carers the counsellor will focus on issues brought to them by the child from the child's perspective. The counsellor will not judge or tell the child what to do, but enable them to explore their feelings, talk about their worries and identify ways to cope.

Sometimes a child may prefer to express their thoughts and feelings through play, drawing, painting and games.

"D seems much
happier and his
behaviour has
improved."

PARENT'S COMMENT

► Visit www.sussexcentralymca.org.uk

dialogue children

The Dialogue Centre

24 Windlesham Road, Brighton, BN1 3AG

The centre for:

- Counselling
- Mediation
- Family therapy
- Training

Call **01273 320500**

or email dialogue@sussexcentralymca.org.uk

To find out more

To find out more about Dialogue Children please speak to a member of staff. Your counsellor contact details are:

The Counsellor at Denton Primary is

Fiona Palframan

To contact Fiona, please either:

1. Telephone/leave a message on:
07793 438 193
OR
2. Speak to a member of staff.

Registered Office

Sussex Central YMCA

Reed House, 47 Church Road
Hove, East Sussex BN3 2BE

01273 731724

www.sussexcentralymca.org.uk

Sussex Central YMCA is a registered charity No. 1079570

dialogue children

Free
confidential
counselling for
children



YMCA
SUSSEX CENTRAL

*A brighter future for children,
young people and families*

WHO can CONTACT COPES?



- * CHILDREN
- * PARENTS/CARERS
- * SCHOOLS
- * EDUCATION WELFARE OFFICERS
- * HEALTH VISITORS
- * SCHOOL NURSES
- * SOCIAL WORKERS
- * DOCTORS
- * YOUTH WORKERS
- * ANY OTHER PERSON

COPES is a confidential service and will not disclose any information without the individual's agreement, except when a child may be at serious risk of harm.

HOW TO CONTACT COPES:



GENERAL ENQUIRIES

01273 407336

email: nicola.dudley@ruralsussex.org.uk



PROJECT MANAGER

01273 405455

email: dave.ely@ruralsussex.org.uk

The family outreach link worker
will give you their mobile number
once they have made contact with you.

**Action in
rural Sussex**

www.ruralsussex.org.uk

Sussex House, 212 High Street, Lewes BN7 2NH

Action in rural Sussex is a registered charity which was formed in 1931 to serve rural communities. Our major role is to identify problems and respond to the needs of rural communities - providing practical support and helping villages in Sussex remain vibrant living and working places. Charity No 1035401



COPES

**CHILDREN'S OUTREACH
AND PARENTS' EXTENDED
SUPPORT SERVICE**

**Action in
rural Sussex**
www.ruralsussex.org.uk



WHAT IS COPES



COPES is an early intervention family support project that aims to offer help before problems get too big. We offer tailored help to 5-13yr olds and their families at school, at home and in the communities of East Sussex.

In our work with children and young people we use play and a range of therapeutic techniques with the aim of improving emotional wellbeing, social skills and motivation to learn.



Our work with parents assists with boundary setting, emotional support and developing child centred parenting. We can also support parents to manage their own wellbeing and to build confidence.



We actively aim to involve all service users in the project.



COPES IS A

Professional team of experienced and qualified family outreach link workers.

- * All staff appointed are CRB checked
- * Young people assist us in interviewing and choosing the staff we appoint
- * All our staff work to the standards of the General Social Care Council

We welcome your views on COPES

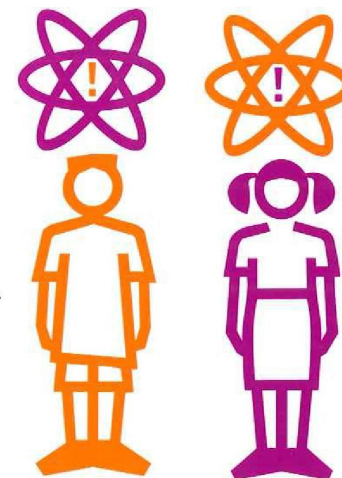
Should you feel dissatisfied with our service we would hope to resolve this with discussion, but if we are unable to agree we have a formal complaints procedure.

WHAT can COPES HELP WITH



- * Family breakdown
- * Confidence & self esteem
- * Friendship issues
- * Bullying
- * Managing anger
- * Feeling unhappy
- * Bereavement and loss
- * Problems at school
- * Supporting effective communication between parents and school

Or maybe you need someone to talk to or just want someone to listen to you.



Where to get help

East Sussex Independent Domestic Violence Advisor (IDVA) service

The IDVA service, run by CRI (Crime Reduction Initiatives), can give you support if you are living with domestic abuse. An advisor will work with you to improve your safety and discuss with you the best possible action to reduce the risk of continued abuse or further violence. This may include supporting you to get help from other services and seeking legal remedies.

Call the IDVA service on 0844 2250657

www.cri.org.uk/domesticabuse_eastsussex

Sussex Police

If you or someone else is in danger call 999. You can also tell the police about non emergency domestic abuse on 101.

Refuge

If you want to go to a refuge for a few days or a few months, you can call any of the local services listed above or you can call the freephone National Domestic Violence Helpline 0808 2000 247 run in partnership between Refuge and Women's Aid. A refuge is a safe place to stay and you will get emotional and practical support from trained staff.

www.refuge.org.uk

East Sussex Independent Domestic Violence Advisor (IDVA) service
0844 2250657

24 Hour National Domestic Violence Helpline
0808 2000 247

Men's Advice Line
0808 8010327

For housing advice and support

Your local authority housing service will explain your housing options; this may mean they can increase your safety in your own home or help you to find accommodation or support.

Eastbourne Borough Council – 01323 415302

Hastings Borough Council – 01424 451100

Rother District Council – 01424 787000

Lewes District Council – 01273 484006

Wealden District Council – 01323 443380

Other advice lines

National Domestic Violence Helpline

Call the freephone National Domestic Violence Helpline 0808 2000 247 run in partnership between Refuge and Women's Aid

www.nationaldomesticviolencehelpline.org.uk

Crimestoppers

If you are concerned that someone else is experiencing domestic abuse and you want to give information anonymously you can do so by calling 0800 555 111 or visiting

www.crimestoppers-uk.org

Men's Advice Line

For emotional support and practical advice, including information on how to increase your safety.

Call the Men's Advice Line on 0808 8010327

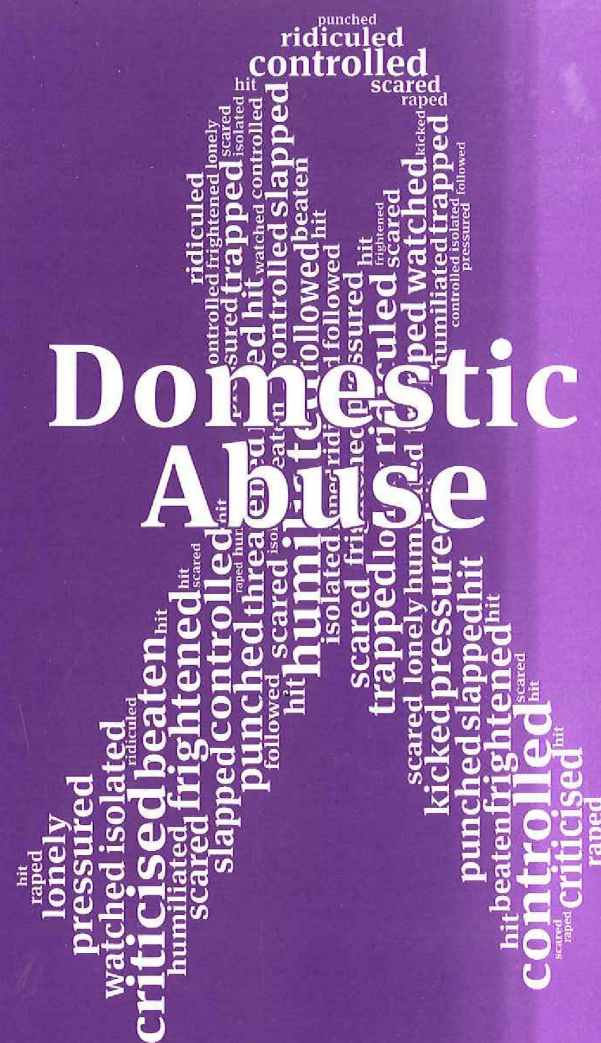
www.mensadvice.org.uk

Broken Rainbow helpline

Confidential support for people experiencing domestic abuse who are lesbian, gay, bisexual or transgender.

Call the Broken Rainbow helpline on 0300 999 5428

www.brokenrainbow.org.uk



Understanding
the signs

How to get help in
East Sussex

Sometimes personal relationships become abusive and hard to deal with, especially when you fear a current or former partner or a family member. There is support out there to help you make choices about what to do and how to stay safe.

Sometimes abusers will increase their violence if they suspect you are thinking of leaving, and will continue to do so after you have left, so this can be a particularly dangerous time for you. It's important to remember that ending the relationship will not necessarily end the abuse.

Arrange a place to go, ideally somewhere that is unknown to your abuser. If friends are reluctant to help you in this way because of concerns for their own safety, there are support organisations and charities that are able to help if you need somewhere to stay at short notice. It's often possible for you and your children to stay at a refuge for a few days, or even months, to allow you time to consider your future.

Remember

- Take threats seriously, and plan how you might respond in different situations.
- Stay in touch and talk to trusted family, friends, co-workers or support networks.

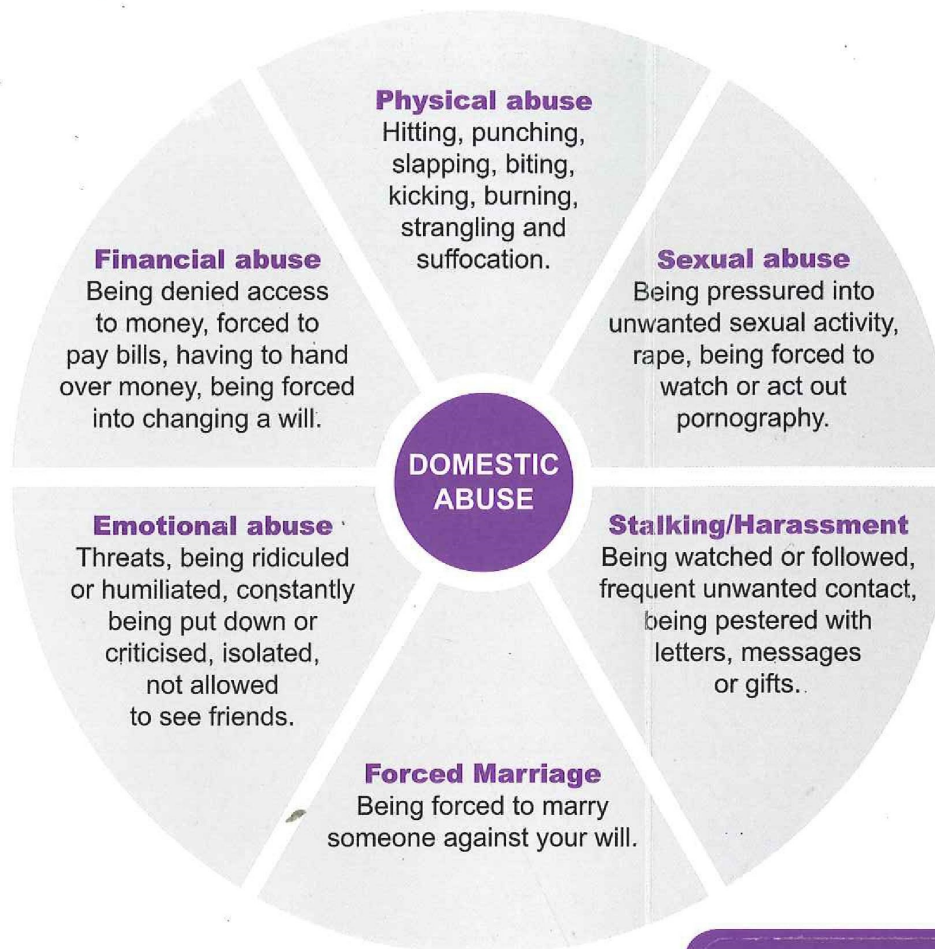
Work out a safety plan to protect yourself

Contact the agencies overleaf for further information and support.

Know where to go in a crisis

- Keep copies or originals of important identification documents, such as: passport, birth certificate, driving licence.
- Try to put aside any spare money and clothes.
- Keep a list of emergency numbers.

Do you recognise any of these behaviours?



Your abuser(s) may use a number of these behaviours to control you.

Domestic abuse can occur between people over the age of 16, who are family members, or that are or have been intimate partners, regardless of ethnicity, gender, sexuality or faith.

If you are in immediate danger call 999 and ask for the police.

Or you can tell the police about non emergencies on 101.