

Support for Families

Listening Ear for Families

Safe Families for Children <https://safefamilies.uk/> through their network of volunteers are offering the opportunity for parents/carers of children and young people to talk through any worries you have and provide you with guidance on coping with life when movement is restricted. They'll be a listening ear if you are concerned about anything or need support with accessing or signposting to services.

Just email the team via dlsupportcalls@safefamilies.uk with:

- Your name
- Post Code
- Contact number and details of when you would prefer a call
- You may also wish to provide an overview of what you may like to talk about in your call

A member of the team will then aim to contact you within 24 hours

By emailing Safe Families you are agreeing to a call back to you on the number provided within the next 24 hours to discuss your current situation. Once with Safe Families, information gathered will be stored according to their data retention policy, available on their website at <https://safefamilies.uk/>

Please note if you have concerns about the welfare of a child/young person, do not use the email above, please contact the Childrens Front Door via 01325 406222 (option 2) or via email childrensfrontdoor@darlington.gov.uk.

Independent Living and Accommodation Based Support - Foundation Support Service

Foundation provide an independent living support service in Darlington for Parents (this will include support (presently via the telephone) in areas such as; support with running a household, managing correspondence, budgeting, engaging with services and developing life skills) and support with accommodation needs. You can self-refer to Foundations.

by telephone on 01325 351579

or email foundationdarlingtonfamiliesandyoungparentsscheme@foundationuk.org.

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Children and Young People



Children and Young People in Darlington (COVID-19)

Feeling anxious?

Need someone to talk to?

If you are aged between 11 and 18 and live or study in Darlington and finding the current situation hard to cope with you can call a dedicated helpline being delivered by the Listening Post and Darlington Mind, from 1st April 2020.

You do not need to be already accessing or waiting to access The Listening Post or Darlington MIND to utilise this support and the service is completely free; if you need information, advice or support then please make contact via the details below and we will do what we can to help.

The Listening Post will be offering a dedicated service from 10am-12noon each weekday (Monday-Friday) from 1st April 2020. To access this support please contact 07847 933799 between 10am – 12midday Monday to Friday. If the telephone line is busy or unavailable you can also contact the service via email at listeningpost@dacym.co.uk.

Darlington MIND will also be offering a dedicated service from 1.30-4.30pm each weekday (Monday-Friday) from 1st April 2020. To access this support please contact 07432 843161 between 1.30-4.30pm. If the telephone line is busy or unavailable please make contact with MIND via emailing crew@darlingtonmind.com.

A member of the team will be monitoring both email inboxes and will make contact with you, either immediately or at an agreed time later that day. The service may ask for some details in order to record your information to assist them in making informed decisions around the appropriate type of support for your concerns. The service may offer you a direct support but will also have the capability to signpost to alternative provision being offered in the town, to meet your needs. Other services available locally and if it is felt that another service can meet your needs, the Listening Post and MIND will provide the relevant information.

The services will be working closely together to ensure that you have access to the most appropriate support to help you through this period of uncertainty and will be able to share information, where it is required, to co-ordinate your support each day.

