

## Family life getting tough? Get the help you need from Parentline Plus

*Extended telephone support: information for parents*

*“I was offered assistance and information exactly as promised, at a time when promises count for a lot.” (Parent)*

### What is Extended Telephone Support?



Talking through parenting problems always helps. Want to speak regularly to another parent who won't judge you and will help you find ways to sort out what's going wrong?

You can. Through Parentline Plus, mums, dads, grandparents, step parents – anyone looking after kids - can have up to six **free**, regular one-to-one phone sessions with a specially-trained worker who is also a parent. During these sessions, you'll talk through the problem together and the support worker will identify areas you want to work on, giving suggestions for ways to improve your situation.

### How does phone support work?

Sessions last for around 45 minutes each and take place weekly at a time to suit you.

Whatever the problem, large or small - if it's bothering you and affecting family life, then we can help you with it. Calls are confidential.

All you need is a phone, some privacy and time to take the calls.

***Tony**, a young dad who recently split up with the mother of his child, was having problems whenever he went to pick his son up from playgroup or his ex-partner's house. The little boy would cry and not want to leave his mum, leaving Tony feeling so upset that he was considering dropping contact. During his phone sessions, Tony thought about his anxiety and feelings of rejection when his son was upset. He was encouraged to look at the situation from his son's point of view and work on feeling more relaxed at picking up time. At the end of the sessions, his relationship with his son had vastly improved. Tony felt more confident and created a happy atmosphere when collecting, so his son was pleased to see him.*

## Does it make a difference?

3 out of 4 parents interviewed about extended telephone support say their situation improved as a result. Look at our website for parents' stories [www.parentlineplus.org.uk/ets](http://www.parentlineplus.org.uk/ets)

Parents who have used the service say:

*“It helped me through a period which would otherwise have been unbearable. The support worker called me each week, exactly on time with no expectations. This meant a lot.”*

*“I really looked forward to talking to him – almost counting down to when I spoke to him. I learnt to cope again.”*

*Rachel's children were 18, 15 and 13 when she contacted Parentline Plus. She was going through a difficult divorce and was having difficulty coping with her youngest son's abusive behaviour. A year after her phone sessions, Rachel's relationship with her son is now good. She says: “Parentline Plus helped me take simple actions to deal with my son's behaviour. By breaking it down into manageable steps, it really helped.”*

## How do I get support?

Please ask the person who gave you this flyer to arrange it for you, or contact Parentline Plus - tel: 0115 845 6565 or email: [kayc@parentlineplus.org.uk](mailto:kayc@parentlineplus.org.uk) . They'll contact Parentline Plus on your behalf. Parentline Plus will then contact you and arrange convenient times for the phone support worker to call.

## Parentline Plus Services

Other services:

- Free\* confidential 24/7 helpline 0808 800 2222
- Website packed with parenting information: [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)
- Personalised email support: [parentsupport@parentlineplus.org.uk](mailto:parentsupport@parentlineplus.org.uk)
- Free textphone: 0800 783 6783
- Links to specialist advice
- Free information leaflets
- Local parenting groups and workshops

\* Free from landlines and most mobile networks



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