

# 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](mailto: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](http://www.hertsdirect.org/fsd) [www.parentlineplus.org.uk](http://www.parentlineplus.org.uk)**

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