

Your Ref
Our Ref
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Date **16th January 2010**



**Nottinghamshire
County Council**

Integrated Services
Children and Young People's Services

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Corporate Director: **Anthony May**

Dear Colleagues,

Re: Introduction of "Extended Telephone Support" in Nottinghamshire - a new free support service accessed by professionals to support parents and carers.

I am writing in my capacity as Parenting Champion to introduce you to a new service that practitioners can offer to parents and carers. This service is provided free of charge by Parentlineplus. (Parentlineplus are a national DCSF supported organisation).

Parents and carers struggling with family problems often need extra support. To meet this need, Parentlineplus is now offering an extended telephone support service in addition to their 24 hour helpline (0808 800 2222). This service is accessed through practitioners completing a brief [online referral form](#). If your referral to Parentlineplus for extended telephone support is accepted, Parentlineplus staff will offer parents or carers up to six, weekly, 45-minute individual telephone support sessions..

The Parentlineplus support worker will talk through parenting and family relationships, sources of support and help the parents think of ways to improve their situation. This free service has been a lifeline for many parents. Last year one dad wrote; "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."

Another parent, Kirsty, who had been going through a really difficult break up of her marriage, with severe behavioral difficulties from one of her teenage children, said;

“Parentlineplus helped me take simple actions to address the behavior of my son. By breaking it down into small manageable steps, it really helped me and my family.”

A practitioner said; “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.”

More details of this scheme and the online referral form are available by visiting www.nottinghamshire.gov.uk/parentlineplus.

I hope that colleagues will consider using this service to support parents, we will work in partnership with Parentlineplus to review the support provided. Please cascade this letter to all staff in your service who work with parents and carers.

Best Wishes,

Steve Edwards

Parenting Champion

Temporary Service Director

Strategic Services

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