

Families – we're here for you



Working in communities

We have a strong presence in local communities: our offices are located across England. We offer tailored local services including drop-in sessions, face-to-face parenting courses, visits to schools and

groups and workshops on specific issues like bullying, handling difficult behaviour or boosting children's confidence. Visit our website at www.familylives.org.uk to find out what's on offer where you live.



Family life isn't easy. Whether you are a mum, dad, step-parent or grandparent, raising children can be the greatest joy in the world, but it's not the easiest of jobs. You'll feel every emotion along the way – love, pride, joy but sometimes there'll be despair, fear, rage, grief and confusion.

Every day there are challenges and demands. You may be juggling work, dealing with financial insecurity, long distances between family and friends, pressures of providing or arranging childcare as well as perhaps responsibilities of looking after your own parents, and all this on top of the stresses and strains that our children face growing up.

Sometimes, with all these pressures it is difficult to know who to turn to. Family Lives (previously known as Parentline Plus) is a national charity set up to respond to the needs of families, particularly parents and other adult carers. We offer services which are often run by parents themselves, who understand first hand the challenges of family life. We aim to help you get the support you need whatever the problem or situation.

Contact Family Lives

You can contact us about anything that is worrying you. We get calls about a range of issues affecting parents and their families from having a new baby, dealing with conflict or divorce and separation or starting a new relationship, emotional or behaviour problems, to issues with teenagers, school, homework, sleep or eating patterns.

Our services

Families come in all shapes and sizes. As well as parents, grandparents, foster carers, step-parents, relatives and friends all contribute in raising children. Our services are designed to help anyone caring for a child.



"I found the whole service very helpful. The woman that was contacting me always rang on time, was an excellent listener and gave me lots of very helpful advice including sending me out information leaflets." Parent

Parentline –

0808 800 2222

Talk confidentially and for free (from all landlines and most mobile networks) 24/7 on any family-related issue. Parentline is answered by trained staff and volunteers who all have parenting experience. We can offer counselling-based support – ideal for complex family problems that need working out over time. You can also call the helpline for free via the internet using Skype: visit our website at www.familylives.org.uk to find out more.

“I have used your Parentline many times – fantastic, amazing. I have never had anyone who has responded in anything less than a supportive way and I would recommend Parentline to all.”

Parent

Email support –

parentsupport@familylives.org.uk

If you prefer to email, we guarantee a personalised response within three working days. Our email support team are fully trained to help with any family-related concern and will suggest further sources of support if needed.

“I wanted to say a massive thank-you for your reply to my desperate e-mail... Since getting to the point where I contacted you, our relationship seems to have come on in leaps and bounds. I have been telling my son I love him for the first time.”

Parent



Live chat –

www.familylives.org.uk/livechat

Chat online with one of our trained team.
Follow the link above for more details.

*“Live chat is excellent for me
as I talk myself out of actually
ringing helplines.”* Parent



Visit our website –

www.familylives.org.uk


Visit www.familylives.org.uk for a wealth of information on all aspects of family life. We offer a huge range of articles, as well as online activities including comics and interactive quizzes to help you discover new ways to handle daily dilemmas. There is also a busy online community

and the opportunity to blog on any family-related subject. We also have dedicated section on key issues such as bullying and dealing with teenagers.

*“I have only joined this website tonight
and no longer feel alone.”* Parent




Family problems? We can help.


 Free¹ 24-hour, confidential **Parentline** on **0808 800 2222** for advice, information and support on any aspect of parenting and family life

 Or Skype us via our website – **www.familylives.org.uk**

We offer advice and information as well as extended support for complex and difficult issues.

 **Free textphone** for people who are deaf, hard of hearing or speech impaired – **0800 783 6783**²

 Personalised email service at – **parentsupport@familylives.org.uk**³

 **Online advice and information** on all aspects of parenting and family life

Live chat at **www.familylives.org.uk/livechat**

Give and receive support and advice from other parents and adult family members experiencing similar problems – **www.familylives.org.uk**

Advice and information for professionals working with families at – **www.familylives.org.uk/professionals**

 Face-to-face support groups and workshops. Find out what is available in your area at – **www.familylives.org.uk/localsupport**

¹From landlines and most mobile networks. ²Please note, this service is available from 9-5pm Monday to Friday.

³Guaranteed reply within three working days.

