



# Support your teenager



# The Parent Handbook

# For parents and carers of 11-19 year olds

# **Contents**

- 1. Alcohol, drugs and substance misuse**  
Page 4
- 2. Behaviour**  
Page 6
- 3. Breaking the law**  
Page 7
- 4. Bullying**  
Page 8
- 5. Child abuse**  
Page 9
- 6. Child sexual exploitation and grooming**  
Page 10
- 7. Depression and anxiety**  
Page 12
- 8. Domestic abuse**  
Page 13
- 9. Eating disorders**  
Page 14
- 10. Home alone and babysitting**  
Page 15
- 11. Internet safety**  
Page 16
- 12. Lesbian, gay, bisexual, transgender or questioning (LGBTQ)**  
Page 18
- 13. Personal safety outside the home**  
Page 19
- 14. Private fostering**  
Page 20
- 15. Radicalisation**  
Page 21
- 16. School attendance**  
Page 22
- 17. Self harm**  
Page 23
- 18. Sexual health and relationships**  
Page 24
- 19. Work**  
Page 25
- 20. Young carers**  
Page 26

# Welcome to The Parent Handbook

Looking after a teenager can be challenging. They're going through lots of physical and emotional changes which affect their behaviour. It's a typical part of growing up but it can make it difficult to tell when they need extra support.

This booklet introduces a range of issues teenagers might face, but more importantly, links to organisations and services who can give specialist information and advice.

If you need information about any other services which can support you and your child, we can help. Surrey Family Information Service supports all families with children and young people up to 25 years old and the professionals who work with them.

## Surrey Family Information Service

-  [www.surreycc.gov.uk/fis](http://www.surreycc.gov.uk/fis)
-  [surrey.fis@surreycc.gov.uk](mailto:surrey.fis@surreycc.gov.uk)
-  0300 200 1004
-  @SurreyFIS
-  SurreyFIS

# **1. Alcohol, drugs and substance misuse**

**In 2014**

**Two in five 11 to 15 year olds had tried alcohol**

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**One in five 11 to 15 year olds had tried smoking**

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**One in five 16 to 24 year olds had taken illicit drugs in the last year**

A lot of young people will experiment with alcohol and some with drugs and other substances.

In most cases it won't lead to addiction or death but there are lots of other dangerous things that can happen, including:

- accidents
- poisoning by having too much alcohol or drugs or mixing them together
- having unwanted or unprotected sex
- being robbed or attacked
- getting into fights, driving illegally or committing other crimes.

If you're worried about your child or just want to find out more, these organisations have information and advice about things to look out for and how to support them if they need help.

You could also speak to your GP for advice and to see what help is available.

### **Adfam**

 [www.adfam.org.uk](http://www.adfam.org.uk)  
 020 3817 9410

### **Catalyst**

 [www.catalystsupport.org.uk](http://www.catalystsupport.org.uk)  
 01483 590150

### **Catch 22**

 [www.catch-22.org.uk/surrey](http://www.catch-22.org.uk/surrey)  
 0800 622 6662

### **Quit 51**

 [www.quit51.co.uk](http://www.quit51.co.uk)  
 contact.quit51@nhs.net  
 0800 6226968

### **Surrey Drug and Alcohol Care**

 [www.surreydrugcare.org.uk](http://www.surreydrugcare.org.uk)  
 0808 802 5000

### **Frank**

 [www.talktofrank.com](http://www.talktofrank.com)  
 0300 123 6600

### **Smokefree**

 [www.smokefree.nhs.uk](http://www.smokefree.nhs.uk)

## 2. Behaviour

Many common behaviour issues are an essential part of puberty and growing up. But if your child is getting into trouble or finding it hard to cope, these organisations can offer you help and advice.

### **Family Lives**

 [www.familylives.org.uk](http://www.familylives.org.uk)  
 0808 800 2222

### **Relate**

 [www.relate.org.uk](http://www.relate.org.uk)  
 0300 100 1234

### **Surrey Family Information Directory**

 [www.surreycc.gov.uk/  
directory](http://www.surreycc.gov.uk/directory)

### **Young Minds**

 [www.youngminds.org.uk](http://www.youngminds.org.uk)  
 0808 802 5544

**After infancy, the brain's most dramatic growth spurt occurs in adolescence**

[www.livescience.com](http://www.livescience.com)

# 3. Breaking the law

The main aim of the authorities is to guide children away from crime, not to punish them. But once a child reaches 10 years old, they can legally be charged with committing a crime and be subject to the legal process. If found guilty they will have a criminal record.

If your child is facing criminal proceedings, you should talk to an experienced advisor, for example someone at the Citizen's Advice Bureau.

## Citizen's Advice Bureau

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

## Family Lives

 [www.familylives.org.uk](http://www.familylives.org.uk)  
 0808 800 2222

## Surrey Police – advice

 [www.surrey.police.uk/  
advice](http://www.surrey.police.uk/advice)

**126,809 10-17 year olds  
were arrested in 2012/13.  
That's 11.8% of all arrests**

[www.gov.uk](http://www.gov.uk)

# 4. Bullying

Bullying is behaviour by an individual or group, repeated over time, that intentionally hurts another individual or group, physically or emotionally.

Bullying can include:

- cyber bullying through a mobile phone or online for example email, instant messenger or on social network sites like Facebook (*see Internet safety, page 16*)
- threats or intimidation
- hitting, pushing, pulling or any unwanted physical contact
- stealing from someone
- teasing, name calling or sarcasm
- spreading rumours
- not talking to someone and leaving them out.

If you're worried about your child, these organisations have information and advice about things to look out for and how to support them if they need help.

## **Anti-Bullying Alliance**

 [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk)

## **Bullying UK**

 [www.bullying.co.uk](http://www.bullying.co.uk)  
 0808 800 2222

## **ChildLine**

 [www.childline.org.uk](http://www.childline.org.uk)  
 0800 1111

## **Kidscape**

 [www.kidscape.org.uk](http://www.kidscape.org.uk)  
 020 7823 5430

**16,000 young  
people aged 11-15  
are absent from  
school at any one  
time due to bullying**

*National Centre for Social Research*

# 5. Child abuse

Child abuse is any action by another person, adult or child, that causes significant harm to a child.

Find out more including what to look out for and where to go for help by contacting these organisations.

**Neglect is the most common reason for taking child protection action**

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

## National Society for the Prevention of Cruelty to Children (NSPCC)

 [www.nspcc.org.uk](http://www.nspcc.org.uk)  
 [help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
 0808 800 5000

## Stop it Now!

 [www.stopitnow.org.uk](http://www.stopitnow.org.uk)  
 0808 1000 900

## Surrey Safeguarding Children Board

 [www.surreyscb.org.uk](http://www.surreyscb.org.uk)  
 01372 833330

## The Lucy Faithfull Foundation

 [www.lucyfaithfull.org](http://www.lucyfaithfull.org)  
 0808 1000 900

If you think your child, or any child, is in immediate danger call the Police on 999.

## **6. Child sexual exploitation and grooming**

**One in five  
indecent images  
of children  
shared online  
were taken  
by the child  
themselves**

*Child Exploitation and Online Protection Centre, 2013*

If you think your child, or any child, is in immediate danger call the Police on 999.

Child sexual exploitation is the sexual abuse of a child or young person aged under 18 by an adult who involves them in inappropriate sexual activities either with themselves or another person.

This includes through technology, for example being persuaded to post images on the internet or using mobile phones.

The activity often takes place in exchange for money, alcohol, drugs, food, accommodation or presents such as clothing or mobile phones. Victims can be targeted in person or online.

A common feature of child sexual exploitation is grooming, where the child or young person doesn't recognise the coercive nature of the relationship and does not see themselves as a victim of exploitation. This can make signs difficult to spot but if you're worried about your child, these organisations have information and advice.

### **Barnardos**

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

### **Child Exploitation and Online Protection Centre (CEOP)**

 [www.ceop.police.uk](http://www.ceop.police.uk)

### **National Society for the Prevention of Cruelty to Children (NSPCC)**

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

 [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

 0808 800 5000

### **Parents against child sexual exploitation (Pace)**

 [www.paceuk.info](http://www.paceuk.info)

 0113 240 5226

# 7. Depression and anxiety

Most people, children as well as adults, feel low occasionally. When these feelings continue, or dominate and interfere with your whole life, it can become depression.

Depression is an illness which is less common in children under 12 years old, but increases after that, affecting one in every 20 teenagers.

Children and young people have all sorts of strong feelings and it's natural for them to feel fearful or worried from time to time. But some develop phobias or severe anxiety, which causes a lot of distress and can seriously affect the way they lead their lives.

If you're worried about your child there are things you can do to help. These organisations offer advice and support and you could also speak to your GP to see what help is available.

## ChildLine

 [www.childline.org.uk](http://www.childline.org.uk)  
 0800 1111

## Surrey Child and Adolescent Mental Health Service (CAMHS)

 [www.surrey-camhs.org.uk](http://www.surrey-camhs.org.uk)  
 0808 802 5544

**Nearly 300,000 young people in the UK have an anxiety disorder**

[www.rcpsych.ac.uk](http://www.rcpsych.ac.uk)

# 8. Domestic abuse

Physical violence is one type of domestic abuse. But domestic abuse includes any incident or pattern of incidents of controlling, coercive or threatening behaviour between those aged 16 or over. Domestic abuse can affect everyone regardless of race, age, gender or sexuality.

If you're worried about your child, these organisations have advice and can offer them support.

**One in five teenagers have been physically abused by their boyfriend or girlfriend**

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

## Galop

 [www.galop.org.uk](http://www.galop.org.uk)  
 0800 999 5428

## National Domestic Violence Helpline

 [www.nationaldomesticviolencehelpline.org.uk](http://www.nationaldomesticviolencehelpline.org.uk)  
 0808 200 0247

## Surrey Against Domestic Abuse

 [www.surreyagainstda.info](http://www.surreyagainstda.info)  
 01483 776822

## The Hideout

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

## Victim Support

 [www.victimsupport.org.uk](http://www.victimsupport.org.uk)  
 0808 168 9111

**If you think your child, or any child, is in immediate danger call the Police on 999.**

# 9. Eating disorders

We all have different eating habits. But eating disorders like anorexia, bulimia and binge eating are complex and there is no one reason why someone develops them.

These disorders can have a severe impact on someone's physical and mental wellbeing. They can affect people at any time in their lives, although young people aged between 12 and 25 are the most likely to be affected.

Eating disorders could mean:

- eating too much
- eating too little
- using harmful ways to get rid of calories.

If you're concerned your child has an unhealthy eating pattern, attitude to food or body image, these organisations offer information and advice.

You could also speak to your GP for advice and to see what help is available.

## Beat

-  [www.b-eat.co.uk](http://www.b-eat.co.uk)  
 Youthline: 0808 801 0711  
 Helpline: 0808 801 0677

## ChildLine

-  [www.childline.org.uk](http://www.childline.org.uk)  
 0800 1111

## Samaritans

-  [www.samaritans.org](http://www.samaritans.org)  
 jo@samaritans.org  
 116 123

## Surrey Child and Adolescent Mental Health Service (CAMHS)

-  [www.surrey-camhs.org.uk](http://www.surrey-camhs.org.uk)

## Young Minds

-  [www.youngminds.org.uk](http://www.youngminds.org.uk)  
 0808 802 5544

**Eating disorders  
claim more lives  
than any other  
mental illness**

[www.b-eat.co.uk](http://www.b-eat.co.uk)

# 10. Home alone and babysitting

There is no legal age at which you may leave your child at home alone, but it is an offence to leave a child alone if it places them at risk.

You can be prosecuted if you leave your child unsupervised in a manner likely to cause unnecessary suffering or injury.

If you need to leave your child home alone, make sure they are happy to be left and are mature enough to cope if there are problems. If they aren't confident about being left alone, then don't leave them.

The law also doesn't state when young people can look after children. If a babysitter is under the age of 16, parents remain legally responsible to make sure that their child, and the babysitter, come to no harm. If your child is thought to be at risk because they are not being looked after properly, you could be prosecuted.

## Family Information Service (FIS)

 [www.surreycc.gov.uk/fis](http://www.surreycc.gov.uk/fis)  
 [surrey.fis@surreycc.gov.uk](mailto:surrey.fis@surreycc.gov.uk)  
 0300 200 1004

## National Society for the Prevention of Cruelty to Children (NSPCC)

 [www.nspcc.org.uk](http://www.nspcc.org.uk)  
 [help@nspcc.org.uk](mailto:help@nspcc.org.uk)  
 0808 800 5000

## Citizen's Advice Bureau

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

## The Royal Society for the Prevention of Accidents (RoSPA)

 [www.rospa.com](http://www.rospa.com)  
 0121 248 2000

**There is an increased risk of injury if an older child is looking after a younger sibling**

[www.rospa.com](http://www.rospa.com)

# 11. Internet safety

The internet is a big part of most children and young people's lives, from education to entertainment.

We can now easily connect with all sorts of people from all over the world who we may not know and may never meet. There are lots of benefits but it's sometimes easy to forget about the risks.

These can include:

- cyber bullying  
(see *Bullying*, page 8)
- losing control of private images or information
- exploitation and grooming  
(see *Child sexual exploitation and grooming*, page 10)
- seeing disturbing information or images
- accessing unsuitable material
- radicalisation  
(see *Radicalisation*, page 21)
- opening or sharing files that contain virus software.

These dangers are present in all devices that connect to the internet, like smart TVs and phones. And in all online activities, including games, online dating and messaging apps (like WhatsApp or Snapchat) as well as email, social media and file sharing.

These organisations have information and advice about keeping your child safe online.

#### **ChildLine**

-  [www.childline.org.uk](http://www.childline.org.uk)
  -  0800 1111
- 

#### **Think U Know**

-  [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)
- 

#### **Child Exploitation and Online Protection Centre (CEOP)**

-  [www.ceop.police.uk](http://www.ceop.police.uk)
- 

#### **National Society for the Prevention of Cruelty to Children (NSPCC)**

-  [www.nspcc.org.uk](http://www.nspcc.org.uk)
-  [help@nspcc.org.uk](mailto:help@nspcc.org.uk)
-  0808 800 5000

**62% of 13-25 year olds  
have been sent abuse  
via smartphone apps and  
52% have never reported it**

[www.ditchthelabel.org](http://www.ditchthelabel.org)

# **12. Lesbian, gay, bisexual, transgender or questioning (LGBTQ)**

There are a number of complex determining factors involved in someone's sexual orientation. It's important to remember that a person's sexuality is not a choice.

Lots of organisations offer advice and support to young people who may experience discrimination, including bullying.

There are also organisations who can support parents and other family members who may have difficulty in understanding or coming to terms with their child's sexuality.

## **Families and Friends of Lesbians and Gays (FFLAG)**

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

## **Outline**

 [www.outlinesurrey.org](http://www.outlinesurrey.org)  
 01483 727 667

## **Stonewall**

 [www.stonewall.org.uk](http://www.stonewall.org.uk)  
 08000 50 20 20

## **Surrey Police**

 @SurreyBeatLGBT  
 SurreyPoliceLGBT

**One in two  
18-24 year olds  
say they are not  
100% heterosexual**

*yougov.co.uk*

# 13. Personal safety outside the home

Most young people think they know how to stay safe when they're out and about, but it's always worth reminding them.

Whether they're walking the dog or going for a night out, these organisations have information about how young people can avoid situations where they may be more vulnerable to violent or sexual assault.

## The Royal Society for the Prevention of Accidents (RoSPA)

 [www.rospa.com](http://www.rospa.com)

## The Mix

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

## Surrey Police

 [www.surrey.police.uk](http://www.surrey.police.uk)  
(search for personal safety)  
 emergency: 999  
 non emergency: 101

## Suzy Lamplugh Trust

 [www.suzylamplugh.org](http://www.suzylamplugh.org)  
 0808 802 0300

**Men are almost twice as likely to face a violent attack than women**

[www.thesite.org](http://www.thesite.org)

# 14. Private fostering

Private fostering is when a child or young person under the age of 16 (or under 18 if they are disabled), is cared for and provided with accommodation for 28 days or more, in one year, by an adult who does not have parental responsibility or who is not a close relative.

You may be in a private fostering situation if you are caring for or providing accommodation for a child because:

- their parents live abroad and have sent them to this country for education or health care
- their parents work or study for long and/or antisocial hours
- their parents have separated or divorced or because of other problems at home
- they are your son or daughter's girlfriend or boyfriend.

The law requires parents, private foster carers and professionals to tell Surrey County Council of any proposed private fostering arrangement six to 13 weeks before it starts. Or immediately if the arrangement is starting within six weeks or is an existing arrangement.

Find out more.

## **Somebody Else's Child**

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

## **Surrey County Council**

### **Fostering Service**

 [www.surreycc.gov.uk/  
fostering](http://www.surreycc.gov.uk/fostering)

 0800 0969 626

**More than one  
in ten children  
living in England  
and Wales could  
have been privately  
fostered**

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

# 15. Radicalisation

You might think that your child would never be involved in terrorism, but at every age children and young people can be influenced by people who don't have their best interests at heart.

Some children are more susceptible to radicalisation. They might be struggling with their identity or be isolated from peer groups or UK culture. Personal circumstances can play a part too, if a child has low self-esteem, there are family tensions or if they have experience of a traumatic event.

Other factors like local community tensions or events affecting their country or region of origin are also important to think about.

These organisations can give you information about how to support your child to stay safe.

## **Child Exploitation and Online Protection Centre (CEOP)**

 [www.ceop.police.uk](http://www.ceop.police.uk)

## **Educate against hate**

 [www.educateagainsthate.com](http://www.educateagainsthate.com)

## **National Society for the Prevention of Cruelty to Children (NSPCC)**

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

 [help@nspcc.org.uk](mailto:help@nspcc.org.uk)

 0808 800 5000

## **Think U Know**

 [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk)

 0370 496 7622

# 16. School attendance

There are a number of reasons why children miss school, but it could be a sign they're having problems.

Such as:

- stress, particularly around exam time
- bullying  
(see *Bullying, page 8*)
- health, including mental health  
(see *Depression and anxiety, page 12*)
- educational needs not being met – either too challenging or not challenging enough.

**Of pupils who miss more than 50% of school, only 3% manage to achieve five A\* to Cs including English and maths**

*Department for Education, 2011*

Parents and carers have a legal responsibility for making sure their children get an education and can be prosecuted if their child does not go to school.

If you're worried about your child's attendance speak to their school. These organisations can offer you more advice and information to support your child.

## ChildLine

 [www.childline.org.uk](http://www.childline.org.uk)  
 0800 1111

## Family Lives

 [www.familylives.org.uk](http://www.familylives.org.uk)  
 0808 800 2222

## Department for Education

 [www.education.gov.uk](http://www.education.gov.uk)

## Surrey Schools

 [www.surreycc.gov.uk/schools](http://www.surreycc.gov.uk/schools)  
 0300 200 1004

# 17. Self harm

Self harm is a term used when someone injures or harms themselves on purpose. This may include overdosing, hitting, cutting, burning, hair pulling and scratching.

Children and young people may self harm as a way of coping with overwhelming emotions. They may not understand why they are doing it, which can make it even more difficult for parents to understand.

If you're worried about your child, these organisations have information and advice about things to look out for and how to support them. You could also speak to your GP for advice and to see what help is available.

## ChildLine

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

 0800 1111

## Self Harm UK

 [www.selfharm.co.uk](http://www.selfharm.co.uk)

## Young Minds

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

 0808 802 5544

**It is thought that around 13% of young people may try to hurt themselves on purpose at some point between the ages of 11 and 16, but the actual figure could be much higher**

[www.selfharm.co.uk](http://www.selfharm.co.uk)

# 18. Sexual health and relationships

Talking frankly about sex helps young people make safe decisions.

Although tricky these conversations will help them to feel confident enough to talk about sex, relationships and contraception. This will help protect them from sexually transmitted infections (STI) and unwanted pregnancy and it can also help them set boundaries they are comfortable with.

These organisations have information and tips on how to talk to your teenager about sex.

## **Family Lives**

 [www.familylives.org.uk/  
advice/teenagers](http://www.familylives.org.uk/advice/teenagers)  
 0808 800 2222

## **NHS Live Well**

 [www.nhs.uk/livewell/  
sexualhealth](http://www.nhs.uk/livewell/sexualhealth)

## **Sexual Health Surrey**

 [www.sexualhealthsurrey.co.uk](http://www.sexualhealthsurrey.co.uk)

**In 2009 around two thirds of new STI diagnoses in women were in those aged under 25, and over half of new diagnoses in men were in under 25s**

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

# 19. Work

Until children reach the compulsory school leaving age, they can only work a certain number of hours per week and only do certain jobs.

Your child cannot work at all until the age of 13, unless they take part in paid sport, television, theatre or modelling.

Check with Surrey County Council's Child Employment Team for clear guidance on what jobs a child can do and when they need a work permit or performance licence.

## Surrey Child Employment Team

-  [www.surreycc.gov.uk/  
childemployment](http://www.surreycc.gov.uk/childemployment)
-  [childemployment@  
surreycc.gov.uk](mailto:childemployment@surreycc.gov.uk)
-  01483 517838

## Citizen's Advice Bureau

-  [www.citizensadvice.org.uk/  
work](http://www.citizensadvice.org.uk/work)

**Staff aged 16 or 17  
can't work between  
midnight and 4am**

[www.gov.uk](http://www.gov.uk)

# 20. Young carers

Young carers are children or young people (under 18 years old) who provide regular and on-going care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.

There's sometimes a mistaken belief that a child will be taken into care if professionals are told. But the reality is that the family is likely to get more help.

Caring responsibilities can impact on a young person's wellbeing so it's important they have the right support.

These organisations offer information and support for young carers.

## Carers Trust

 [www.carers.org](http://www.carers.org)

## NHS Choices

 [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect)

## Surrey Young Carers

 [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

 [syc@actionforcarers.org.uk](mailto:syc@actionforcarers.org.uk)

 01483 568 269

**The average age of  
a young carer is 12**

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

If you would like this information in large print, Braille, on CD or in another language please contact us on:  
**Tel: 0300 200 1004 (+18001 for Text Relay)**  
**SMS: 07860 053 465**  
**Email: [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)**

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjeter, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبّرة، أو على شريط مسجل أو في لغة أخرى،  
فرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে  
উপরের যে কোন একটি নথরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如您索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز جسے جروف کی چھپائی میں، نیپ پر یا کسی دوسری زبان میں درکار ہو، تو ہمارے ہمراں اور پر یہے ہوئے  
کسی ایک نمبر پر ہم سے رابطہ کریں۔

**This handbook is for dads, mums, grandparents and carers of 11-19 year olds.**

**It includes information and contacts for the following topics:**

- 1. Alcohol, drugs and substance misuse**
- 2. Behaviour**
- 3. Breaking the law**
- 4. Bullying**
- 5. Child abuse**
- 6. Child sexual exploitation and grooming**
- 7. Depression and anxiety**
- 8. Domestic abuse**
- 9. Eating disorders**
- 10. Home alone and babysitting**
- 11. Internet safety**
- 12. Lesbian, gay, bisexual, transgender or questioning (LGBTQ)**
- 13. Personal safety outside the home**
- 14. Private fostering**
- 15. Radicalisation**
- 16. School attendance**
- 17. Self harm**
- 18. Sexual health and relationships**
- 19. Work**
- 20. Young carers**

**Produced by Surrey Family Information Service, 2018.**

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