



# Free support & information for parents/ carers in Manchester

Produced by the Parent Support Service, October 2008  
Email any suggested changes to [parents@manchester.gov.uk](mailto:parents@manchester.gov.uk)



## ADULT EDUCATION

**Family Learning Team**  
Courses for parents/carers on play and helping your child to learn.  
North tel: 795 6010  
Central tel: 254 7314  
South tel: 998 4728  
**Adult education classes**  
tel: 0800 083 2121

## BME (BLACK & MINORITY ETHNIC)

**International New Arrivals, Travellers & Supplementary Schools**  
tel: 223 3158  
**ROUTES**  
Support for families newly arrived from overseas.  
tel: 835 3393  
**One to One Asian Parent/ Carers Project**  
For Asian parents of children with disabilities.  
tel: 227 8708  
**Linkworker Advice Service**  
Advice for BME communities on welfare rights, housing, education, social care etc. In several languages.  
tel: 234 3297  
**Equality and Human Rights Commission**  
[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

## CHILDREN UNDER 5

**Sure Start**  
FIS 0800 083 7921  
[www.surestart.gov.uk](http://www.surestart.gov.uk)  
**Homestart**  
Free and confidential advice and support for families.  
FIS 0800 083 7921  
[www.home-start.org.uk](http://www.home-start.org.uk)  
**Directgov**  
[www.direct.gov.uk/en/Parents/childcare](http://www.direct.gov.uk/en/Parents/childcare)

## DAYS OUT WITH THE FAMILY

**FIS**  
tel: 0800 083 7921  
**Manchester International Arts**  
Mostly free events around Manchester. Many appropriate for all ages.  
[www.streetsahead.org.uk](http://www.streetsahead.org.uk)  
[www.familyfriendly.org.uk](http://www.familyfriendly.org.uk)  
Details of events and places of interest for children of all ages.  
**Manchester Art Galleries**  
tel: 235 8888  
[www.manchestergalleries.org/families](http://www.manchestergalleries.org/families)  
**Manchester Library & Information Service**  
tel: 234 1900  
[www.manchester.gov.uk/libraries](http://www.manchester.gov.uk/libraries)

## DIRECT SUPPORT FOR YOUNG PEOPLE

**Eclipse (Drugs and Alcohol)**  
For under 19s.  
tel: 273 6686  
**42nd Street**  
Support for young people 14-25 experiencing stress and mental health problems.  
Helpline: 832 0170  
Mon, Thurs, Fri 12.30-4.30  
[www.fourtysecondstreet.org.uk](http://www.fourtysecondstreet.org.uk)  
**Brook Advisory Service**  
Support/advice including emergency contraception, pregnancy testing and sexual health. Up to 19yrs.  
tel: 237 3001  
[www.brook.org.uk](http://www.brook.org.uk)  
**Lesbian and gay foundation**  
Advice for lesbian, gay and bisexual people of all ages.  
tel: 235 8035  
Advice line (6-10pm)  
tel: 0845 330 3030  
[www.lgf.org.uk](http://www.lgf.org.uk)  
**Connexions**  
Advice on issues such as school, college, careers and health for young people aged 13-19 yrs (25 yrs for those with learning difficulties)  
North tel: 205 1644  
Central tel: 226 8609  
East tel: 248 7684  
South tel: 437 4288  
[www.connexions-manchester.com](http://www.connexions-manchester.com)  
**TALKadoption**  
Freephone helpline for those under 26 yrs with questions or concerns about adoption.  
tel: 0808 808 1234  
**NATIONAL INFORMATION & SUPPORT**  
**Childline (24 hr)**  
Help and advice for children & young people with problems or concerns.  
tel: 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)  
**CALM**  
Advice for young men on a range of matters such as addictions, anxiety, depression, health, finance and sexuality.  
tel: 0800 585858  
Sat - Tues, 5pm-midnight  
[www.thecalmzone.net](http://www.thecalmzone.net)  
**Alateen**  
A service for young people affected by someone else's drinking.  
tel: 0207 403 0888 (10 am-10pm, 365 days a year)  
**British Youth Council**  
Youth-led organisation helping to empower young people to have a say and be heard.  
[www.byc.org.uk](http://www.byc.org.uk)  
**Children's Rights Service**  
Service for those looked after by Manchester City Council, or any child or

## FAMILY INFORMATION SERVICE (FIS)

**The Family Information Service is a free, impartial information service for parents and carers of children and young people aged 0-19. FIS provides information and advice on childcare and a wide range of other services for children.**

**Freephone Helpline: 0800 083 7921**  
**Lines open Mon-Fri 8.00am-5.00pm**  
**Email: [fisinfo@Manchester.gov.uk](mailto:fisinfo@Manchester.gov.uk)**  
**[www.manchester.gov.uk/childcare](http://www.manchester.gov.uk/childcare)**

young person in need.  
tel: 0800 032 5647

## GENERAL EDUCATION

**Admissions Team**  
Information about school places, appeals and transport to school.  
tel: 234 7188/51/63/50  
**Children's Education Services**  
tel: 234 5000  
**Exclusions Team**  
tel: 234 7152  
**Choice Advice**  
Help with applying for a reception or year 7 secondary school place.  
tel: 0800 083 7921  
[www.manchester.gov.uk/choiceadvice](http://www.manchester.gov.uk/choiceadvice)

## NATIONAL INFORMATION & SUPPORT

**Advisory Centre for Education (ACE)**  
General advice  
tel: 0808 800 5793  
Exclusion Information  
tel: 0207 704 9822  
Exclusion advice line:  
tel: 0808 800 0327  
Mon-Fri, 10 am-5 pm  
[www.ace-ed.org.uk](http://www.ace-ed.org.uk)  
**National Association for Gifted Children**  
tel: 0845 450 0295  
info line - 01908 646 433  
[www.nagcbritain.org.uk](http://www.nagcbritain.org.uk)  
**Education Otherwise**  
For parents educating their children outside school  
tel: 0845 478 6345  
[www.education-otherwise.org](http://www.education-otherwise.org)

## HEALTH CARE

**Lifeline**  
Advice for people affected by drug misuse.  
tel: 839 2054

[www.lifeline.org.uk](http://www.lifeline.org.uk)  
**ADS (Addiction Dependency Services)**  
tel: 834 9777  
**NHS Direct**  
General Health Advice  
tel: 0845 4647  
[www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)  
**FPA (Family Planning Association)**  
tel: 0845 122 8690  
[www.fpa.org.uk](http://www.fpa.org.uk)  
**Talk to Frank**  
Free 24-hr drugs helpline  
tel: 0800 776600  
[www.talktofrank.com](http://www.talktofrank.com)

## FAMILY WELL-BEING

**Social Care Services**  
tel: 255 8250  
**One Parent Families/ Gingerbread**  
Advice for lone parents, including specific information for lone fathers.  
[www.oneparentfamilies.org.uk/manchester](http://www.oneparentfamilies.org.uk/manchester)  
tel: 0800 018 5026  
**Family Welfare Association (FWA)**  
Offers help on a variety of issues.  
tel: 682 1500  
[www.fwa.org.uk](http://www.fwa.org.uk)  
**Manchester Carers Helpline**  
tel: 835 4090  
[www.advicekit.info](http://www.advicekit.info)  
**Domestic Violence Helpline**  
tel: 839 8574  
10.00-4.00 Mon- Fri  
(10.00-1.00 Sat)  
**Women's Domestic Violence Helpline** 636 7525  
**Male Advice & Enquiry Helpline** 0808 801 0327  
**National Domestic Violence Helpline** 0808 2000 247  
[www.endthefear.co.uk](http://www.endthefear.co.uk)  
**Manchester Parents' Group**  
For parents of lesbian, gay and bisexual young people  
[www.manpg.co.uk](http://www.manpg.co.uk)  
**Manchester Advice**  
Advice on many issues, including housing, benefit issues and finance, as well as confidential specialist advice for women experiencing domestic violence.  
tel: 234 5600  
**Homeless Families**  
tel: 255 8250  
**Members' Services**  
Find out about Councillors in your area.  
tel: 234 3235  
**Complaints**  
Complaints form available online  
[www.manchester.gov.uk](http://www.manchester.gov.uk)  
tel: 234 3012  
**Gaddum Centre**  
Free support for children and their families who have experienced bereavement  
tel: 834 6069

[www.gaddumcentre.co.uk](http://www.gaddumcentre.co.uk)  
**NATIONAL INFORMATION & SUPPORT**

**Parentline Plus**  
tel: 0808 800 2222  
[www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)  
**Lone Parent Helpline**  
tel: 0800 018 5026

## OUT OF SCHOOL CARE & PLAYSCHEMES

**FIS**  
Up-to-date information on childcare, holiday play schemes and payment advice.  
Freephone Helpline:  
tel: 0800 083 7921

## SPECIAL NEEDS, DISABILITY, LEARNING OR BEHAVIOURAL DIFFICULTIES

**Parent Partnership Service**  
Support, advice and information for parents and carers of children with Special Educational Needs (SEN).  
tel: 953 2712/2713  
**Pre-school Special Needs Service**  
Home-based early educational support for babies/young children with developmental delay, learning difficulty and disability.  
tel: 274 6377  
**Educational Psychology Service**  
tel: 226 5404  
**Multi Agency Partnership for Disabled Children (MAP)**  
Information, advice & signposting for parents/carers of children with disabilities.  
tel: 881 8116  
[www.map-project.org.uk](http://www.map-project.org.uk)  
**Sensory Support for Hearing Needs or Deafness**  
tel: 445 5172  
**The Sensory Provision Team**  
Equipment for visual & hearing impaired children.  
tel: 273 7986  
**NATIONAL INFORMATION & SUPPORT**  
**Independent Panel for Special Education Advice (IPSEA)**  
Free and independent legal advice for parents/carers of children with SEN.  
tel: 08000 184016  
[www.ipsea.org.uk](http://www.ipsea.org.uk)  
**Contact a family**  
Puts families with a child with special needs/disabilities in touch with others.  
tel: 0808 808 3555  
[www.cafamily.org.uk](http://www.cafamily.org.uk)

• Updated versions of this sheet can be found on [www.manchester.gov.uk/children/parents](http://www.manchester.gov.uk/children/parents)