

## Free telephone support sessions for parents and carers

*“The individual telephone support I was offered has helped me through a period which would otherwise have been overwhelming and at times unbearable. The support worker assigned to me called me each week, exactly on time with no expectations, this meant a lot.”*

Parentline Plus is offering up to six, 45-minute individual telephone support sessions to help Nottinghamshire parents tackle their parenting problems. To refer parents for these sessions, practitioners just need to complete a simple, online referral form via the link below or on the Parentline Plus page of the Nottinghamshire County Council website: <http://www.nottinghamshire.gov.uk/home/learningandwork/nottscyppartnership/parentlineplus>

All you need to do is:

- Explain the service to the parent and get their agreement
- Enter brief details about the parent on the online referral form: <https://pl-co-svr6.parentlineplus.org.uk/ETS/ETSForm2.aspx>
- Parentline Plus does the rest. We contact the parent and arrange convenient times for the telephone support worker to call.

The support worker will talk through parenting and family relationships, sources of support and help the parents think of ways to improve their situation. The calls are free.

Also tell parents about the 24-hour Parentline on 0808 800 2222\* - where they can talk in complete confidence about any parenting problems, any time - and the interactive website [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)

*“I spoke to a mum today who is using the service and she was really positive. The difference in how she sounded was amazing. It is certainly a service that will be invaluable to us. Some of our families really need that regular contact.”*

### For more information:

For info about Parentline Plus's work in Nottinghamshire or help with making a referral contact our Nottingham office on 0115 845 6565 or email: [kayc@parentlineplus.org.uk](mailto:kayc@parentlineplus.org.uk)

For background about the ETS pilot: email [ETS@parentlineplus.org.uk](mailto:ETS@parentlineplus.org.uk) or look at <http://www.parentlineplusforprofessionals.org.uk/index.php?id=277>

To see a 2007 evaluation by the Thomas Coram Research Unit and order free Parentline Plus materials go to: <http://www.parentlineplusforprofessionals.org.uk>

*Parentline Plus is funded to provide these services by the Department for Children, Families and Schools.*

\*Calls to the Parentline are free from landlines and most mobile networks.