

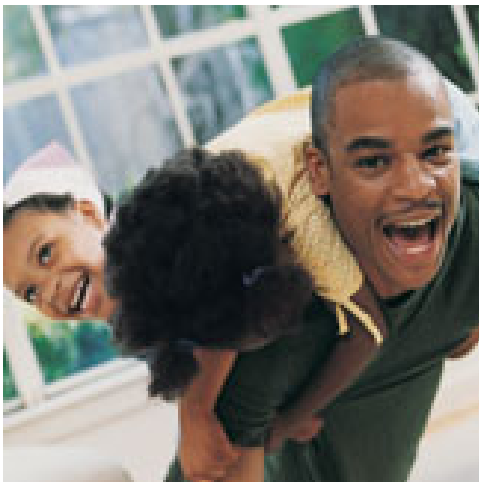
Free phone support from Parentline Plus

Extended telephone support: information for practitioners

“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.” (Practitioner)

“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.” (Parent)

What is Extended Telephone Support?



Parents and carers struggling with family problems often need extra support. To meet that need, Parentline Plus offers an extended telephone support service (ETS) in addition to our 24 hour helpline (0808 800 2222). Any parent or carer can have up to six 45-minute weekly sessions with a trained support worker to talk through parenting and family problems.

Calls are free, confidential and can be about any parenting issue, large or small – from children’s sleeping problems and family rows through to violent behaviour, alcohol, drugs and gangs. ETS workers help parents with parenting and family relationships, getting support and looking after themselves.

Parents are encouraged to think through ways to improve their situation and test these out with the worker’s support.

Does it work?

In an external evaluation:

- 3 out of 4 parents said their situation had improved as a result of ETS calls, both shortly after the sessions and a year later
- All parents interviewed thought their own behaviour had changed since the ETS calls
- 4 out of 5 parents felt the behaviour of the child causing concern had improved

Chris had lost his wife and had been managing the household and looking after his two children by himself for 10 years while working full-time. He needed help with his son Gary’s behaviour. Gary, 17, stayed in his room surfing the web all night and sleeping all day. He had no interest in going out or finding a job and had become withdrawn. With his support worker’s help, Chris was able to set limits for Gary and work with him to establish a routine. By the end of his sessions, Gary was actively looking for work, socializing more, father and son were communicating better and Chris was happier with his son’s behaviour all round.

Parents who have used the service say:

“It was brilliant, you talk things through and you are heard...it helped me clarify what my worries were.”

“During the one-to-one calls I was given local resources to contact and I know that Parentline Plus is always there if I need them. I feel more calm and secure.”

Sarah needed help with her 5 year old son’s aggressive behaviour. She had a busy, stressful job and was finding it difficult to cope with disciplining her son and his brother. Other sources of advice hadn’t worked. After her ETS sessions Sarah reported real improvements in her son’s behaviour. She told us ETS worked so well for her because of the relationship formed with her support worker and the practical advice she received.

For parents’ stories see: <http://www.parentlineplus.org.uk/ets>

How do I make a referral?

It couldn’t be easier. All you need to do is:

- Explain the service to the parent and get their agreement
- Fill out our online referral form via this link
<https://pl-co-svr6.parentlineplus.org.uk/ETS/ETSForm2.aspx>
- Enter brief details about the parent on the form

Parentline Plus does the rest. We contact the parent and arrange convenient times for the ETS worker to call.

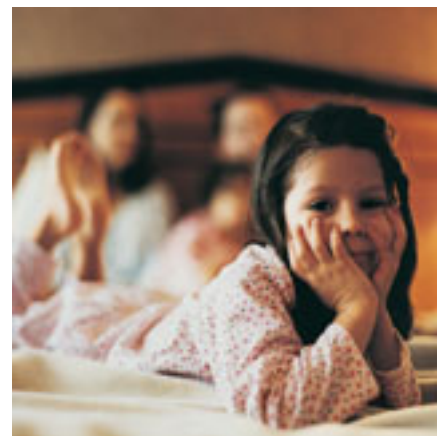
Who are Parentline Plus?

We’re a national charity and the UK’s largest independent provider of parenting support. All our services have been externally evaluated and proven to work: all evaluations, including ETS, are available on our professionals’ website:

www.parentlineplusforprofessionals.org.uk

Other services:

- Free* confidential 24/7 helpline 0808 800 2222
- Free textphone for speech or hearing impaired 0800 783 6783
- Email support parentsupport@parentlineplus.org.uk
- Information leaflets:
www.parentlineplusforprofessionals.org.uk/shop
- Interactive websites www.parentlineplus.org.uk



For more information:

Phone: Parentline Plus’s Nottingham Office on 0115 845 6565

Email: kayc@parentlineplus.org.uk

Web: <http://www.nottinghamshire.gov.uk/home/learningandwork/nottscypppartnership/parentlineplus>

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