

Cumbria's positive parenting guide



Cumbria Children's Trust
Cumbria Children's Services
5 Portland Square
Carlisle
CA1 1PU



Introduction

Welcome to Cumbria's Positive Parenting Guide.

The purpose of this easy to follow handbook is to offer ideas and information to parents and carers to help them find their way through what can be a maze of issues and information.

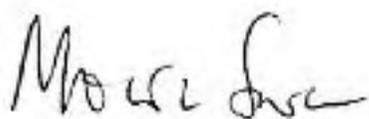
The topics chosen include helpful tips and information together with local and national contacts for further information if needed.

Whilst being a parent can be very fulfilling, every parent experiences difficulties from time to time as there is no such thing as a perfect parent or a perfect child. However, there are some things that can be done to help to make parenting a little less stressful and more rewarding.

This handbook is for all the people who are bringing up children and young people - that is mothers, fathers, grandparents or other family members, and other adults who have responsibility for caring for a child or young person.

Government policy is based around helping children and young people to Be Healthy, Stay Safe, Enjoy and Achieve, Make a Positive Contribution, Achieve Economic and Social Well-Being. I am sure that all parents will want these things for their children too.

I hope you find this handbook useful and worth keeping for future reference.



Moira Swann
Director of Children's Services and
Chair of Cumbria Children's Trust

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“ Louise is my daughter. She is ten months old. I am a single dad - it is hard work but fortunately I have the support of a loving family. ”

All kinds of parents

- Your family is unique! Who is in your family? How does it work?
- Single parents can be Mum or Dad
- Different people handle change in different ways
- Children need stability change can make them feel especially vulnerable
- Family change takes time to get used to - for Grandparents, Uncles and Aunts too!
- Whatever kind of family you have, you're not alone. If you need help, make contact!

What is a family?

There's no such thing as an 'average' family - they come in all shapes and sizes. Each different type of family has its own special challenges, so it's important to understand how your family make-up can affect your child, particularly when things change.

Going it alone

Growing up with one parent can be a good thing, leading to a close relationship between parent and child. If your child does spend time with their other parent, it's important to help them understand how both of you will be part of their lives and that it's okay to love both their parents and not feel guilty.

Coping with a death in the family

When we are coping with our own grief at the loss of a partner it is sometimes hard to see how children might react when a parent dies. Every child will act differently, some will feel guilty about still living while one of their parents is dead, others will think about death and loss and who else could 'leave' them. Patience and the support of family and friends is key at this time. Support agencies such as Cruse have a helpline to help parents cope and useful advice on their website (see contacts opposite).

Teenage parents

As a young parent, you'll face many extra challenges. However, all new parents struggle at times, so don't be embarrassed to ask for support and advice. Your education may have to be cut short, but don't give up on all your plans for the future as there's still plenty of time. Remember to think about your own needs and try to enjoy some of the things that other teenagers do like meeting up with

friends or going to a club. Make sure that you have good childcare if you leave your child at home.

New families

If you enter into a new relationship, everyone will need time to get used to the new family, this could be more difficult if your new partner has children of his or her own or you are adopting or fostering a child. Change can make us all feel unsafe, so it's important to make sure everyone feels comfortable with new arrangements. Take things slowly and carefully and try to see things through each other's eyes, imagining everyone's feelings in this time of change.

Grandparents as parents/ new grandparents

Grandparents can give a welcome extra pair of helping hands and are an important link to family histories and a sense of belonging. But they may need help to come to terms with changes in your family too. They may lose access to much-loved grandchildren when relationships break-up, or have to adjust to new family members when new relationships start. Be aware that grandparents may sometimes have health issues of their own; don't ask them to do too much as they still have their own busy lives.

Make contact

Whatever kind of family you are, there are many organisations especially set up to help you cope. Don't feel you have to struggle on alone. Make contact and get the help that you and your kind of family need.



WARNING SIGNS

Changes in the way your child acts may signal that they are not feeling secure about the changes going on around them. Watch out for feelings of blame or guilt if your relationship with your partner is not working. Changes in how you act can also have a direct affect on your child.



ACTION

Talk through any changes in family life early - children are quick to pick up "vibes" and so may know if you're keeping something from them. Keep talking to your child about the new things that are happening to you and your family. Take things slowly and be patient.



WHAT TO SAY

Talk about how you feel about each other as much as you can. A stable family life is important to children, however unusual the make-up of your family. Remind them that they are loved, whatever is happening.



PREVENTION

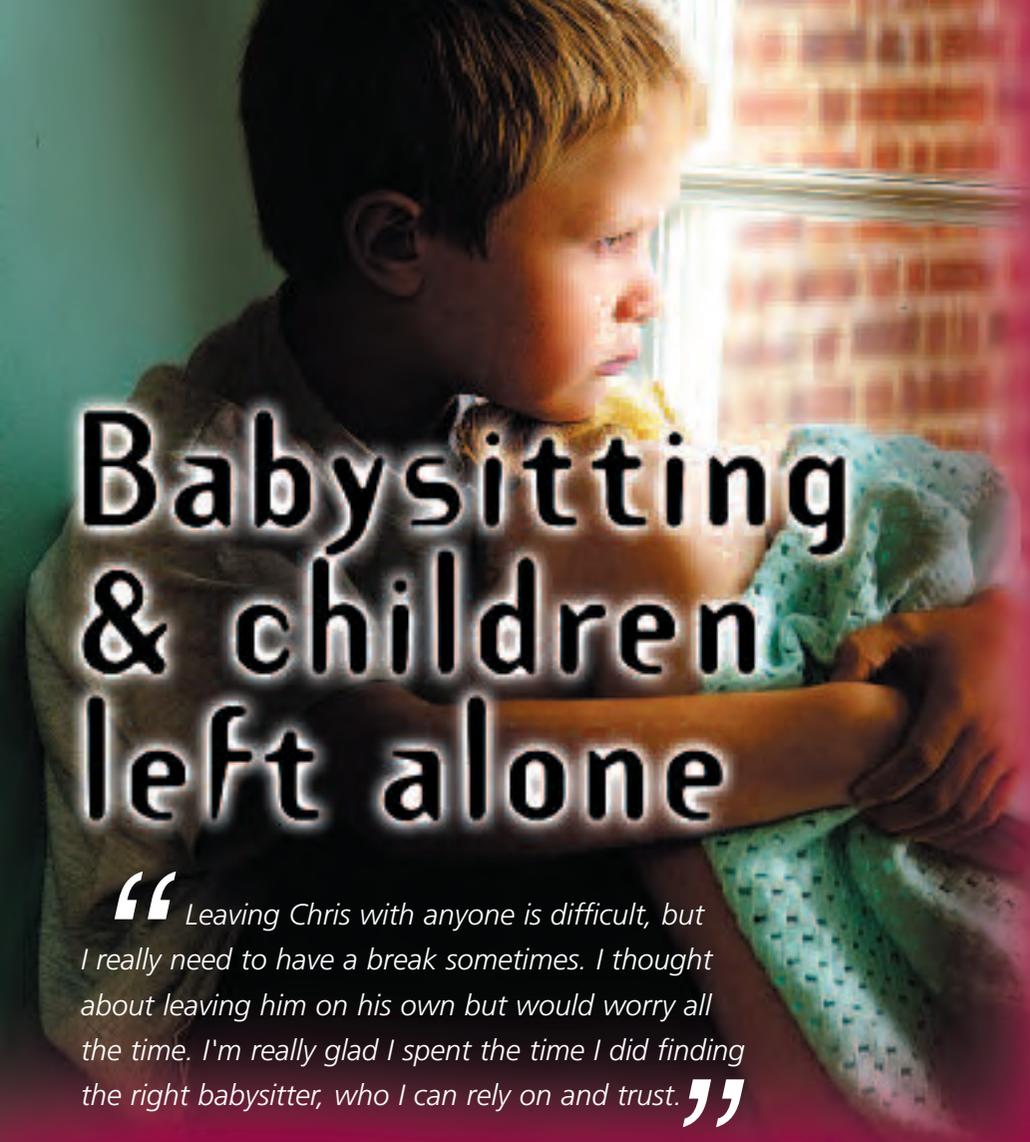
Consider counselling, mediation and support agencies as they can often help to spot possible problems before they arise. Know your rights with regard to your role as a partner and a parent. Talk to your child's school.



CONTACTS

- Cruse Bereavement Care 0844 477 9400
- One Parent Families/Gingerbread 0800 018 5026

WEBLINKS: www.crusebereavementcare.org.uk • www.relate.org.uk
www.oneparentfamilies.org.uk • www.gingerbread.org.uk



Babysitting & children left alone

“Leaving Chris with anyone is difficult, but I really need to have a break sometimes. I thought about leaving him on his own but would worry all the time. I'm really glad I spent the time I did finding the right babysitter, who I can rely on and trust.”



WARNING SIGNS

Children will not always be able to tell you if something is wrong, so note changes in their mood, behaviour and appearance. From the start, ask the babysitter to discuss all accidents and anything unusual which happens while in their care. A child who is often seen outside or if a child is left on their own.



ACTION

Use people you trust to care for your child or ask them to recommend someone. Speak to other families who have used the babysitter you are thinking about using. If you think a child has been left alone and there is an immediate risk, call the police.



WHAT TO SAY

Tell the babysitter all about your child's routine, the things they like and don't like. Tell the babysitter about your rules, like no smacking. Always leave a contact number in case of emergencies. If you are worried about a child being left alone, talk to the parent, health visitor, teacher or social worker.



PREVENTION

Make sure you feel completely comfortable about your babysitter before you leave your child in their care. Think about shared babysitting.



CONTACTS

- Your health visitor
- NSPCC 0808 800 5000
- One Parent Families 0800 018 5026
- RoSPA 0121 248 2000
- NCMA 0800 169 44 86

WEBLINKS: www.nspcc.org.uk • www.oneparentfamilies.org.uk
www.rospa.com • www.ncma.org.uk

- Children rely on their parents for their safety
- Your child has the right to care, which is free from risk
- Never leave a young child alone - a child under 13 is not ready for this responsibility
- Select your babysitter carefully, and make sure he/she can contact you in an emergency

Who can I leave my child with?

As parents the safety and well-being of your child is up to you. As a result it is important that you think very carefully about the person you are going to leave them with.

- Choose someone with the abilities and high standards that you would expect of yourself.
- This includes someone who will make sure they are fed, changed, kept safe, given room to play, and feel secure and who can deal with difficulties that may happen.
- Ask a friend or neighbour to recommend someone they trust.
- Make sure you have plenty of time to talk to your babysitter before you leave. Let them know when to expect you back and make sure they can contact you in an emergency.
- Babysitters do not need qualifications. The NSPCC advise that the minimum age of a babysitter should be 16 years of age. This is based on the idea that at 16 and above, a young person understands possible dangers and risks and could get help quickly if needed.
- It is very important that you and your child meet them first before you decide to leave your child in their care.
- Do not leave your child in the care of anyone you feel uncomfortable about, even if that means missing an evening out or work.

Can I leave my child alone?

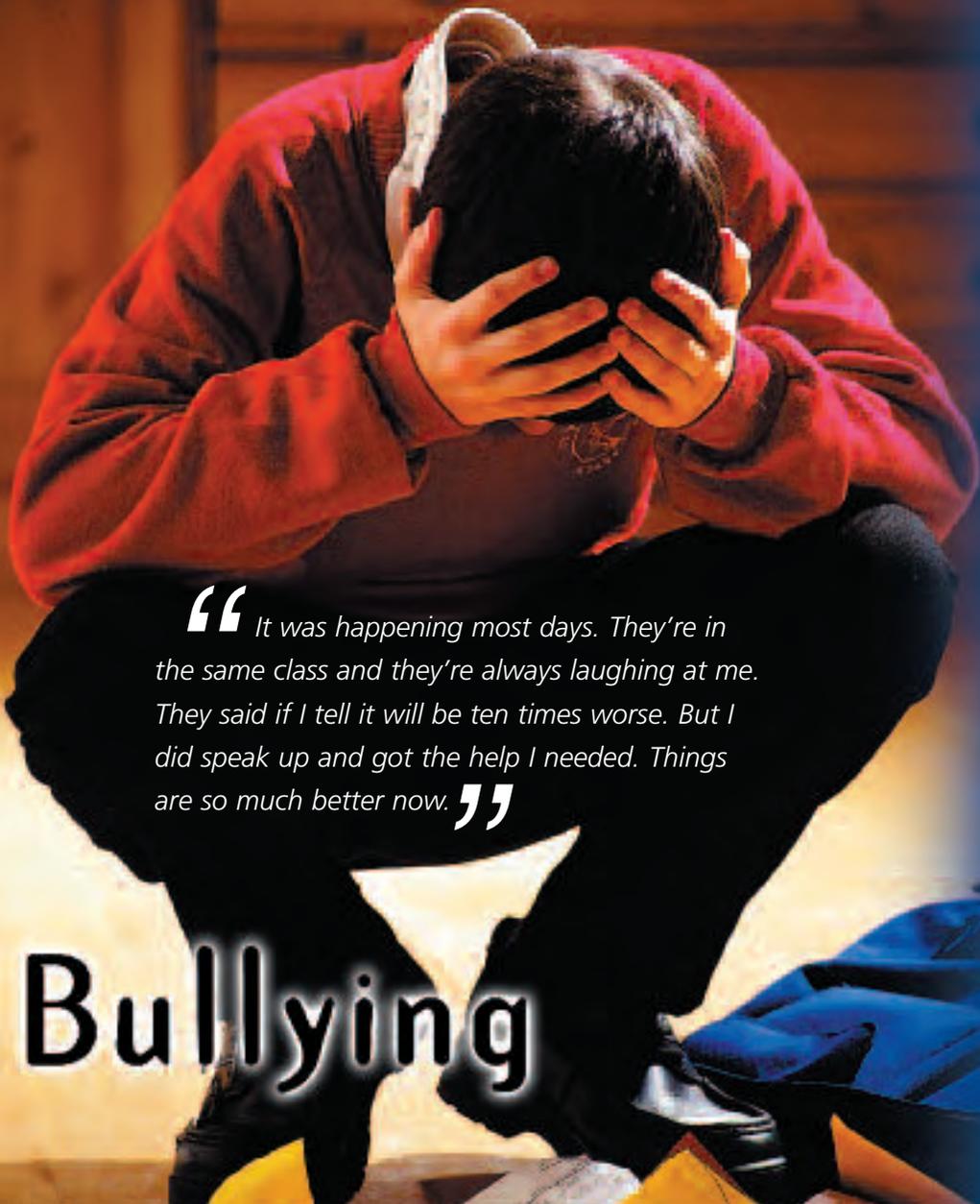
If a child is not ready to be left alone they can feel sad, frightened and it can be dangerous.

Also a child cannot tell you how much care they need. They may say that they do not mind being left, but they cannot fully know the possible risks and how to handle them.

Even ordinary things, such as hunger, a storm, the phone ringing can cause problems. The child may have an accident, or feel ill which are not things that they would know how to deal with.

As a young person grows older, leaving them alone after school, for an evening or during the day is less worrying as long as they are prepared and know what to do if they are worried or need anything. So preparation for this is vital.

If your child is 13 or over and you feel he or she has the understanding to deal with this, it is important that they know where you are and who to contact in an emergency.



“ It was happening most days. They’re in the same class and they’re always laughing at me. They said if I tell it will be ten times worse. But I did speak up and got the help I needed. Things are so much better now. ”

Bullying



WARNING SIGNS

Running away, non-attendance at school, other learning and behavioural difficulties for no obvious reason. Your child has injuries with no feasible explanation for them.



ACTION

See the headteacher at the school for their support and action. If bullying is happening outside school, consider contacting the family of the child who is bullying and try to find a way to work together to sort it out.



WHAT TO SAY

Tell your child to refuse to put up with bullying, walk away, tell an adult or friend and avoid fighting. Listen to your child, reassure and be there for them.



PREVENTION

Talk to your child about their school day. Teach your child to respect others from a young age. Teach your child that prejudice and bullying is unacceptable.



CONTACTS

- Kidscape 08451 205 204
- ChildLine 0800 1111
- Your child’s headteacher

WEBLINKS: www.childline.org.uk • www.kidscape.org.uk
www.bullying.co.uk • www.anti-bullyingalliance.org

- Children have the right not to be hurt
- Bullying behaviour is unacceptable
- Bullying can happen to any child at any age
- Act immediately if you think your child is being bullied
- Children need ways to protect themselves and seek help
- Advise your child to run, yell and tell

The real story

Bullying is a frightening experience and it can isolate and damage a young person’s self-confidence. Some ongoing bullying can have negative long-term effects on children, leading to depression and even suicidal thoughts and actions.

School days are a time when the influence of other children is very important and fitting in is seen as essential. If children are thought of as different for any reason, they can be picked on and bullied.

Sadly, we still live in a society in which to be different in any way can mean ridicule and bullying (often copied from parents) and this ensures that prejudice will continue into the next generation. It is crucial to be alert to the possibility of bullying and make sure you know the tell-tale signs.

You may think that your child is unlikely to be bullied but the reality is that bullying can happen at any time and to any child.

Bullies who continually harm other children need support and help as well. They may have experienced difficulties of their own at home, which may have led to their actions. Reporting concerns may help them to get help as well.

- Bullying can happen anywhere but most commonly it happens in school.
- Bullying can take many forms, from verbal abuse to physical attack.
- Bullying is the repeated abuse of a child by one or several people.
- Bullies are not always older than the child they harm.
- Most bullying is done by children who are the same age as the victim.

If your child tells you about a friend or any other child who is being bullied - listen carefully and take this seriously. That child may not be able to say for themselves what is happening.

All schools are required to have an Anti-Bullying Policy. However, school action alone cannot guarantee success and so it is important that parents and schools work together.

“ When I found out that Josie was disabled I didn't know how I was going to cope. I just didn't think I'd be able to do it alone. Pretty soon I realised I didn't have to. ”

Children with disabilities



WARNING SIGNS

Some children's disabilities are diagnosed fairly early. Others take time to appear or happen suddenly. If you think your child may have some form of disability, contact your health visitor or doctor for advice.



ACTION

Don't think you have to go it alone. Get as much information as you can about your child's condition. Find out what services, support, benefits and advice is available and make contact.



WHAT TO SAY

There are many organisations specially set up to give support and advice to parents of disabled children. Contact them and tell your story. There will be others out there just like you.



PREVENTION

You can't prevent your child's condition. But you can minimise the disability they experience by ensuring that they get the best support available, and by remembering that they have rights.



CONTACTS

- Your doctor or health visitor
- Contact A Family 0808 808 3555
- Mencap 0808 800 1111

WEBLINKS: www.mencap.org.uk • www.cafamily.org.uk

- Your child is protected by the Disability Discrimination Act
- The Government, your local council, education and health authorities are there to help
- You may be able to receive financial help to assist with caring for your child
- There are many forms of extra services and support available to you and your child
- Support groups, parent groups and other organisations are out there to help you cope

You're not alone

If your child has a disability the future may seem like a daunting struggle, not just for them, but for you too.

Remember you and your child are not alone, the Government, local council, health and education authorities provide a wide range of benefits, facilities, support and advice for disabled children and their carers.

Legal protection

Your child is especially protected by law. The Disability Discrimination Act makes it unlawful for any service provider (including schools, businesses and organisations) to treat disabled people less favourably than other people because of their disability. It also requires them to make reasonable adjustments to make their services accessible to disabled people.

Health

From the start, your doctor and local health service are there for you. They'll provide the help and advice you need to discover and assess your child's disability. They'll help you plan the treatment, therapy, equipment and ongoing medical care that your child may need.

Benefits

There are several specific benefits that you could receive to help you with the costs of caring for a disabled child. These include Disability Living Allowance, Carers Allowance, help with extra housing costs and Carers

Blue Badge scheme. And don't forget free dental treatment and prescriptions, help with the cost of glasses, and in some circumstances travel to hospital, school meals, and even road tax exemption.

Education

Depending on their kind of disability, your child may benefit most by attending a special school - an environment specifically designed to match their educational needs. Alternatively your child may receive the extra support they require through the Special Needs provisions available in a mainstream school. Your education authority and health service providers will help you assess your child's special educational needs and recommend the most appropriate way forward for their education.

Extra support

Your council can provide extra support for you and your child. This can include special leisure facilities, holidays, short breaks and many additional services for particular needs. Also there are many local, national and international organisations and charities specially set up to provide further help, advice and support to people just like you.

Make contact

You're not alone, so make contact today (see helplines listed) and get the support you need.

Domestic abuse



“ I know my son used to hear my husband shouting at me. I was really worried what affect this would have on him, so I got the help I needed to keep us safe. ”



WARNING SIGNS

Any violence between adults will affect children badly. Get support and help as soon as possible. The longer it lasts the more damaging violence is.



ACTION

Report your concerns about yourself or someone else to the Police. If you are worried that your child might be affected, talk to them about what is happening. Spend time together talking through worries they have.



WHAT TO SAY

Children need time to talk about the feelings they have about violence. Children need to know that it is not their fault and that this is not the way it should be.



PREVENTION

A violent partner must seek help to stop their actions. Make sure that you offer a good role model for children so that they learn better ways of acting.



CONTACTS

- National Domestic Violence Helpline 0808 2000 247
- In an emergency Police 999

WEBLINKS: www.womensaid.org.uk • www.refuge.org.uk

- Domestic abuse teaches children to use violence
- Domestic abuse can affect children in serious and long-lasting ways
- Where there is domestic abuse there is often child abuse
- Children will often blame themselves for domestic abuse
- When abuse occurs in families, alcohol is often a cause
- Pregnant women are often victims of domestic abuse

How does it affect children?

Domestic abuse is a crime and a major social problem affecting many families. Children who see, get involved or hear violence are affected in many ways. What is certain is that children do hear, they do see and they are aware of abuse in the family.

Children will learn how to act from what their parents do. Domestic abuse teaches children bad things about relationships and how to deal with people.

For instance:

- It can teach them that violence is the way to sort out arguments.
- They learn how to keep secrets.
- They often do not trust those close to them and think that they are to blame for violence, especially if violence happens after an argument about the children.

Many people find it difficult to understand why people stay in or return to violent situations. Fear, love, the risk of homelessness and financial issues can make it very difficult for partners with children to leave and some may just not want to.

Short-term effects

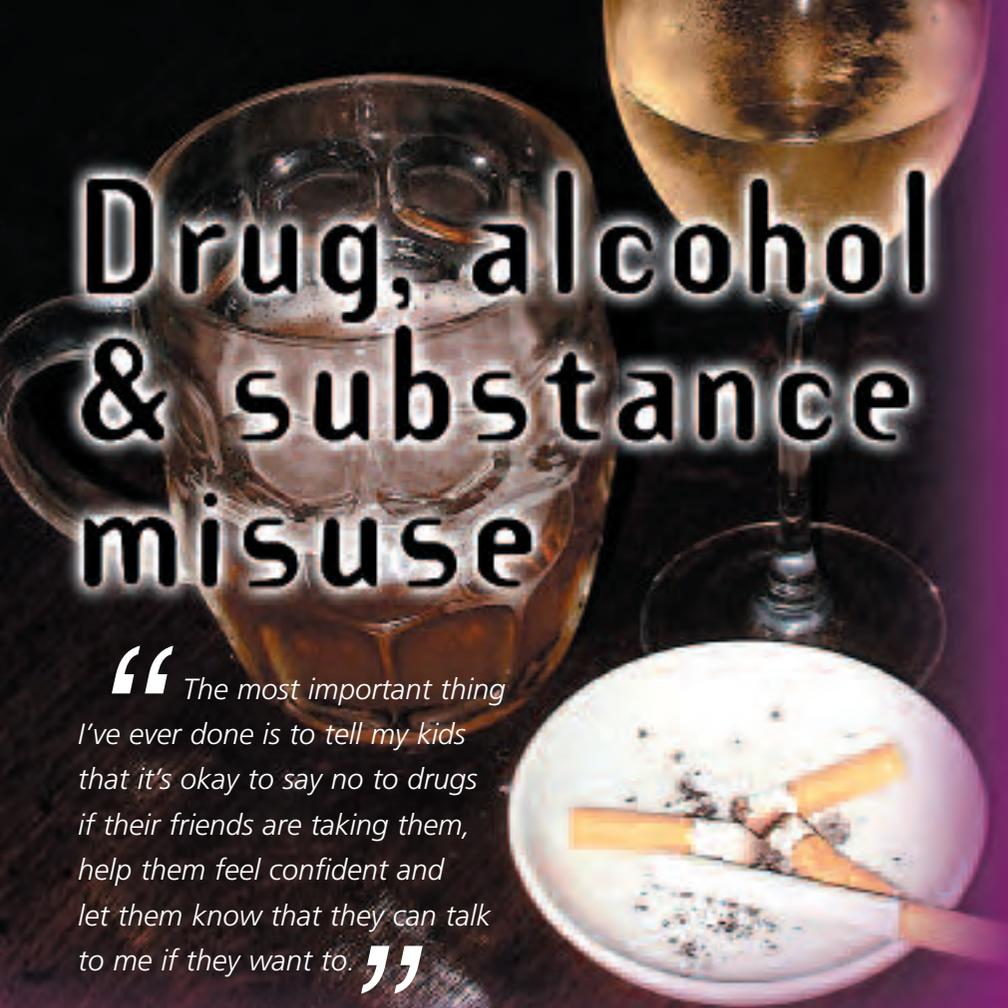
Children are affected in many ways by violence, even after a short time. These can include feeling frightened, becoming shy and quiet, bedwetting, running away, violence, behaving badly, problems with school, poor concentration and emotional upset.

Long-term effects

The longer children are around violence, the worse the effects on them are. These can include a lack of respect for the non-violent parent, loss of self-confidence, which will affect how they form relationships in the future, being over-protective of a parent, loss of childhood, problems at school and running away.

If you are worried about domestic abuse, discuss it with someone else such as your health visitor or the domestic abuse helpline. If you are violent and have children, you can seek help to stop what is happening.

If you are a victim you can apply, without the need for a Solicitor, for a Non-Molestation Order in the Family Proceedings Court. Contact the Duty Clerk at your local magistrates court. If you would like details of solicitors in your area who deal with family law, contact the Law Society on 020 7242 1222 or look in the Yellow Pages.



Drug, alcohol & substance misuse

“ The most important thing I’ve ever done is to tell my kids that it’s okay to say no to drugs if their friends are taking them, help them feel confident and let them know that they can talk to me if they want to. ”



WARNING SIGNS

Possible signs of drug or alcohol use can include changes in appearance, friends and interests, eating and sleeping habits and mood swings. The difficulty is that these signs are very often a natural part of growing up, so a young person who is not using drugs/alcohol could show the same changes. You may panic and become very emotional if you suspect your child is using substances, but you may find the following advice helpful.



ACTION

Try not to accuse your child as this will probably start a row; and if you are wrong, it could damage your relationship. Ask them to talk about their views and try and listen with respect to what they say. Show them your main concern is for their health and well-being, but make it clear to them what behaviour is acceptable to you, and what you won’t tolerate.



WHAT TO SAY

Try to find a time when you feel able to discuss the situation without interruptions. Don’t try to discuss their drug/alcohol use with them while they’re under the influence. Discuss drug use as much as you can, for example, when drugs are mentioned on TV. You can give information regarding the risks of drug/alcohol use at an early age.



PREVENTION

Make sure that you are informed about drug and alcohol use and what can happen. There are many helpful guides and support available from the helplines listed below. It is just as important that you receive support for yourself as a parent/carer dealing with substance misuse, as it can cause increased stress and worry for all those involved.



CONTACTS

- FRANK 0800 77 66 00
- Addaction 020 7251 5860

WEBLINKS: www.talktofrank.com • www.addaction.org.uk

- The truth is that you can’t prevent your child coming into contact with drugs, but your influence can mean they make the right choice if they do
- Make sure you know just as much as they do about drugs and talk openly about the risks
- Remember you are a role model for your child - if you don’t want them to drink, smoke or take drugs, do not do it yourself!

How would I know?

There are many signs of drug use which can be confused with signs of being a teenager.

There often aren’t any clear signs but things to look out for include loss of appetite, drowsiness, poor hygiene or appearance, mood swings, red-rimmed eyes or a runny nose, uncharacteristic loss of interest in school, hobbies or friends, money going missing regularly for no apparent reason, unusual equipment in their room, such as burnt foil, torn cigarette packets, empty aerosols, homemade pipes or syringes.

Why do young people use drugs, abuse substances or drink alcohol? Reasons can include, they want to find out about them, they want to break the rules, to relax, to escape reality, to cope with difficult situations or feelings, because they enjoy them, because their friends do it.

It is important to discuss drugs use early

You’ll know when it’s time to speak to your child about drugs, but it might be earlier than you think. Children will be aware of drugs in some way before they leave primary school. At this early stage, children are more likely to take in what they are being told. Make sure you tell your children about the risks. Clear information and support will help them decide what to do.

If you want to talk about drugs being heavy-handed will probably backfire. The best approach is to find out the facts and then talk to your child calmly about the effects and risks of substance misuse. This will make them feel confident and informed rather than ‘told off’.

“ I couldn't understand why my 15-year old daughter's arms were covered in cuts. When I found out what she was doing, I was shocked. She's just attention seeking isn't she? ”

Eating disorders & self-harm



WARNING SIGNS

Look out for injuries such as cuts, burns, scalds or bruises. Your child may try to hide them from you. People with anorexia experience excessive weight loss, avoiding food while obsessing about it, lots of exercise. People with Bulimia, binge-eating, hair loss, tooth decay and sore throat.



ACTION

Try to find out if your child is self-harming. Think of reasons why they might be doing this so that you can talk through problems and find ways of dealing with them. You can't make somebody eat, but you can give your teenager the chance to talk about his or her problems. Let them know that you are there to help them, no matter what.



WHAT TO SAY

You will be upset but try not to judge them, show them you are angry or try to force them to stop. Try to get them to talk about any problems that may be setting it off. If they feel they can't talk to you, try talking as a family or encourage them to talk to a friend, relative, teacher or social worker.



PREVENTION

Young people who self-harm feel lonely and unloved. Giving your child time to talk to you, discussing difficulties they have and letting them know you are there for them will help. Your support will make them feel better about themselves. Girls are more likely to develop eating disorders in their teenage years.



CONTACTS

- Your doctor
- ChildLine 0800 1111 • The Samaritans 08457 90 90 90
- Beating Eating Disorders 0845 634 1414 • YoungMinds 0800 018 2138
- NHS Direct 0845 4647

WEBLINKS: www.childline.org.uk • www.samaritans.org • www.nshn.co.uk
www.thesite.org • www.b-eat.co.uk • www.youngminds.org.uk
www.nhsdirect.nhs.uk

- Controlling food is a way of controlling his/her life
- Self-harm and eating disorders are a sign of deeper problems
- Understand the reasons why your child is doing this
- Find out how to help your child

Understanding and support

- Self harming or hurting yourself can include: cutting, burning or scalding, hitting, picking skin, head banging or taking an overdose.
- Young people who self-harm often use it as a way of dealing with problems, such as depression, bullying, abuse or feeling unloved.
- Self-harm is not just about getting attention, it is most often carried out in private and kept secret. It is a sign that they need help. Those who self-harm usually think badly of themselves.
- A young person who self-harms can't just decide to stop - they need help.
- There are two main eating disorders: Anorexia Nervosa and Bulimia Nervosa. Food is used as a way of dealing with problems.
- People with Anorexia weigh at least 15% less than they should.
- People with Bulimia tend to maintain body weight by eating in secret.
- For many, having control of what they eat is the only control they feel they have.
- People with Anorexia are often high achievers, unable to express feelings, lack self esteem, feel self-hatred, guilt, want to look like people in magazines.
- Your child needs your understanding and support.
- Listen to what they are telling you without judging them, try and find out the real problems.
- If you think your child is suffering from Anorexia or Bulimia, they need help.
- If self-harm is their way of handling problems then other ways of dealing with them need to be found.
- Help them to learn to deal with stress and stop things that cause them to self-harm.
- If your child finds it hard to tell you about their feelings try to get them to talk to another family member, friend, teacher, youth worker or social worker.
- Make sure that your child who self-harms can get first aid supplies to treat injuries and stop infection. If a wound looks serious or your child has taken an overdose however small call 999.
- Visit your doctor. For self-harm they can tell your child about other ways of dealing with stress. For Anorexia and Bulimia, you can discuss further treatment.
- One-to-one counselling, support groups and practical support can help young people who self-harm.

How you can help

- If you know that your child hurts themselves on purpose, or has an eating disorder; it is normal to feel upset, angry and powerless.

“ My son’s learning fast. He doesn’t need me to tell him that everybody’s different. But I do want him to understand that everybody’s equal too. ”

Equality & diversity



WARNING SIGNS

Children notice difference all the time in things, people and places. They need to know that we are all different but that we are all equal, and that difference should not be met with suspicion, envy or fear.



ACTION

You should expect every place your child is in to have made a visible commitment to equality and diversity. All should listen and act at once if discrimination happens or you have worries.



WHAT TO SAY

There are many organisations specially set up to give support and advice to parents, including parents of vulnerable children or children from overseas. Contact them.



PREVENTION

All parents have a right to expect a safe place and support for their child whatever their individual needs, experiences or background. Schools are becoming more inclusive with diversity and equality expected in all areas of school life.



CONTACTS

- Equality and Human Rights Commission 0845 604 6610
- Your child’s school
- Family and Friends of Lesbians and Gays (FFLAG) 0845 652 0311

WEBLINKS: www.equalityhumanrights.com • www.fflag.org.uk
www.cumbria.gov.uk/equalities

- Your child is protected by the Human Rights Act, the Disability Discrimination Act, the Race Relations (Amendment) Act and the Sex Discrimination Act
- Your local council, education and health authorities are there to help
- Ask your child’s school how they deal with racism and other forms of harassment, and ask them to talk through their policies with you
- Support groups, parent groups and other organisations are out there to help you

Different and equal

Diversity is all about differences. We are all different - physically, socially, culturally and sexually. Diversity means variety; it means a rich and vibrant culture.

But not everyone values and respects the differences in society. Discrimination is when you are treated differently just because of who you are. You could experience discrimination from an individual or from a business, a service, an agency or even a school. Although we’re all different we all have the right to equal respect, opportunity and justice, so there are laws in the UK to prevent discrimination on all levels. If you feel you or your child has experienced discrimination, your local authority, local organisations and the legal system are there to help you.

Racism

Thanks to the Race Relations (Amendment) Act 2000 all public bodies have a clear duty to stop unlawful racial discrimination and to promote equal opportunity and good relations between ‘racial groups’. This includes schools, so the curriculum and the teaching in our schools should reflect racial diversity and should have clear processes for handling, reporting and watching out for racist incidents.

Homophobia

We live in a diverse country with a lesbian, gay, bi-sexual and transgender community. Diversity should be welcomed and reflected across all services. It is not acceptable that

anyone is targeted for abuse or discrimination because of their sexuality or the sexuality of their parents, carers or family members.

Sex education in schools helps young children understand and respect sexual orientation - whether lesbian, gay, bisexual or transgender.

Disability

The Disability Discrimination Act 1995 says it is against the law for any service provider (including schools, businesses and organisations) to treat disabled people less well than other people because of their disability. It also means they should make reasonable adjustments to make their services suitable for disabled people to use.

Sexism

Sexism arises out of common stereotypes that exist regarding male and female roles in society. It can be based on experiences some people have of relationships between adults of both genders. Sexism can be experienced in the home, in social situations or in the workplace, leading to discrimination in a variety of situations, including serious forms of physical or psychological abuse. The Sex Discrimination Act is there to provide a legal framework for promoting equality between the sexes.

Make contact

You and your child have the right to be different and equal, so make contact today and get the support you need.



Extended services

“Attending the parenting group has made such a difference to my family life.”

WARNING SIGNS
If you are unhappy with any of the services contact the Extended Services Team.

ACTION
Get involved with activities in your school and community.

WHAT TO SAY
Ask at your school what services are available for you and your child.

PREVENTION
Find out what's on offer in your area and get involved! There are many benefits for you and your child.

CONTACTS
• Ofsted 08456 404045
WEBLINKS: www.ofsted.gov.uk • www.dcsf.gov.uk/parentknowhow

- Putting schools at the heart of the community
- A range of services in and around school providing activities and support for children, young people and families, often outside the school day
- Extended services may include childcare, family and adult learning, parenting programmes, community based health and social care services, multi-agency teams and after school and holiday activities
- Lots of services are available for parents as well as children

Meeting the needs of children and families

Extended Services is about making it easy for families to access advice, activities and support they need, close to home, and when they need it. Extended services are usually offered outside the normal school hours and may include:

High quality childcare (if needed)
This is offered outside the school day from 8am-6pm. Often supporting working parents, breakfast and after school clubs can be offered on school site or in the local community.

Activities for your children
This may include activities such as homework clubs and study support, sport, music tuition, dance and drama, arts and crafts, special interest clubs such as chess and first aid courses, visits to museums and galleries, learning a foreign language, volunteering, business and enterprise activities.

Additional support services
For families who may need extra support extended services offer additional support services such as speech therapy, child and adolescent mental health services, family support services, intensive behaviour support, and (for young people) sexual health services.

Activities for the community
If schools have the facilities they may open the school to offer clubs and classes for the community including ICT, sports, arts and adult learning courses.

Support for parents
This includes support for parents when their child starts school and moves onto secondary school, activities to involve parents in their child's learning, parenting courses and general advice, guidance and support in their role as a parent.

If you want to find out more about what is on offer through extended services in and around your school, you can do this by contacting your local school. Each school has a School Organiser who can be contacted through your child's school or the Extended Services Team.

“ Every time my daughter's best friend has her hair cut, she gets hers cut in exactly the same way. Why doesn't she try to be more individual? ”

Friendships & peer pressure



WARNING SIGNS

If your child is unusually quiet or seems unhappy, there may be friendship problems. Suddenly having money or new clothes, unusual behaviour that you think may be caused by drink or drugs and not wanting to tell you about what they are doing are all signs that your teenager may be getting into trouble. It's unlikely that they're doing it alone.



ACTION

Find out if your child is having any problems at school or with friends. Ask if there is anything you can do to help and let them know you are always there for them. If the problem carries on, talk to the school or a social worker.



WHAT TO SAY

Talk to your child calmly and try not to judge them, as this will only make it less likely that they open up to you and feel they can trust you. Problems or friendship break-ups that may seem small to you are very important to your child.



PREVENTION

Even though you may not be the first person your child turns to when in trouble, your support is still important. To help stop your child from keeping problems in, let them know you are always there for them when they need you.



CONTACTS

• Parentline Plus 0808 800 222

WEBLINKS: www.parentlineplus.org.uk • www.raisingkids.co.uk

- Friendships help your child to develop in many ways
- Most young people like to look the same as everyone else and be part of the crowd
- Pressure from other teenagers to act in a certain way can be powerful
- Family support is important - but be prepared, your child could turn to their friends first

Coping with demands

Friendships are very important to young people. Having a close friend or group of friends and belonging to a group helps them feel good about themselves, learn to deal with people, and develop their own identity. This helps them learn about the values and ideas of others.

The meaning of friendship

Girls tend to have smaller groups of friends. Fitting in with a group and sharing secrets is very important, and how you look, what music you like and the length of your hair all need to be just 'right'.

Friendships are important to boys too, but they usually form larger groups of friends. They may play sports with some mates or just hang out with others. Boys want to look good but they don't talk about fashion as much as girls do. Worries about who's 'doing it' and who's not are more important!

Peer groups

Peer groups often form in school or out on the street. Belonging to a group is very important. Young people may want to be part of a group because their friends are, even if they don't really like what everyone else does.

As they get into their later teens, they will probably make up their own minds rather than going along with the crowd.

Putting on the pressure

Many young people feel under pressure to do things they are not happy about because they don't want to stick out from the crowd. This might mean wearing certain clothes or shopping in the 'right places'. On a more serious level, this might mean being absent from school, trying alcohol or drugs, shoplifting or going further with a boyfriend or girlfriend than they feel ready to.

Worried about friends

You may feel worried about the effect certain friends are having on your child. They may also be worried about what they are doing and do not know how to talk to you about it.

Support your child by letting them know they can talk to you and that you will help. You can help your teenager trust their own feelings and values, building up an emotional strength that will help them as they get older.

“ Before Joe was born I never thought about where I left things. Nowadays, everything in the house seems dangerous. I feel I have to follow him everywhere. Yesterday he found my painkillers in the bedroom and nearly swallowed some. It happened so quickly.”

Health & safety



WARNING SIGNS

Spend some time exploring your house as if you were a young child. This will show you the many potential dangers which, if not removed, could harm your child.



ACTION

Make a list of these potential dangers and remove them to safety or protect your child from them by using safety devices. Talk to the contacts listed if you are unsure about this.



WHAT TO SAY

With very young children the tone of your voice and facial expressions alongside explanations are extremely important. Children will begin to sense the warning tone in your voice over time.



PREVENTION

Remove dangerous objects like drugs, syringes, medicines and household chemicals out of the reach of children and lock them away safely. Do this before your child is exposed to any hazard.



CONTACTS

- Royal Society for the Prevention of Accidents (RoSPA) 0121 248 2000
- Child Accident Prevention Trust (CAPT) 020 7608 3828
- Homecheck 023 9283 4274
- NHS Smoking Helpline 0800 169 0 169
- Smoke Stop support 023 9236 9234

WEBLINKS: www.gosmokefree.co.uk • www.rospa.com • www.capt.org.uk

- Babies and children learn by exploring their surroundings
- Babies do not automatically know what is dangerous
- Babies need guidance to keep safe at home
- Remove all potential dangers in your home
- Watch your child and remove him or her from danger
- Explain about safety to your child from an early age

Making your home safe

Babies and young children learn about their world by exploring it. This means that, as soon as they are able to, they will crawl, touch and grab at whatever is in their line of vision. They are curious by nature and need careful and gentle guidance from a young age about what danger is and what to stay away from. Shouting at or smacking children will not teach them about safety.

Most accidents happen in the home and this is why it is important to ensure that your home is safe for all your family especially for young children. There are many situations each year in which children have overdosed on their parents' drugs and medicines.

Some dangers around the home:

- Make sure that all medicines and drugs are locked away well out of reach and your use of them is private to avoid your child copying you.
- Certain rooms are necessarily full of danger, such as the kitchen, and should remain out of bounds or made safe by the use of safety devices.

- Are your children contained within the house? Is the safety chain high enough on the front door even for a very active toddler?
- Crawling and exploring are an essential part of their development - keep an eye on your young children, especially near wires and sockets.
- Small children should never be left alone with pets. Even trained and good natured animals can turn on them.
- Make sure that irons, saucepans and hot drinks are kept out of the reach of children. Scalding and burns are common and avoidable accidents.
- Inhaling cigarette smoke is bad for children's health. Children will be affected by passive smoking and your smoking may encourage them to smoke when they are older.
- Check toys for safety marks. Ensure that your child does not play with toys that are not suitable for his or her age, especially if the pieces are small enough to choke on. Unsafe toys can be very dangerous.

“ I knew by breastfeeding I was giving Rachel a healthy start. Where to go next was a little more confusing. It was tricky at first, but gradually we settled into a healthy balance. ”

Healthy lifestyles



WARNING SIGNS

A significant weight loss, or weight gain, rapid weight loss.



ACTION

Aim to give your child a healthy balanced diet. Younger children often refuse to eat certain foods and teenagers may go through food fads. These differences are normal but some eating problems are more serious and if you are worried, contact your doctor or health visitor for advice and support.



WHAT TO SAY

Don't feel pressured if friends and relatives make comments about your child's eating. Every child is different. Encouraging your child to eat healthily does not mean denying them food they enjoy. Healthy eating is about having a varied, balanced diet and enjoying bits of different foods.



PREVENTION

Offer children regular meals and snacks but avoid snacking all day in place of meals. Don't add salt to food. Grill, steam or bake foods rather than frying them. Encourage your child to be physically active.



CONTACTS

- Your midwife or health visitor for breastfeeding support
- NHS Smoking Helpline 0800 022 4 332
- Food Standards Agency 020 7276 8000
- British Heart Foundation 08450 70 80 70
- The British Dietetic Association 0121 200 8080

WEBLINKS: www.food.gov.uk • www.bhf.org.uk • www.bda.uk.com

- To help your child enjoy good health encourage them to eat a healthy diet and take regular exercise
- Encourage your child to choose a wide variety of foods to help them get the energy and nutrients they need to grow and stay healthy
- Having meal times together as a family encourages healthy eating habits
- Children and young people should aim to participate in activity of at least moderate intensity for one hour every day. This can be split into several smaller sessions
- The best drinks for children's teeth are milk and water

Looking after their body

Healthy eating for children and young people

Children need regular meals and snacks to get the things they need to grow and prevent illness. Eating meals together as a family can encourage them to enjoy a variety of foods and develop good eating habits. Eating snacks all day in place of meals is likely to lead to an unbalanced diet.

A healthy and varied diet should provide all the nutrients your child needs.

The nutrients children need are found in the four important food groups, all of which should be offered to them every day.

- 1. Bread and cereal:** These starchy foods provide energy, vitamins, minerals and fibre. Base each meal on bread, potatoes, rice, pasta or breakfast cereal. Use wholegrain varieties some of the time.
- 2. Fruit and vegetables:** Try to include fruit and vegetables five times each day. For example fruit or fruit juice at breakfast, both a vegetable and some fruit at lunch and tea. Remember children's portion sizes may be smaller than adults.
- 3. Milk:** Aim for three servings a day of milk, cheese or yoghurt e.g. milk as a drink, on breakfast cereal or in a pudding. Semi skimmed milk can be introduced from two years of age as long as your child is eating a balanced diet and is growing well. Fully skimmed milk isn't suitable as a

main drink until a child is five years old because it doesn't contain enough calories or vitamins.

- 4. Protein:** Meat, fish, nuts, cheese, eggs or pulses are needed two times a day. They provide protein, iron and some vitamins.

Smoking

Too many young people in Cumbria smoke. Most people know that smoking leads to serious health problems in later life (cancer, heart disease, stroke, chest problems). The best way to prevent this is by not smoking at all in the first place! Parents can set a good example by not smoking in front of children, and by giving up smoking to improve their own health. Young people may be encouraged to stop if they also realised that smoking damages their skin, causing wrinkles and making skin conditions (like acne) worse, stains teeth and nails, makes their breath smell and may make them appear unattractive to others.

Keeping children fit

Being active and taking regular exercise is also important - about one hour each day is recommended for children. It can help your child to develop strong muscles and bones, will prevent your child becoming overweight, will help to keep their heart healthy and reduce the risk of some chronic diseases later in life. It is also a fun way to mix with people and make new friends.



“ Greg is ten the same age as me. I haven't met him but we chat on the Internet all the time. He's really funny. He wants to meet up tomorrow to play football. I can't wait to see what he like.”

Internet/ e-safety



WARNING SIGNS

Keeping it secret when using the Internet, changes in how they act, unusual sexual questions, leaving clues (such as emails) that they are having chats with others which seem sexual or you are not comfortable with, or problems at school and not telling you where they are going or who they are meeting.



ACTION

Set up and stick to your Internet-use ground rules. Learn all you can about the Internet and how to use it yourself so you can understand what your child is viewing and whether it is suitable.



WHAT TO SAY

Discuss with your teenager the dangers of chat rooms and looking at unsuitable websites. Make sure they know that any personal information, including their real name, should not be passed on to anyone else. Be open-minded about the teen-websites they are viewing, but let them know that if they are worried about anything they see or read on the Internet they can ask you about it.



PREVENTION

Keep the computer in a family room, with the monitor facing outwards, so you can always see what's on screen. Discuss which websites your child is looking at and take a look for yourself. Make sure your teenager is aware of the dangers.



CONTACTS

• Child Exploitation & Online Protection Centre (CEOP) 0870 000 3344

WEBLINKS: www.ceop.gov.uk • www.kidsmart.org.uk
www.chatdanger.com • www.parentscentre.gov.uk

- The Internet can be fun and is useful
- Have family Internet rules to encourage safer use
- Paedophiles can use the Internet to contact children
- It is important that parents understand the Internet

New technology, old problem

The Internet is a wonderful and quick way for young people to find information, help them study and keep in contact with friends or meet new ones.

Unfortunately, the Internet is also an easy tool for child abuse. Paedophiles use chat rooms to become friendly with children or young people, often by pretending to be another child. Other risks include people who want to get personal information like names, addresses or telephone numbers for fraud. Using the Internet too much can lead to an unhealthy lifestyle and can be addictive.

Keep it safe

Keep an eye on what's going on by keeping the computer in a family room, rather than in a bedroom. Learn how to use a computer, access Internet sites and try out a chatroom for yourself so you understand what can happen. Check out which sites your children are visiting to see if they are acceptable.

Ask other parents to tell you about good chat rooms or websites for your child. Look for sites that check messages in chat rooms and those, which include clear guidelines for use, child-friendly advice, warnings and how to report concerns.

You can buy software filters which block access to websites with a sexual content. These don't make Internet use totally safe so it is still much better for you to take an active interest in the sites your child is browsing.

Set ground rules

- Limit the amount of time your child spends on the Internet - and stick to it.
- Discuss the kind of websites they can visit which are right for their age.
- Make it clear to your child that they must never give out their real name, address, home or mobile phone numbers or any other personal details or post photos of themselves on the Internet.
- They should always let you know if someone is asking questions or wanting details they don't feel happy about giving.

It's important that your child understands why there needs to be rules. Explain that because they can't see or hear the people they chat to on the Internet, they may not be who they seem. Paedophiles gain the trust of young people on the Internet. Remind your teenager that strangers on the Internet can be just as dangerous as strangers on the street.

If your teenager keeps it secret when using the computer, if you notice changes in how they act, problems sleeping or changes in routine or they are suddenly asking about sexual matters you could look into whether their Internet use has anything to do with it.



Lesbian, gay, bisexual & transgender

“ It took me a long time to accept it when my son told me he was gay. But if that's the way he is, then I want him to know I'm here for him. ”



WARNING SIGNS

Younger teenagers may not yet be aware of their sexuality. Older teens may feel confused about their feelings for their own sex and try to ignore them. Their actions may change as they try to come to terms with their sexuality. Others may try to give you signs that they are lesbian, gay, bisexual or transgender without having to tell you outright.



ACTION

If you believe your child is gay and having difficulty either coming to terms with this or telling you, start up conversations that will give them an opportunity to bring up the subject.



WHAT TO SAY

It may be hard to accept your child is lesbian or gay, but their sexuality doesn't change the person you have brought up and loved. Let them know you will be there for them and support them as they find their way.



PREVENTION

There is nothing you can do or should do to try and stop your child from being what they naturally are. Hiding feelings can only do long-term damage to their self-confidence. Encourage your child to be who they are and to be proud.



CONTACTS

• Families and Friends of Lesbians and Gays (FFLAG) Helpline 0845 652 0311

WEBLINKS: www.fflag.org.uk • www.cumbria.gov.uk/equalities

- 'Coming out' is a big step for young people
- Accept your own feelings
- Discuss your worries
- Your child needs your support

Is your son or daughter gay?

However much you love and think you know your child, you may find yourself feeling a range of emotions when finding out that they are lesbian, gay, bisexual or transgender.

You may feel shocked, worried, ashamed or horrified. Even if you had an idea they may be gay, it can still be difficult to accept the truth.

Many young people start to become aware of their feelings at age 11 or younger, but may take years to admit it to themselves or anyone else. They often feel lonely and scared. People often do not accept others who are 'different'. It will have taken a lot of courage for your child to tell you and now is the time they need your understanding and support.

Your concerns

It is normal as a parent to have concerns. You may feel you no longer know your child and that they are not the person you thought they were. You may feel you have to give up the hope of grandchildren. You may worry about the problems they may have to face in their lives. You may also feel embarrassed or ashamed to tell family, friends and neighbours. All of these concerns are natural. These are things your child may be worried about too.

Common misunderstandings

There are many things people do not understand about homosexuality. One is that it's 'just a phase'. While many young people experiment with their

own sex, if your child tells you they are gay, accept it, as they won't have said it lightly. Another is that homosexuality is an illness that can be cured. It's not - it's the way your child is. Some parents also believe their child has been 'turned' by mixing with gay friends, but it is unlikely your teenager would tell you about their feelings unless they were sure. Parents should not worry that it is something they have done (maybe being an over-caring mother or absent father) that has 'made' their child gay.

Giving support

It may take some time for you to get used to the fact that your teenager is lesbian, gay, bisexual or transgender, especially if it goes against your culture or religion. But your child still needs your support. Let them know you are there for them, as they may want to discuss issues or problems they are facing.

You may find it easier to understand and support your child if you contact one of the help groups aimed at parents of lesbian, gay, bisexual or transgender young people. Make sure your child knows how to protect themselves against sexual diseases. Don't make your child feel that they need to keep their friendships and partners secret from you. The more you find out about homosexuality, the more you will understand your child's lifestyle and be able to support them.

Mental health & well-being

“ At first I thought she was just being a moody teenager. But as the time went on I realised something was wrong. She’s getting counselling now and things are much better for her.”



WARNING SIGNS

Not sleeping, mood swings, eating disorders, not caring about their appearance, dropping friends and hobbies, staying in their room, crying, not doing so well at school, finding it hard to work, or being self-critical.



ACTION

If you think your child is depressed, talk to him/her and find out if there is any way you can help. Be patient and understanding - what may seem like small problems to you can be too much for a young person. Talk to your doctor and discuss what treatment (such as counselling) may be helpful. You could speak to your child’s school to see if they have noticed any differences in your son or daughter.



WHAT TO SAY

Listen to and talk to your child. Help and encourage them to get their lives together. Depression can’t just be switched off, it takes time and understanding to overcome it. Try to get them to contact useful organisations they can talk to in private.



PREVENTION

A supportive and understanding family means your child may feel more able to talk to you about any problems, rather than bottling them up. Chat about their interests, hobbies, friends and schoolwork so they feel you understand the different parts of their lives.



CONTACTS

- Your doctor
- NHS direct 0845 4647
- YoungMinds Parents' Information Service 0800 018 2138
- Parentline Plus 0808 800 2222

WEBLINKS: www.nhsdirect.nhs.uk • www.youngminds.org.uk

- www.parentlineplus.org.uk

- Many things can set off mental ill health
- Your teenager needs you to listen
- Get professional help

Helping them cope

Young people have a lot to deal with physically, mentally and emotionally and while every young person feels highs and lows, for some, this turns into depression.

Young people are more vulnerable and sensitive to what is happening to them and are less experienced at being able to deal with problems and anxieties.

Depression can be started by a number of things, such as parents divorcing or separating, feeling ignored and unloved, or not being listened to, losing friends, changing school or moving home, worries about their looks, sexuality, health, exams or abuse.

What may seem like small problems or worries to an older person can seem like a much bigger problem to a young person. Boys are more likely to get depressed than girls and suffer from serious mental ill health.

What are the signs?

While young people can sometimes seem unhappy and quiet, you may feel that this is more than just a phase. Signs may include being unable to sleep, eating too much or too little, mood swings, staying in their bedroom all day, or giving up interests and

hobbies. Crying, avoiding friends and family, finding it hard to do their schoolwork, or not caring about what they look like are other things to look out for. They may talk about death or have suicidal thoughts.

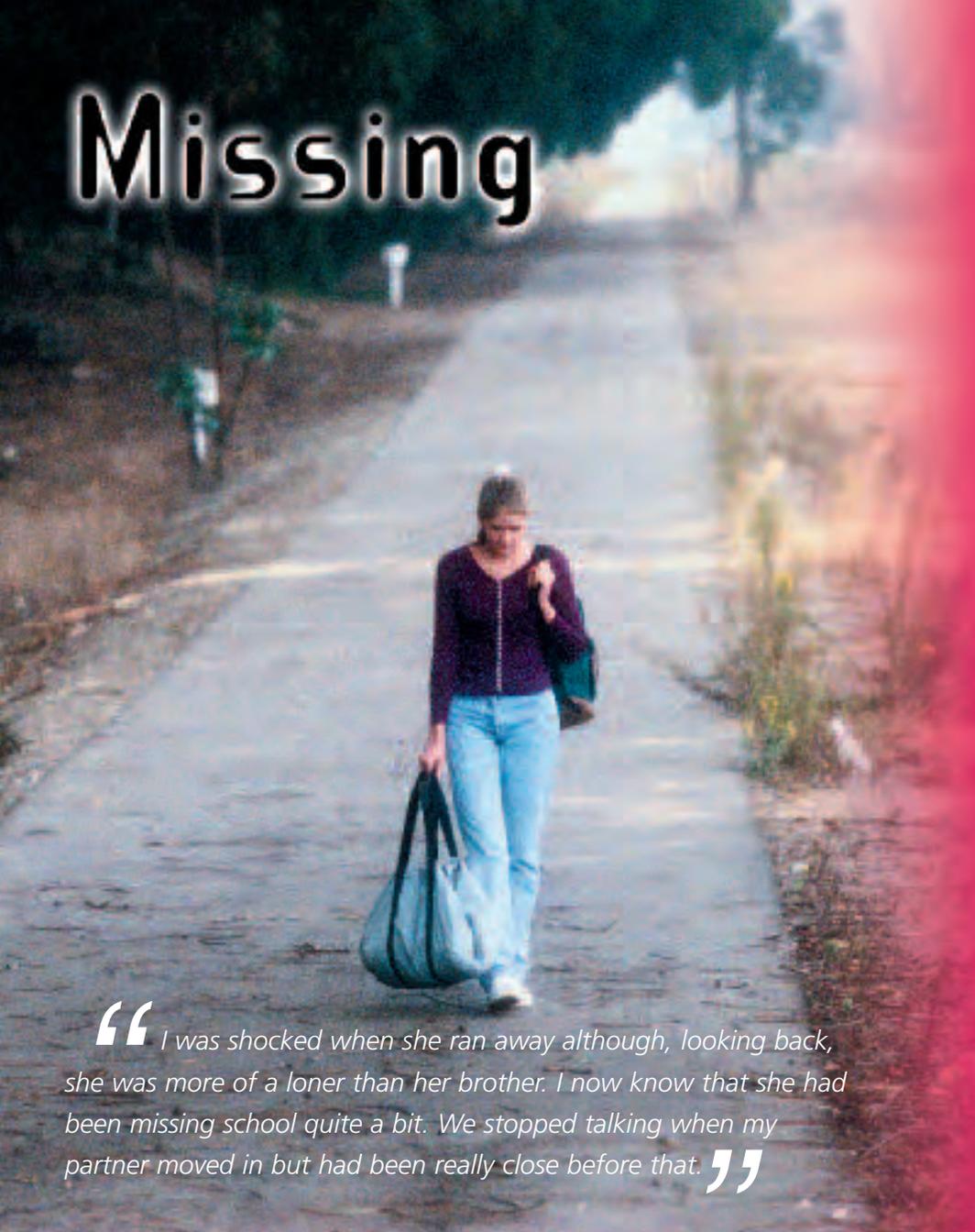
To escape from their feelings or let them out in the only way they know how young people may start taking drugs or drinking, not going to school, becoming violent or carrying out crimes such as shoplifting.

How to help

If your child is suffering from depression they need help. Don’t ignore their worries and take any talk of suicide seriously. You need to listen, try to understand what they are going through and get professional help if you need to.

Get them to talk about their worries. If they don’t feel they can talk to you, there are a number of helplines they can contact. If you are concerned, help them to see their doctor or school nurse. They may want you to come with them or may like to go alone (remember they will still need your support). The doctor can discuss ways to help, often a referral to a trained therapist or counsellor.

Missing



“ I was shocked when she ran away although, looking back, she was more of a loner than her brother. I now know that she had been missing school quite a bit. We stopped talking when my partner moved in but had been really close before that. ”



WARNING SIGNS

There may be none but does your child seem to be unhappy? Are you sure that they are not truanting from school? Has anything happened in the family that you haven't talked to your child about?



ACTION

If you think your child might be missing from school, talk to the school or an Education Welfare Officer. Contact the Police if your child goes missing and you don't know where they have gone.



WHAT TO SAY

Make sure that your child knows how important they are to you. When you have to tell your child off, tell them that it's the way they are acting that's the problem - not them. If something has gone wrong in the family, don't let your child think that it's their fault.



PREVENTION

Keep an eye out for changes in the way they act. Spend time with them and be interested in them. Do you know who your child's friends are? Be very careful about their access to the Internet and 'chat rooms'.



CONTACTS

- Missing Persons Helpline (24hrs) 0500 700 700
- Message Home 0800 700 740

WEBLINKS: www.missingpeople.org.uk

- Make time for your child to talk to you about their worries - even when you have to tell them off
- You know how important a good education is - let your child know this
- Only keep them off school if they are too ill to attend and not for days out or shopping trips
- Be honest about things that might be happening in the family
- Look for early signs that your child might not be happy and talk to their school about these
- Help is out there please don't be too embarrassed or afraid to ask

From home and school

The law says that parents must make sure that their children get a proper, full time education and it is against the law if their child does not go to school regularly and on time. Children who miss school are much more likely to have problems with their learning and getting the job or college place that they would like. They will often find it harder to make and keep friends and they are at much greater risk of getting into trouble in and out of school.

If they are missing out on school or lessons they are more likely to come across adults or other young people who might want to cause them harm.

When children miss school without their parents knowing, this is called truancy. Children who 'truant' regularly often do this because they are worried about something. There might be something happening on the way to or from school that is worrying them. They might be being bullied. They might be finding some lessons or subjects too hard (or too easy) or they might be having problems in finishing their homework. Sometimes, children

will be not want to leave home because they are worried that their parent might come to some harm whilst they are away.

Children from all sorts of backgrounds run away from home for lots of reasons. Many of us will remember planning to run away when we were younger because we felt unable to cope with our problems, or thought that nobody cared about us or because we thought we had been treated unfairly. Usually, if a child does go missing from home, it will be for a very short period - usually until the child thinks that the parents have noticed they are not there. Often, they will turn up at the home of a friend or relative.

When children run away, they are not being naughty - they are trying to tell us that they are unhappy or trying to find out just how much we do care about them.

If your child goes missing and you don't know where they have gone, contact the Police.

“Some of my friends moan that their parents are too busy for them. But my mum’s great - she always finds time to talk to us about stuff and makes us feel special - I know I can talk to her about anything.”

Positive parenting & self-esteem



WARNING SIGNS

There may be none. Is your child eating well? Getting enough exercise? Any changes in how they act? Is your child trying to tell you something? Are they constantly unhappy, with mood changes and temper tantrums?



ACTION

Be involved and develop a good relationship with your child before they reach their teens. Keep a healthy lifestyle. Do things together.



WHAT TO SAY

With younger children, set rules. With teenagers, remember that you are in charge. Even if you only get a grunt, don't give up on talking.



PREVENTION

Be a little crazy! Have fun with your child. Try to get them to make friends and have outside interests. Listen carefully to your child's point of view. Help them think through choices.



CONTACTS

• Parentline Plus 0808 800 2222

WEBLINKS: www.parentlineplus.org.uk • www.dcsf.gov.uk

- Children need to feel secure, loved and valued - this is the basis of self-esteem and confidence
- Noticing and praising good behaviour is the best way of having a good effect on how your child acts
- Be realistic about what you expect from your child
- Parents and carers need to work together and keep the same rules
- Listen to and talk to your child - it's good to talk!
- Do things together with your child that you both enjoy - have fun!

Make them feel great!

Positive parenting is about bringing out the best in your child, by listening and understanding, praising and encouraging their efforts, noticing and rewarding good behaviour and doing things together that you both enjoy.

In trying to be helpful, it is often easy to point out where a child is going wrong and forget to notice the things that go right. By doing this you are giving your child lots of attention for the unacceptable things that they are doing, rather than for the good things you would prefer them to do. It can also undermine your relationship with your child.

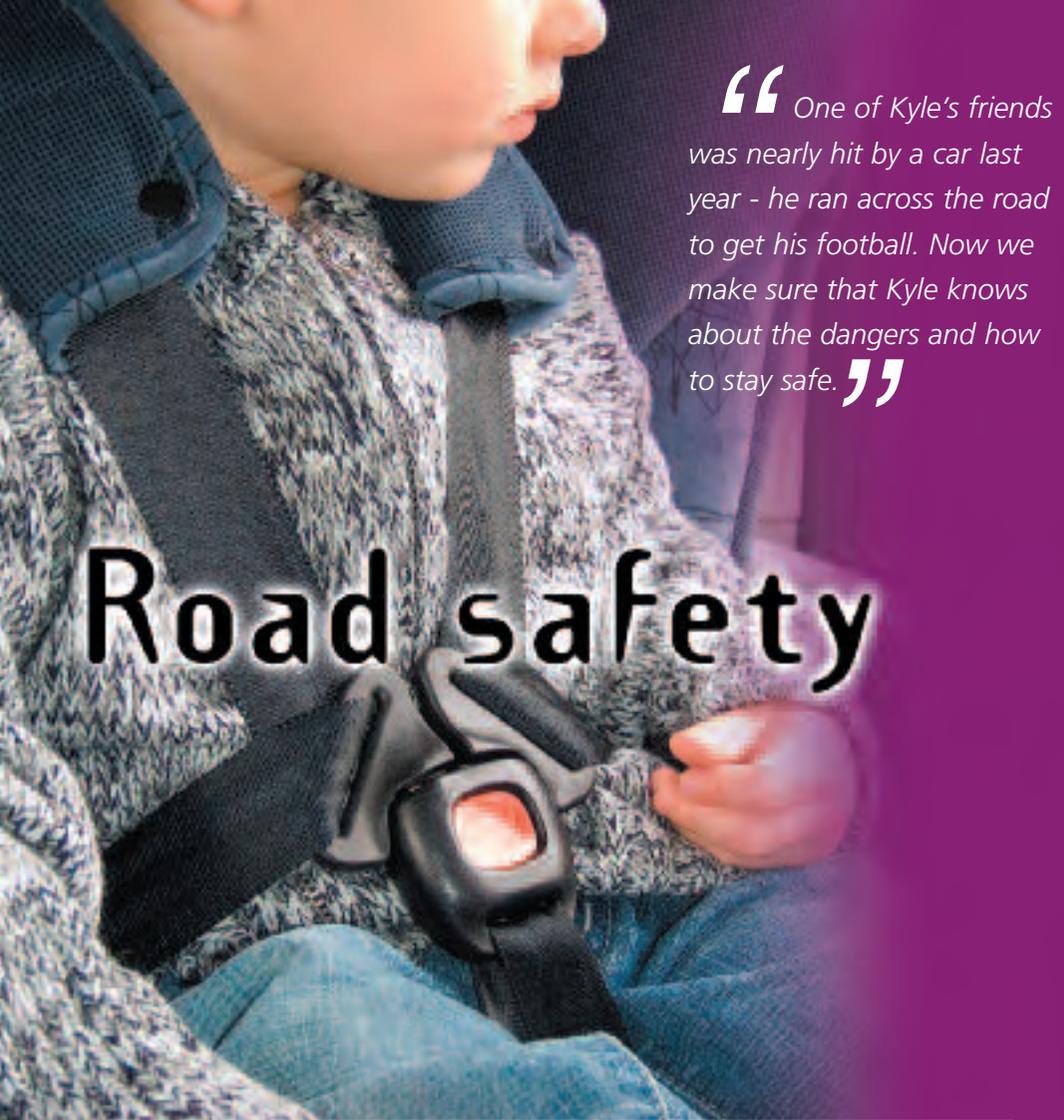
Parental attention and praise affects children so you need to use it in the right way! Not only will this have an effect on your child's behaviour in a positive way, it will also make your child feel happy, loved, wanted and secure and this is the basis of life-long confidence and self-esteem.

Teenagers have to learn to make their own decisions and establish their independence from their parents. Unfortunately their decisions might not always fit with yours. That is why

tension is normal. Choose your battles and let some go! Be friendly and supportive and let them know you have been through it and that you are always willing to listen. The main concern for teens is whether what they are going through is normal.

Remember to give them the practical information they need about the physical and emotional changes and reassure them that their development is perfectly normal. Keeping your child fit and healthy is something that most parents do without even thinking about it. Whether it involves getting your child to brush their teeth or reminding them to pay attention to personal hygiene, you are an important source of information and advice and a role model for your child.

A sense of self-esteem is your child's best protection from other difficulties. You can help to make them feel good about themselves in many ways. By being a good role model, giving good feedback, understanding and helping your child and being natural and affectionate.



“ One of Kyle’s friends was nearly hit by a car last year - he ran across the road to get his football. Now we make sure that Kyle knows about the dangers and how to stay safe. ”

Road safety



WARNING SIGNS

Children are most at risk during the summer, when more spend time playing outdoors, and in the winter, when roads can be wet and slippery. Never use a car seat that’s been involved in a crash, is over ten years old, comes without instructions, has parts missing or is cracked, or doesn’t have a label which tells you the date it was made.



ACTION

Teach your child the Green Cross Code:

- Think. Find the safest place to cross.
- Stop. Stand on the pavement near the kerb.
- Use your eyes and ears to look for traffic.
- Wait until it’s safe to cross.
- Look and listen. When it’s safe, walk across the road - don’t run.
- Arrive alive. Keep looking and listening for traffic while you cross.



WHAT TO SAY

From an early age, teach your child about road safety. Remember that children often copy their parents/carers, so prevent them from picking up bad habits by being a good role model. For example, cross the road sensibly and wear a seatbelt yourself.



PREVENTION

The law says that children aged three or up and up to 135cm in height must use a child car seat or a booster seat in a car. Children must also use a seat belt if there is one. If you’re stopped by police and your child isn’t in the right car seats, you risk a £30 fine.



CONTACTS

- Arrive Alive, a highway code for young road users: www.thinkroadsafety.gov.uk/arrivealive/greencross.htm
You can also order free road safety leaflets from this address.

- It’s vital to teach your child about road safety from an early age
- Make sure they know the Green Cross Code (Stop, look, listen)
- The road is not a playground, it’s a very dangerous place
- You can be fined if you don’t use the proper car seat for your child’s weight and height

Basic rules for everyone

As a parent or carer, it’s vital that you and your child know how to keep safe on the road - whether you’re crossing the road, cycling or driving in a car. That way, there’s less chance of any of you having an accident.

Crossing the road

Make sure your child knows the Green Cross Code from an early age. This is a six-step guide on how to cross the road safely, and they’re never too young to learn it.

Children tend to copy their parents, so be aware of how you cross the road and set a good example. If there’s a zebra crossing nearby, for example, use it.

Remember that child can’t judge speed or distance properly until they’re at least eight years old, so knowing about the Green Cross Code is even more important. One way to teach them how to be safe on the road is to walk to school together.

Playing on the road

Teach your child that the road isn’t a playground, it’s a really dangerous place. Gardens and parks are much safer - and nicer - places to play. If your child is playing with a ball, they need to know that if the ball accidentally goes onto the road they must ask an adult to get it back for them.

Cycling

If your child rides a bike on the road, it’s vital to wear a helmet. If they have an accident, helmets can prevent them having a serious head injury.

Other things to check include: that all the brakes work, the tyres are OK and the back reflector is clean. Children should also be clearly seen, with reflective sashes or arm-bands on their clothing if they’re cycling in bad light.

In the car

If you’re driving children in the car, they need to be in a properly-fitted, safe car seat that protects them if they have an accident. Make sure it’s right for your child’s weight and height.

Here’s a guide:

- Children who weigh 13kg or less (this is usually babies a year or under) should be in a rear-facing baby seat. Never place in the front seat if there’s an airbag.
- Children who weigh between 9kg and 18kg (this is usually aged four or under) should be in a child seat.
- Children who weigh more than 15kg (this is usually aged four to six) should be in a booster seat.
- Children who weigh 22kg (this is usually aged four and up) should have a booster cushion.

Separation, divorce & bereavement

“ It was very hard to keep thinking about the children’s needs when we separated. All I wanted to do was curl up in a ball and cry. I wish I had talked to them more at the time, as I know they found it really difficult. ”



WARNING SIGNS

Saying bad things or arguing with your partner in front of your children is only going to hurt them. Try to keep calm, and talk to them about what is happening - how you do this will have a big impact on their future. People react to death in different ways and it can take different amounts of time to come to terms with it. Give your child as much time and patience as they need. Ask for help from a counsellor if the difficulties go on for a long time.



ACTION

Tell your children what is happening and how you and your partner’s separation will affect their lives. Show that you care about them by listening to their feelings and wishes.



WHAT TO SAY

Explain why you are breaking up and that it has nothing to do with what they have done or said. Give them a chance to talk about feelings and worries. Talking about someone who has died helps to keep his or her spirit alive - it’s okay to still laugh and have fun.



PREVENTION

If you separate or divorce, try to stop your children feeling hurt, guilty or unloved. Keep lines of communication open.



CONTACTS

- Cruse Bereavement Care Helpline 0870 167 1677
- Your doctor

WEBLINKS: www.itsnotyourfault.org • www.crusebereavementcare.org.uk
www.rd4u.org.uk • www.justice.gov.uk

- You may feel upset, but your child can be suffering too
- Try to keep talking to each other and listen to your child’s worries and feelings
- Your child’s behaviour may change as they deal with their emotions and the changes in their life
- You can help by talking to your child about what has happened. If they find this hard, encourage friends or a teacher to be there for them too

It’s not their fault

Divorce and separation

- While you might think it is kinder to protect your child from the details, your child will find it easier to cope if they can understand what is going on.
- Children often think that their parent’s break-up is somehow their fault - through something they have done or said. They can feel hurt, confused and unloved.
- Explain what is going to happen and why. Try not to fight or argue in front of the children or encourage them to take sides. Explain that you will both be there for them whenever they need you. Try to get them to talk about their feelings and involve them in making choices about the future.
- Your children may be feeling that they are losing a parent in some way, but they may also be worried that they will have to move house, change schools, lose friends. Take time to listen to their worries and talk them through the changes.
- If you and your partner are finding it hard to talk and agree, you can get help from your local Mediation Service.

Loss and bereavement

- Loss or death is difficult for everyone. The death of a loved one, a pet or the loss of a close friend moving away can all be really tough on young people.
- People handle grief in different ways, and may have a range of feelings which can include:
 - Feeling numb.
 - Anger - at the person who died, you, others or themselves.
 - Guilt - blaming themselves in some way.
 - Fear - as the world has changed for ever.
 - Sadness at never seeing that person again.
 - Relief, if the person who died was in pain or suffering.
 - Depressed - feeling that life has lost all meaning.
- Your child may find it hard to cope with day-to-day life. They may take their anger out on you, get into trouble at school, struggle to do homework, push the limits and may experiment with alcohol and drugs as a way of forgetting. Not sleeping well is common at this time too.
- Even though you may be suffering too, try to keep talking to each other to share grief and happy memories. Working through this together will help.
- Give your child as much time and patience as they need - some people take longer than others to come to terms with a loss.



Sure Start Children's Centres

“ They say you experience second childhood when you get old. I experience it every time I play with my child. I'd forgotten what fun it can be! ”



WARNING SIGNS

If your child isn't receiving enough stimulation from you or from other carers, they may not be getting the opportunity they need to learn. It could seriously affect their development and future attitude to learning.



ACTION

Make time to have fun playing with your child. Make sure other carers have a positive attitude to play and learning. Find out about playgroups and other play activities that are available in your area.



WHAT TO SAY

Just go with the flow. Introduce as many different experiences as you can. Try to discover what sort of play interests your child and play along with them.



PREVENTION

Avoid letting your child get bored. Spend time with young children - keep them stimulated. Try to think up new activities for your child, especially ones for rainy days.



CONTACTS

- ChildLine 0800 1111
- Children's Centres - see page 54
- Your local library

WEBLINKS: www.familyeducation.com

- Children of all ages learn through play
- Play is a vital part of your child's development
- Early childhood experiences affect children's attitude to learning
- Children need a safe and supportive environment where they can play, learn and develop
- There are all sorts of groups and programmes in your area to help your child to play and learn
- As a parent you have a continuing vital role in your child's play and learning
- Young children do not distinguish between work and play

Enjoy learning together

Early learning through everyday experiences

Children who are encouraged to express themselves freely through play tend to be more able to adapt, learn skills and perform better at school. As a parent it's important to spend time playing with your child, providing stimulation and interaction. Involving children in daily activities such as shopping, laying the table or cooking will provide 'real life' opportunities for children to learn. From birth your child begins to learn through play about using their senses, social interaction, language and mobility.

Of course safety is most important.

A helping hand

The government is setting up Children's Centres to improve the range and quality of services for young children and their families. Through Children's Centres families will find a wide range of services and support, particularly when it comes to play and learning.

The foundation stage

All government-funded playgroups, nurseries, reception classes and other childcare settings carry out the Foundation Stage of education.

This is a distinctive phase for children from age three to the end of their year in a school reception class. All their

learning will be routed in play based activities as this is the best way for children to learn.

School years

Primary schools recognise the value of play and use it as a crucial learning tool throughout the school day.

At home your child will begin to play more on their own or with friends. It is still vital to be involved in your child's play activities, as well as any hobbies, artistic or sporting interests that they may develop as they grow. Giving your child time and encouragement is of even greater value than new toys or games, and being involved in their play means that you are part of their personal, social and emotional development.

As they grow older you will need to establish ground rules about playing out and visiting friends. Try to find a way of encouraging your child to get out and interact with others, whilst ensuring that you know where they are and that they are fully aware of dangers and threats to their safety.

As children, we all enjoyed playing once - perhaps we still do. Learning to play again with your child can be great fun. It will bring you closer to your child and play a vital role in preparing them for a full and active life.

Teenage pregnancy & sexual health

- Raise the issues about sex and relationships
- Saying 'no' is an option and delaying sex
- Talk about sex even if it seems difficult
- Try not to judge, but you should let your child know if you think they are 'at risk'
- They will learn by example - through your family's way of doing things based on your values, culture, faith and belief

Preventative parenting

Children and young people learn about sex from magazines, newspapers and friends. Confusing messages put children at risk.

Sex education shouldn't be a one-off talk. Where parents talk openly about sex, their teenagers wait until they are older than others before they start having sex and are more likely to use protection. Also if they know it's ok to talk about sex and their feelings with you they are more likely to come to you for help when they need it.

The average age for first sex is 16. You can't always stop your teenagers from having sex and many of them will do it anyway. Tell them about sex, pregnancy, sexually transmitted infections and how to use protection.

Hospitals and some pharmacies can provide free Emergency Hormonal Contraception (EHC) to girls 18 years and under.

Teenage parents

- Find out what benefits your teenager may be entitled to.
- Support your teenager to be a good parent - but let your them try things their way.
- Involve teenage dads as much as possible.

How you can help

Most teenage parents stay at home with their own parents after the baby is born. They will need your support but may also want to look after their child in their own way.

If the parents are no longer a couple encourage the father to see his child and help the parents to make decisions together about their baby.

Be there for them, but let them make their own decisions (unless they are putting the baby's life at risk). Help when you can and make sure she is eating well and sleeping while the baby sleeps. You can help by finding out about local support groups and encourage meeting other teen parents.

Getting support

There is support and advice for teenage parents on parenting skills, eating well (and feeding your baby well), benefits, and returning to education, training or work.

Young parents going back to education will also need advice and help with childcare and travel costs. If you want to look after your grandchild when your teenager returns to school, college or work and you want to be paid for this, you will need to be registered as a childminder.

Things to look out for

If she seems very tearful, finds looking after the baby hard, shows little interest in the baby or seems too protective and is not eating or sleeping well.

“ I know my boyfriend loves me really - it's just that he's at school too, so it's a bit difficult at the moment. I never knew you could get pregnant the first time you have sex, I was never told. ”



WARNING SIGNS

Young people will not always tell you if there is something that is worrying them. Let them know that you are there to listen.



ACTION

If you think that your child is having sex make sure that they know where to get the right information. If you think your daughter may be pregnant or if she has told you that she is, make sure she sees a doctor.



WHAT TO SAY

Talk to your daughters about birth control. Make your sons know that pregnancy is not just a girl's problem.



PREVENTION

Make sure your teenagers know about, and practice, safe sex to prevent unwanted pregnancy and getting sexually transmitted infections.



CONTACTS

- Parentline Plus 0808 800 2222
- Family Planning Association 0845 310 1334
- British Pregnancy Advisory Service 08457 304030
- NHS Direct (24hours) 0845 4647
- Your doctor

WEBLINKS: www.cumbriapct.nhs.uk • www.parentlineplus.org.uk
www.fpa.org.uk • www.bpas.org.uk • www.nhsdirect.nhs.uk



“ When Liam started primary school it was an exciting time for him - and us, too! He wasn't the only one who had to get used to a whole new routine - there were big changes for the whole family. ”

Transitions



WARNING SIGNS

Your child might not want to leave their primary school. They might feel nervous and insecure about the big changes and say they feel too ill to go to school. They might be angry towards you or cry, too. These feelings are all quite normal.



ACTION

Start thinking about which secondary school you want your child to go to well in advance. Your child's primary school will probably arrange visits to local secondary schools. If it doesn't, try to visit them yourself. Remember to make the decision with your child, not for them.



WHAT TO SAY

If your child feels nervous, talk about how you felt when you changed schools. Explain that it's natural to feel like this but that everyone's in the same situation. Talk to your child about bullying. Explain that it's wrong, and let them know you're there for them if they want to talk about it.



PREVENTION

If you're feeling anxious about your child starting at secondary school, try not to let them see this. Be positive about the exciting change they're about to go through. Talking to your child openly and often about what's going to happen will help them feel prepared about the next stage in their life.



CONTACTS

- Your Child's School
- Advisory Centre for Education (ACE) 0808 800 5793
- Parentline Plus 0808 800 2222

WEBLINKS: www.ace.ed.org.uk • www.parentlineplus.org.uk
www.parentscentre.gov.uk

- Moving from primary school to secondary school will be a huge change for your child
- Start thinking about which secondary school you'd like them to go to well in advance
- Find out as much as you can about their new school
- It can sometimes be a difficult time for parents too

Moving on

Choosing which secondary school your child will move to can be a very stressful time for parents. There are lots of questions that need to be answered and decisions to be made.

Start thinking about it during year five. During the autumn term of year six you will receive a booklet called 'Transfer to Secondary School'.

Find out as much as you can about the schools near you. Go to open days and read recent Ofsted reports if you can. Of course, you should make the decision with your child. Which school would they prefer to go to? A school might not have enough places for everyone who wants to go there. Make sure you know what happens if so.

A Choice Adviser can give you support and guidance to help you decide which secondary school you would prefer your child to attend. When you've decided which schools you're interested in, fill out the Common Application Form. You can do it online or on paper (see Contacts, below). This needs to happen in the autumn term a year before your child would start there. Do this by the closing date, or you might not get the school you want. You'll find out if your child has been accepted by 1 March. If they haven't been given a place, you can appeal against the school's decision.

When your child starts secondary school, it's a big change for them. They're used to being the oldest in their school - soon they'll be the youngest. Everything will be brand new and much bigger. They'll have more books, more teachers and more homework.

Moving school can be scary but exciting, too, so give your child lots of support so it's easier for them. Make sure they know what's happening and make your decisions together.

Visiting the school with your child to meet their teachers before they start can help. Find out who else is going to their new school - can you go together on the first day?

There are lots of things that your child will need when they start at secondary school, so try to be prepared - think about their uniform (if they wear one), a bag for their books, sports kit, stationery and equipment.

As a parent, you might worry how your child is going to cope with new friends and new subjects to learn, or how they'll deal with the pressures of being a teenager. While you probably feel excited for them, maybe you also feel a little sad that your child is growing up and doesn't need you so much any more. It's natural to feel like this sometimes.

“Everyday I hear the child next door crying. Her parents are always shouting at her. Yesterday, in the street, I saw her mother hit her hard across the side of the head. This is probably none of business but I am worried and not sure what to do.”

Worried about a child



WARNING SIGNS

There are many possible signs of abuse, ranging from injury to changes in the way a child is acting. You could see something happen or a child may tell you that he or she is being hurt.



ACTION

If you think that a child has been hurt, contact the Duty Social Worker or the Police. If you are unsure, you can speak to a helpline such as the NSPCC and your call will be kept private.



WHAT TO SAY

Explain exactly what you have seen or been told. If you can, keep a note of dates, injuries and the exact words used. These will help you.



PREVENTION

Make sure your child knows who they can share worries with if and when they need to. Listen carefully to children and notice any changes in them.



CONTACTS

- NSPCC 0808 800 5000
- Parentline Plus 0808 800 2222
- ChildLine 0800 1111
- Family Rights Group 0808 801 0366

WEBLINKS: www.nspcc.org.uk • www.parentlineplus.org.uk
www.childline.org.uk • www.frg.org.uk

- Protecting children is everybody's business
- Adults have a responsibility to report abuse
- Consider offering some support if you are worried
- If in doubt share your concerns about children
- Reporting concerns rarely leads to a child being removed
- Act now - long-term abuse is damaging for children

Should you mind your own business?

All families have problems at times but can be helped by other family members or close friends.

If someone you know is having difficulties, you could:

- Listen to their problems.
- Help them cope.
- Encourage them to get more help.
- Support them by babysitting or doing shopping.

There may be times when a child is at risk of harm and you need to get help.

When we think, see or are told about a child that is being hurt we can react in many different ways. We may feel guilty, angry, or shocked. Some people's reactions can stop help getting to a family who need it.

Many people do not tell because they fear that:

- Children will get hurt more.
- They believe that nothing will be done.
- They believe that the child would be taken away.
- They worry that the family may find out who reported them.
- Telling may ruin family relationships.

In truth, it is best that action is taken early to stop things getting worse. Long-term abuse is much more likely to cause problems for a child as they get older. Even if you think something is just a one off, other agencies may already have concerns about the child. Your information could be very important.

If you report your concerns to Children's Social Care, you will be asked for your details and details of the worries you have. You should write down what you want to say before you speak to them so that you can remember everything.

Reporting child abuse hardly ever results in the child being taken away from home. This is not the main aim of Child Protection Investigations and rarely happens. Social Workers can only remove children from home with a court order, having shown that there is serious risk. In emergency situations the Police have the power to remove a child from home for 72 hours.

“ She didn't say anything, but I could tell that having to look after me was having an affect on Jessie. But how could I care for my daughter, when she was caring for me and her baby brother? I made a few phone calls and found out that even with my illness, I can still be a good parent.”



Young carers



WARNING SIGNS

Late homework, missing school, feeling tired all the time and acting unusually may be signs that your child is struggling with their caring role. It is very important that you talk and listen to your child so you can take action to help them cope.



ACTION

Don't think that you and your child have to deal with things alone. Get as much information as you can and find out what services, support, benefits and advice are available. You're not alone - make contact!



WHAT TO SAY

Make sure your local Department of Social Services, your Local Education and Health Authorities, and your doctor know about what is happening and keep them up to date if things change.



PREVENTION

Being a young carer could have a bad effect on your child's health, education and well-being. You can help stop this by making sure that they get the best support and advice available.



CONTACTS

- Benefit Enquiry Line for People with Disabilities 0800 88 22 00
- Carers UK 0808 808 7777

WEBLINKS: www.carersuk.org

- Young carers are protected by the Children Act 1989; Carers (Recognition and Services Act) 1995 and Carers and Disabled Children Act 2000
- The Government, your Local Council, and Education and Health Authorities are there to help and will act once concern is raised
- There are many types of support to help you and your child cope with their caring
- You care about your young carer! So make contact with the support groups and organisations that are there to help

Who cares? You care. They care

Many people need special care in their homes. They may be ill, disabled or elderly, or they may have drug or alcohol problems. Care from a member of the family can be a help. When the carer is a child or a young adult it is very important to make sure that they are getting everything they need too.

If your child has any caring role, for yourself or another member of their family, it is most important that they do not suffer because of their caring. Most importantly, tell your local Department of Social Services, and your Local Education and Health Authorities about this. You don't have to cope alone; they can help you and your child get the support and advice you both need.

Education

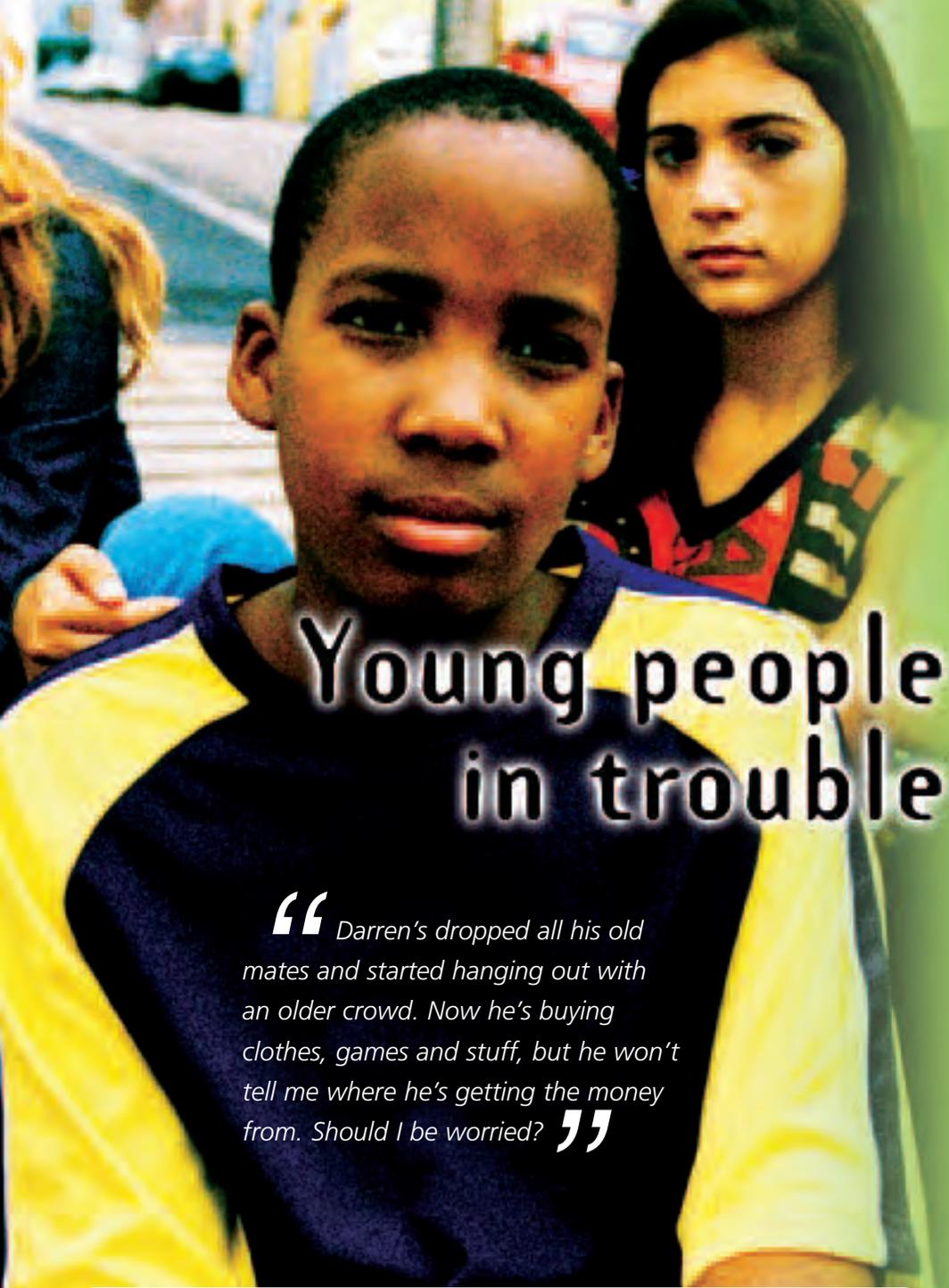
You will want your child to do well at school. Many young carers achieve good results but research has shown that caring can have a bad effect on a child's education. To help stop this, it is important that your Local Education Authority and your child's school are told about their caring role. This way they can give your child extra help if needed and will understand and support them.

Health

Sometimes young carers can be so busy looking after others, that they forget to look after themselves, and can become ill, stressed or depressed. The best way to avoid this is to get help from your doctor and Local Health Authority. Let them know all about what is happening so that they can give the help and advice that both you and your child need.

Extra support

Your council can give extra support to carers. This can include special breaks for carers and extra support services for particular needs. There are also many local and national organisations set up to help young carers and their parents.



Young people in trouble

“ Darren’s dropped all his old mates and started hanging out with an older crowd. Now he’s buying clothes, games and stuff, but he won’t tell me where he’s getting the money from. Should I be worried? ”

WARNING SIGNS
There are many signs, which might show something is wrong. Your child may be influenced by others, stay out late, have new clothes or other items which cannot be explained, or use drugs and alcohol.

ACTION
Talk to your child about your worries. You can get help and advice from the local Youth Offending Team. Don't ignore the problem. Spending more time with your child doing other things can help.

WHAT TO SAY
Try to stay calm, all children break the rules from time to time, some more than others. If you do make rules, stick to them.

PREVENTION
It is important that you take an interest in your children. Know who their friends are and how they are doing at school. If you think that something is wrong do something sooner rather than later.

CONTACTS
• Youth Justice Board for England and Wales 020 7271 3033
WEBLINKS: www.yjb.gov.uk

- The main reasons young people give for carrying out crime are boredom and pressure from friends
- Young people from a supportive family home are less likely to offend
- If you think something is wrong, talk to your child sooner rather than later

Preventative parenting

The main reasons young people give for offending are boredom and pressure from friends. Young people also say that the two main things that stop them from carrying out crime are:

- Fear of being caught.
- Their parents’ reaction.

Research into the lifestyles and experiences of young offenders tells us that the following factors matter most in keeping young people out of trouble:

- A stable and supportive family home.
- Good parenting.
- Going to and making good progress at school, in training or at work.

The Youth Justice System
The Youth Justice System in England and Wales is made up of all the places and services that work with young people that commit crime, this includes Courts, Police, Probation and Prison Services and Local Councils. The Government completely changed this system in 2000. Everyone in the system now has one overall aim, which is to stop young people carrying out crime. The new system delivers justice faster and makes sure young people are both punished for their behaviour and helped to start leading better lives, without committing crime.

Youth Offending Teams
Youth Offending Teams (YOT) are a one stop shop for all young offenders. Each young person who has carried out a crime will be looked at by the YOT and decisions will be made by the team as to what steps should be taken to make sure the young person keeps out of anymore trouble. There is a YOT in every Local Authority in England and Wales, made up of Police Officers, Victim Liaison Officers, Probation Officers, Social Workers, Health and Drugs Advisors and Housing Support Officers. Because the YOT is made up of all these people it can help young offenders with many different things. YOT’s work directly with young people and families to:

- Try and stop them committing crime in the first place.
- Work with them if they have committed crime and are subject to a Court Order or Police Final Warning.
- Work directly to make sure that young people who have been sent to custody have the best chance of a good future after they are let out.

To help with this work the YOT works closely with volunteers who are trained to work with young people to help them stay out of trouble.

Some helpful local services

- **AWAZ** 01768 840827
- **CADAS (Cumbria Alcohol and Drugs Advisory Service)**
Barrow 01229 811111
Carlisle 01228 544140
Kendal 01539 742615
Penrith 01768 895566
Workington 01900 608498
- **Children, Families and Learning (School admission)**
01228 226930 • 01228 221159
01228 226999 • 01228 221171
01228 221198
- **Children and Families Information Service Cumbria County Council**
08457 125 737
- **Children's Centres Information**
Sure Start Alston Children's Centre, Alston Primary School, Garrigill Road, Alston, Cumbria CA9 3UF. 01434 381213
Sure Start Aspatria Children's Centre, SRI Building, King Street, Aspatria, Cumbria CA7 3ET. 01697 371741
Sure Start Bram Longstaffe Children's Centre, Farm Street, Barrow-in-Furness, Cumbria LA14 2RX. 01229 894638
Sure Start Carlisle South, Petteril Bank School, Burnett Road, Carlisle, Cumbria CA1 3BX. 01228 625937
Sure Start Carlisle West Children's Centre, Wigton Road, Carlisle, Cumbria CA2 6JP. 01228 223417
Sure Start Cleator Moor Children's Centre, Birks Road, Cleator Moor, Cumbria CA25 5HR. 01946 62681
Sure Start Dalton Children's Centre Dalton Health Centre, Dowdales School, Dalton-in-Furness, Cumbria LA15 8AH. 01229 831527
Sure Start Distington Children's Centre, Distington Community School, Church Rd, Workington, Cumbria CA14 5TE. 01900 873699
Sure Start Egremont Children's Centre, Orgill Primary School, Southey Avenue, Egremont, Cumbria CA22 2HH. 01946 62681
Sure Start Frizington, Main Street, Frizington, Cumbria CA26 3PF. 01946 810846

- Sure Start Greengate Children's Centre, Greengate Street, Barrow in Furness, Cumbria LA14 1BG. 01229 820049
- Sure Start Hindpool, Bath Street, Barrow In Furness, Cumbria LA14 5TS. 01229 894660
- Sure Start Kendal Children's Centre, St Thomas's CE School, Kendal Green, Kendal, Cumbria LA9 5PP. 01539 443500
- Sure Start Keswick Children's Centre, Trinity Way, Keswick, Cumbria CA12 4HZ. 01900 873699
- Sure Start Lakes Children's Centre, Ambleside Library, Kelsick Rd, Ambleside, Cumbria LA22 0BZ. 01539 434949
- Sure Start Longtown & Bewcastle Children's Centre, Longtown Primary School, Mary Street, Longtown, Cumbria CA6 5UG. 01228 792130
- Sure Start Middle Eden Children's Centre, Kirkby Thore School, Kirkby Thore, Cumbria CA10 1UU. 07894 692656
- Sure Start Millom Children's Centre Millom Family Network Centre, c/o Millom Infant School, Millom, Cumbria LA18 4LP. 01229 772679
- Sure Start Milnthorpe Children's Centre, Milnthorpe Primary, Firs Road, Milnthorpe, Cumbria LA7 7QF. 01539 564896
- Sure Start Morton Park Children's Centre, Morton Park, Wigton Rd, Carlisle, Cumbria CA2 6JP. 01228 601592
- Sure Start Newbarns Children's Centre, Rising Side, Rising Side, Barrow-in-Furness, Cumbria LA13 9ET. 01229 831527
- Sure Start North Allerdale Children's Centre, Unit 1B&C, George Moore Estate, Aspatria, Cumbria CA7 1BA. 01697 371741
- Sure Start Silloth Children's Centre, Silloth Primary School, Liddell Street, Silloth, Cumbria CA7 4DR. 01697 371741
- Sure Start Ulverston Children's Centre, Lund Terrace, Ulverston, Cumbria, LA12 9BE. 01229 831527

- Sure Start West Allerdale, Brunswick House, Maryport, Cumbria CA15 8BF. 01900 819190
- Sure Start Whitehaven Children's Centre, Howgill Family Centre, 14-15 Howgill St, Whitehaven, Cumbria CA28 7QW. 01946 62681
- Sure Start Windermere Children's Centre, Goodly Dale Primary School, Lake Road, Windermere, Cumbria LA23 2JX. 01539 443500
- Sure Start Workington Minto Centre, The Minto Centre, Nilsson Drive, Workington, Cumbria CA14 5BD. 01900 873699
- **Children's Integrated Services**
Allerdale Children's Services 01900 325325
Barrow Children's Services 01229 894894
Carlisle Children's Services 01228 607002
Copeland Children's Services 01946 852852
Eden Children's Services 01768 242242
Out of Hours Services 01228 526690
South Lakes Children's Services 01539 773377
- **Citizen's Advice Bureau**
Barrow-in-Furness 0870 126 4016
Grange-over-Sands 01539 533100
Kendal 0870 126 4061
Keswick 01768 773472
Millom 01229 772395
Penrith 01768 863564
Whitehaven 01946 693321
Windermere 01539 446464
Workington 01900 604735
- **Connexions Cumbria**
Barrow 01229 824052
Carlisle 01228 596272
Hackthorpe 01931 711300
Kendal 01539 730045
Maryport 01539 730045
Penrith 01768 865296
Ulverston 01229 583466
Whitehaven 01946 695541
Workington 01900 604674
- **Cumbria Constabulary**
0845 3300247
- **Cumbria Council for Voluntary Services**
01768 242071
- **Cumbria Disability Network**
01768 840827
- **Cumbria Multi-Cultural Centre**
01229 833933

- **Domestic Violence Services**
IMPACT, Carlisle 01228 633600
'Let Go' 01768 892179
SAFE in Barrow 01229 838746
Women's Aid, Carlisle: Refuge 01228 633607
Floating support 01228 633609
Refuge 01228 591995
- **East Cumbria Family Support Association**
01768 242145
- **Education Welfare Service**
Carlisle 01228 226789
Hensingham 01946 595861
Barrow-in-Furness 01229 894407
Kendal 01539 773452
Penrith 01768 242070
- **Equality and Diversity, Single Equality Scheme**
01228 603126, 07917 559074
- **Family Centres**
Botcherby Family Centre 01228 227184
Carlton Road Family Centre 01900 325380
Ormsgill Family Centre 01229 894797
- **Gay Cumbria**
01900 603393
- **Health Visitors**
Contact your doctor
- **Homestart**
Barrow-in-Furness 01229 824411
Millom 01229 773638
Kendal 01539 727333
- **Kendal Drop-in** 07795 346632
- **Mencap** 01228 674393
- **NSPCC Cumbria**
01228 521829 • 01229 813461
- **Outreach Cumbria**
01768 840827
- **Samaritans**
08457 90 90 90
- **School Nurses**
Contact your child's school
- **Young Carers Organisations**
Carlisle Carers 01228 542156
Eden Carers 01768 890280
Furness Carers 01229 822822
South Lakes Carers 01539 815970
West Cumbria Carers 01900 810101
- **Youth Offending Team**
Cumbria County Council 01228 227179
Headquarters 01228 607090
Barrow-In-Furness 01229 826080
Maryport 01900 813531