

Family life getting tough?

A new Extended Telephone Support service could help

What is Extended Telephone Support?

This free telephone support offers any parent or carer, up to six free, 45 minute weekly sessions on the telephone, with a specially-trained worker, who will also be a parent. This support can help those with children, to find ways to overcome some of the tough times.

How does phone support work?

Sessions 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 this service can help you. Calls are confidential. All you need is a phone, some privacy and time to take the calls.

Does it make a difference?

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.



How do I get this support?

Ask a member of staff at the place where you got this leaflet. They'll contact Parentline Plus on your behalf. Within 7 days Parentline Plus will contact you and arrange convenient times for the phone support worker to call. Or email ets@parentlineplus.org.uk, saying where you picked up this leaflet.

Other support services available are

- **Family Information Service**
Telephone 01438 737500
- **Parentline Plus free confidential 24/7 helpline 0808 800 2222**
- **Website information with parenting information:**
www.hertsdirect.org/fsd
www.parentlineplus.org.uk

These services are funded by the Department for Children, Schools and Families