



# Local Services for Families & Young People

This booklet is compiled by Sponne; we would like to add to it and update it regularly. Please email- [aljames@sponne.org.uk](mailto:aljames@sponne.org.uk) if you know of any local services or updates to the ones listed.

## Parents Helpline

Worried about a child or young person? Call our free helpline for confidential, expert advice.

[Advice from our Parents Helpline](#)

[Chat with a parent in our Parent to Parent Service](#)

[Under 25? Where to go for help](#)

Youngminds offer free, confidential, online and telephone support, including information and advice, to any adult worried about the emotional problems, behaviour or mental health of a child or young person up to the age of 25.

**Monday to Friday between 9:30am-4pm**    **Contact : 0808 802 5544** (free from mobiles and landlines).

For update advice, webchat or their email services please check the link below:

<https://www.youngminds.org.uk/parent/>

## **NGAGE With Aquarius is an early intervention drug and alcohol service for young people aged between 10-18 in Northamptonshire.**

NGAGE is an early intervention substance misuse service for young people in Northamptonshire. They offer a free and confidential service that provides information, education, advice, and support to young people regarding drug and alcohol use.

NGAGE has a Youth Participation Worker that promotes the voice of young people in the design and delivery of the service. They also run a youth group called EVOLVE, which offers positive activities and opportunities for young people to get involved in.

They accept referrals from all agencies, parents and young people themselves. If you are referring a young person, please ensure you have their consent to do so.

**Get in touch:** 01604 633 848

e: [ypnorthamptonshire@aquarius.org.uk](mailto:ypnorthamptonshire@aquarius.org.uk)

a: 81 St Giles Street, Northampton, NN1 1JF

**NGAGE**  
with aquarius



## GASES, SOLVENTS AND OTHER 'LEGAL HIGHS' - WE'RE HERE TO HELP

If you use these substances, or you're worried about someone who does, then we are here to support you.

Re-Solv is the national UK charity that works to support anyone whose life is affected by solvent abuse. That includes adults, young people and families.

If you'd like to talk, or if you just have a question you'd like to ask, please get in touch. You can:-

Talk to us over the phone on: **01785 810762**. We can always call you back to save your phone bill.

Phone, text or whatsapp on 07496 959930.

Live chat or email us at [c4r@re-solv.org](mailto:c4r@re-solv.org)

We're here Monday – Friday, 10am – 4pm, except bank holidays. You can always contact us outside those times – please leave a message and we'll get back to you as soon as we can.

Please note that we don't have a 24hr or emergency service. If you're in crisis now, please:-

- Talk to a family member or a trusted friend and say you need help now
- If you're under 19, call [Childline](https://www.childline.gov.uk), free, on 0800 1111
- If you're under 25, call [The Mix](https://www.themix.org.uk) on 0808 808 4994 or use their [Crisis Messenger](https://www.themix.org.uk/crisis-messenger) service
- Call your doctor
- In an emergency, dial 999 for an ambulance

Please don't be alone. Get help now.

- If you live in England or Wales, visit [talktofrank.com](https://www.talktofrank.com) or just give us a call (01785 810762) and we will look the details up for you.



Substance  
to Solution

Northampton and Daventry

## Substance to Solution Northampton

S2S is available to provide support for adults (over 18) with substance misuse within the Northamptonshire area.

The way you get support from them might still be different for a while. Things are changing quickly, so keep checking their page for updates.

You can contact them on the phone on [0808 169 8512](tel:08081698512) from Monday to Friday. If you ring outside of those hours, please leave a message and they'll get back to you as soon as they can. You can also email [northants@cgl.org.uk](mailto:northants@cgl.org.uk).

Keep checking their website for the latest updates.

<https://www.changegrowlive.org/substance-to-solution-northamptonshire/northampton>



**[www.familysupportlink.co.uk](http://www.familysupportlink.co.uk)**

Family Support Link aims to reduce the physical, psychological and emotional harm caused to families living with, or caring for someone who is addicted to drugs and/or alcohol, empowering them to improve their lives.

The service provides effective support, counselling, education and early intervention for those families. Grandparents, who are often forgotten, are also supported, particularly those who may be left looking after children at a time in their lives when they are less able to cope, both physically and emotionally, with the impact this may have upon them. This improves the likelihood of a positive outcome to keep the family unit intact.

These interventions will empower families, increase knowledge and understanding, change attitudes, support community cohesion and promote engagement with children and young people.

**All service provision is Northamptonshire based. <https://familysupportlink.co.uk/>  
Contact No 01933 227078 10am-2pm**



**Northamptonshire  
Domestic Abuse Service**

**0300 0120 154 - 24hr helpline**

Anyone can experience interpersonal violence – it can happen in all kinds of relationships, regardless of age, race, gender, sexuality, class and lifestyle.

Northamptonshire Domestic Abuse Service ( NDAS) began under the name of Northampton Women's Aid in 1976. The service supports victims and survivors from all genders and walks of life, covering all ethnicities, social-economic statuses, sexual orientation and religions. Their new name reflects this and the work they do in Northamptonshire as a whole county.

**(NDAS) is dedicated to helping and supporting victims of domestic abuse in Northamptonshire**

Email [advice@ndas-org.co.uk](mailto:advice@ndas-org.co.uk)

<https://www.ndas.co/>



## All About Northamptonshire Mental Health

<https://www.asknormen.co.uk/>

Around 1 in 4 people will experience a mental health problem at some stage, yet the shame and silence can be as bad as the mental health problem itself. Ask Normen is here to guide you and work with you to get help from your GP, School Nurse, or mental health services in Northamptonshire. We want a future where all young minds are supported and empowered whatever their challenges.

**If you are concerned about the mental health of a loved one, friend or relative.  
Rethink Advice And Information Service**

**0300 5000 927**



The Rethink Mental Illness Advice Service offers practical help on issues such as the Mental Health Act, Community Care, Welfare Benefits, Debt, Criminal Justice and Carers Rights. They also offer general help on living with mental illness, medication, care and treatment. It also has some really useful fact sheets that can be downloaded.

<https://www.rethink.org/>

## In a crisis?

Anxious? Worried? Stressed?  
Get 24/7 help from our team of Crisis Volunteers

TEXT 85258

**shout**  
for support in a crisis

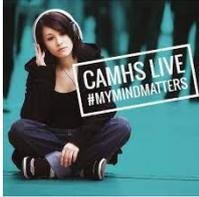
Text 85258

CRISIS TEXT LINE

"You saved a life tonight and helped me find hope again."

<https://giveushout.org/>

CAMHS Live is there to help you access the mental health services you might need. You can speak to them live and online Monday-Friday, 9am-7pm - just click on the link below.



<https://www.nhft.nhs.uk/camhslive>



Childline is a free, private and confidential service for children and young people. They are available online and on the phone.  
<https://www.childline.org.uk/info-advice/>

## NSPCC Helplines



Help for adults concerned about a child  
Call us on 0808 800 5000

Help for children and young people  
Call ChildLine on 0800 1111

[https://www.nspcc.org.uk/](https://www.nspcc.org.uk)

## Time2Talk - Your Time to Talk, Our Time to Listen.

Time2Talk offers free services for young people aged 13-25 in Daventry and Towcester.

[www.time2talk.org.uk](http://www.time2talk.org.uk)

Contact: 01327 706706



**CRISIS CAFES** 

If you find yourself in crisis or need support with your mental health in the evening and/or at the weekend we are here to listen and help you in your time of need.

Locations and times:

[WWW.NHFT.NHS.UK/CRISIS-CAFE](http://WWW.NHFT.NHS.UK/CRISIS-CAFE)

Drop in crisis cafes. Run by a NHFT mental health professional and a MIND peer support worker, they provide support and safety to anyone in need by offering coping mechanisms and management techniques to help reduce the risk of crisis. As well as offering support, professionals can also refer and direct you to further services if required.

**Current times and locations can be found on the links below.**

### CRISIS CAFÉS

<https://www.nhft.nhs.uk/crisis-cafe/venue/crisis-caf-northampton-410/>

### YOUNG PEOPLES CRISIS CAFÉS

<https://www.nhft.nhs.uk/updates/latest-nhft-updates-mental-health-crisis-cafes-for-young-people-5517>



## **Northamptonshire Young Carers**

A young carer is aged between 5yrs-18yrs. They take on the responsibility for helping to look after someone (usually a family member) who has a **long-term** illness or disability.

This could be a Physical Disability, Learning Difficulty, Mental Health Problem, Substance Misuse Issue or HIV/AIDS.

The young person may be helping to care for a sibling, parent or grandparent. They could be helping to care for more than one person. They may help with practical tasks or have an emotional caring role.

The Young Carers Service will assess a family on an individual basis accepting of the fact that one young person's role may have more impact depending on age and other family circumstances. They can offer 1-1 Support, Social Activities, Groups and general Advocacy and Family Support.

**General Enquiries - 01933 677837**

<https://www.northamptonshire-carers.org/young-carers>



Support Line - 01933 677907  
General Enquiries - 01933 677837

Northamptonshire Carers is an independent charity that is part of the Carers Trust for Carers, national network of Carers Centres and services. They understand the physical and emotional strain that looking after someone can involve - as well as the pleasure it can bring. Having a person to talk to and having your rights explained may help your situation; listening to your experience and needs enables them to help you.

<https://www.northamptonshire-carers.org/who-are-carers>



Voice offers support for anyone affected by crime. It is a free and confidential service

For more information on Voice and the support it can offer, visit [www.voicenorthants.org](http://www.voicenorthants.org) or call 0300 303 1965.

## Contact fearless.org



### ANONYMITY PROMISE

We guarantee that if you choose to contact us anonymously:

You can give us information about crime without giving any personal details.

We will not make note of your gender or age.

We will not record any personal details you might mention.

We cannot trace your email or IP address.

We hope that this gives you the confidence to trust our service and remove any fears you might have about telling us what you know about crime.

The only way anybody will know you contacted us, is if you tell somebody.

[HTTPS://WWW.FEARLESS.ORG/](https://www.fearless.org/)



[www.snvb.org.uk](http://www.snvb.org.uk)

01327 358264 or email [info@snvb.org.uk](mailto:info@snvb.org.uk)

The aim of SNVB is to support local people to provide services and help to residents so that they can lead healthy and enjoyable lives and to strengthen the voluntary and community sector so that it can thrive and make a difference to those who live and work in South Northamptonshire.

*Contact them for services that are presently available*

[.https://www.snvb.org.uk/](https://www.snvb.org.uk)



West  
Northamptonshire  
Council

For free employment  
advice & support

<https://www.westnorthants.gov.uk/free-employment-support>

## Report a crime in your area

We never ask for your personal information and do not track your device. Call us or fill in our anonymous online form.

**USE ANONYMOUS  
ONLINE FORM**

or Call us on: 0800 555 111

**CrimeStoppers.**  
Speak up. Stay safe.

**0800 555 111**  
100% anonymous, Always





The Foodbank operates from the St John Ambulance Hall,  
Islington Road Towcester, which is next door to the Children's Centre.

**Towcester Foodbank, St Johns Ambulance Hall  
Islington Road, Towcester**

**Opening Times**

**Tuesday 12 noon – 2pm**

**Friday 10.30am – 12.30pm**

*Closed on Bank Holidays*

For further information email : [info@towcester.foodbank.org.uk](mailto:info@towcester.foodbank.org.uk)

***Vouchers are available from Sponne, please contact Anne-Louise James***

***Tel: 01327 350284 ext 237 or [aljames@sponne.org.uk](mailto:aljames@sponne.org.uk)***

<https://towcester.foodbank.org.uk/>

## **TowFood Community Larders**



Do you want to help the environment and save food from waste? Would you like your food budget to stretch further? Do you like a bargain? Would you like to be involved in a community driven project? Then look no further...JOIN THE COMMUNITY LARDER!

Community Larders are open to EVERYONE!

We operate a membership programme that provides access to surplus groceries at heavily discounted rates. A consistent supply chain is guaranteed due to our subscription to SOFEA, a charity that works closely with FareShare, to distribute surplus food from supermarkets and businesses.  
<https://www.towfood.org.uk/larder>

## **Towcester Community Fridge**

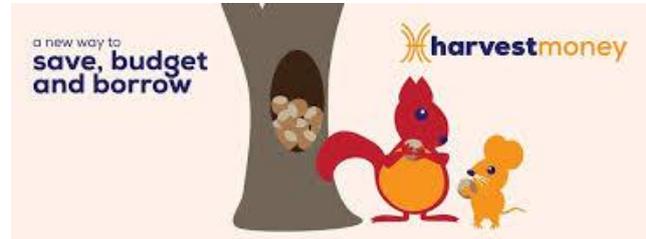


Towcester Community Fridge is a simple solution to wasting less food, by sharing with the community.

Surplus food is donated from local supermarkets and businesses.

They are open three sessions a week and the food is FREE and open to EVERYONE, regardless of circumstances! No subscription, no vouchers, just "Free food in, free food out".

Keep up to date with session times and news by following them on Facebook: [@towcesterfridge](https://www.facebook.com/towcesterfridge)



Harvest Money are now the Northampton credit union and can help families in lots of different ways particularly if they have poor credit or no access to their account having fled an abusive relationship etc.

Address: Town Centre House, 8 Mercers Row, Northampton NN1 2QL

01604 250016

<https://en-gb.facebook.com/harvestmoneycu/>



**Free – Independent – Confidential**

**Specialist Social Welfare advice for residents of Northamptonshire**

Community Law Service (Northampton and County) (formerly Welfare Rights Advice Service – Northampton and County) is the largest independent advice provider in Northamptonshire.

A registered charity providing independent and confidential specialist legal advice, representation, training and consultancy services.

They work in partnership with a wide range of statutory and voluntary agencies.

- Northampton offices (01604) 621 038      49 –53 Hazelwood Road Northampton NN1 1LG

<https://www.communitylawservice.org.uk/>



Northamptonshire  
County Council

Young Northants can be found on the Northamptonshire  
County Council Website and has lots of useful information  
for young people and their families



Young Northants Your health Out and about Money and home Know your rights Education Work Staying safe Children in care and care leavers



#### Your health

Information and advice on self-harm, sex and relationships, teenage drinking, dealing with stress



#### Education

What happens after year 9, after year 11, after year 13, and help with working while at school or college



#### Work

Get help with getting a job, apprenticeships, starting your own business and volunteering



#### Money and home

Advice on debt, budgeting and bank accounts, housing options, help with homelessness and crisis support



#### Out and about

Top tips on getting around, learning to drive, sports and activities, arts and culture



#### Know your rights, have your say

Find out legal ages, get help if you look after a member of your family, disability support



#### Are you in care or a care leaver?

Find out how we will support you in your care journey and what happens when you leave care



#### Staying safe

Get help and support about exploitation and abuse, online bullying, crime and anti-social behaviour

renew169

A quiet shared space in Towcester  
where it's OK not to be OK

*A quiet shared space in Towcester  
where it's ok to not be ok.*

Follow them on Facebook - [renew169 Wellbeing Café](#)

<https://www.renew169.org.uk/>



## ***Family Lives Helpline***

Free\* **confidential helpline** for advice, information and support on any aspect of parenting and family life.

**0808 800 2222**

Mon-Fri 9am-9pm  
Sat-Sun 10am-3pm



*Through life's ups and downs,  
**we're with you, all the way**  
[www.familylives.org.uk](http://www.familylives.org.uk)*

© Family Lives | Reg company number: 3817762 | Reg charity number: 9377722 | Reg'd in England and Wales.  
15-17 The Broadway, Hatfield, Hertfordshire, AL9 5HZ \* From landlines and most mobile networks.

### ADULT LEARNING COURSE

Evenings, weekend and daytime.

For life, for wellbeing, for work.

[www.northamptonshire.gov.uk/adultlearning/Pages/](http://www.northamptonshire.gov.uk/adultlearning/Pages/)