

# Gingerbread

Single parents, equal families

*I wish I'd known about the Gingerbread Single Parent Helpline when my partner first left. They've helped me with loads of things, like claiming tax credits and arranging contact visits between my son and his dad. I couldn't have managed without them!*

## Gingerbread Single Parent Helpline

0800 018 5026

Expert telephone information and advice for single parents

**Open 9am to 5pm  
Mondays to Fridays  
with extended  
opening to 8pm  
on Wednesdays**

Calls are free from landlines, mobile rates vary. Typetalk available.

Gingerbread is the national charity working with single parent families. Formed following a merger of the National Council for One Parent Families and Gingerbread, we now provide increased support and a stronger campaigning voice for single parents and their families.



# Information, advice and factsheets on all the issues that arise when you're caring for children on your own

Child maintenance

Benefits

Tax credits

Education

Employment

Housing

Arrangements with your child's other parent

Money difficulties

Welfare-reform changes

## Plus access to two special services:

**Disabled Child** for single parents caring for a child with a disability

**FamilySafe** for single parents whose child is using or threatening violent behaviour

*I called the FamilySafe service when my 10-year-old started threatening to hit me. It was such a relief to talk about it – I got three long phone conversations with an expert at a time of day that suited me, and a free booklet full of useful tips.*

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The Gingerbread Single Parent Helpline is supported by the Department for Children, Schools and Families, Her Majesty's Revenue and Customs, Manchester City Council, the Henry Smith Charity and other trusts

The Gingerbread Single Parent Helpline is accredited by the Telephone Helplines Association with the Parent Know How Quality Standard and holds the CLS Quality Mark at General Help Level

A Complaints Procedure and a Quality Statement for the Gingerbread Single Parent Helpline are available on request

Gingerbread is registered in England and Wales as the National Council for One Parent Families, a company limited by guarantee, no. 402748, and a charity, no. 230750

Published January 2009