

**We understand that this is a worrying time for families as we are all struggling to cope with the additional pressures of social distancing and spending long periods of time in our homes with children and young people.**



**The Family Information Service is here for you and is extending its free confidential advice line to provide advice, guidance and emotional support on any aspect of parenting and family life.**

## **How we can help**

We will listen and give you the space to talk, helping you to explore your situation and find a way forward. Listening means that we let you, direct the conversation. We will listen with empathy, care and respect and strive to help. We will not judge you.

During our conversation with you we will ask you some questions to help us fully understand your situation and explore your feelings, this will help us to find options or organisations that may be able to help, building on your existing strengths and resources.

We will provide you with information, support and encouragement to enable you to get the help you need. We believe that you are the expert on your own family life and we will support you to make the best choices and decisions for you and your family. This might include practical suggestions for setting routines whilst children are not in school, suggested activities that you can do with your children, or signposting you to the many resources that are currently available both locally and nationally.

## **How to contact us**

**Ring our Freephone number 0800 542 02 02** (the service will aim to respond to calls in real time but when busy, you may be asked to leave a message and will call you back)

**Email - [familyinfo@gloucestershire.gov.uk](mailto:familyinfo@gloucestershire.gov.uk)**

** message - just search for Family Information Service – Gloucestershire**

The service is available weekdays from 9am to 8pm and on Saturdays from 10am to 6pm

**Visit us at [www.glosfamiliesdirectory.org.uk](http://www.glosfamiliesdirectory.org.uk)**

## **Confidentiality**

All calls are confidential unless we feel there is a life- threatening situation or a child or adult is felt to be at risk of significant harm. If we are worried about your safety, or of you being hurt, either by your own actions or by someone else, we want to help you find the best way to keep yourself safe. We do this by listening and talking with you about what you want to do, however if we feel that you are unable to make decisions to stay safe we may need to tell someone else what you've told us to be able to get the help you need.

It is important to know that you can decide what information you choose to share with us. Sharing information will not automatically mean we will tell someone else but on some occasions it may mean us contacting the Police, Ambulance Service or Social Services.

We do not record any personal details, although phone numbers may appear in our system, we do not attribute them to any individual person. Phone numbers would only be used in cases of safeguarding.

Please note, we are not able to offer legal, financial or medical advice.