

The logo consists of a green speech bubble pointing right, containing the words "family" and "action" in white, stacked vertically.

family  
action

# Because we all need a listening ear sometimes.

If you're feeling overwhelmed, worried or upset about any aspect of your family life, FamilyLine is here for you.

Offering emotional support, information and guidance on all kinds of family issues.

## FamilyLine:



0808 802 6666



Text support: 07537 404 282



familyline@family-action.org.uk

A free service for those aged 18+. Trained volunteers and staff offering emotional support, information and guidance on all kinds of family issues: relationships, conflict, parenting, caring, financial worries and more.

[www.family-action.org.uk](http://www.family-action.org.uk)

A large, stylized graphic of a blue phone handset with a white circular button at the bottom. The number "Call: 0808 802 6666" is displayed in white text on the handset's screen area.

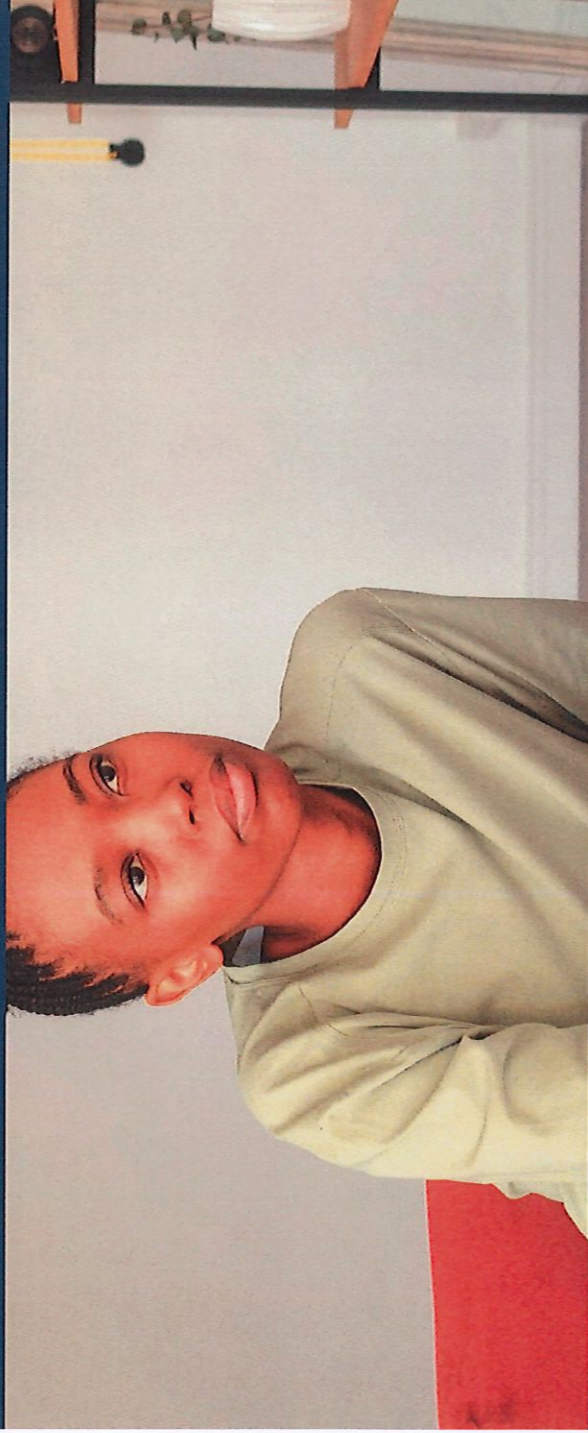
Call:  
0808  
802  
6666



# FamilyLine: Counselling and befriending

Our counselling and befriending service is open for anyone over the age of 18 that resides in the United Kingdom.

We invite you to read on for more information on the way our counselling and befriending works.



We understand the importance of feeling heard and supported.  
Because we all need a listening ear sometimes.

[family-action.org.uk](https://family-action.org.uk)

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## FamilyLine: Counselling & befriending

Our counselling and befriending services are free for anyone aged 18+

Our counselling offer is made up of six weekly sessions, delivered over the 'phone, with each session just under an hour. These sessions are delivered by a trained counsellor that is there to listen and respond appropriately, depending on your situation.

Our befriending service offers 10 weekly sessions of telephone support, with each session 60 minutes in length.

### Befriending

Befriending is delivered by trained volunteers who offer non-judgemental support for ten weeks, with an aim of promote better wellbeing – in many different of ways.

People who use this service may be:

- feeling of isolated or lonely,
- lack a sense of connection or belonging,
- have low self-esteem and confidence,
- or experience barriers that stop them to do things that they want to – whether volunteering, working or attending social groups or events.

Befrienders will listen, and ultimately look to work with you to see how you might be able to manage



**Just to speak and be listened to is so important. I'm so glad that this service exists.**

**We understand the importance of feeling heard and supported.**

**Our team is here to guide you every step of the way, ensuring a service tailored to your needs**

### Counselling

Our counselling service offers you the chance to talk – to chat through the challenges that you're facing, and to explore your feelings and thoughts that arise.

Our trained counsellors have a 'people-focused' foundation to support, meaning that they work to create a safe space in which you can freely express your thoughts without any judgement. Your counsellor can explore what might be contributing to the situations you are facing, and look at other options, or ways that you might be able to manage the challenges.

Whether you are suffering from feelings of anxiety or depression, are struggling with stress or are going through tough relationships, if you need to talk, FamilyLine Counselling is here for you.

### How to access our service

You can request support by:

- speaking to a member of our FamilyLine team on Tel: 0808 802 6666

Once referred, our team will contact you via email to arrange a time and date that we can have a chat to better understand needs and hopes.

You will then – if you still want to and we feel we can provide you with the support that you need – be placed on our waiting list. The times vary but we do all we can to keep you informed. **You will be allocated a counsellor or befriender as soon as is possible.**

## Frequently asked questions

### Is the service open to all?

If you are 18 and living in England or Wales then you can access our service. But read on, as it isn't always right for everyone.

### Is the service free?

Yes. There is no cost for anyone to use this service.

### How will I know if counselling or befriending is right for me?

The service is not right for everyone: For some, face to face contact is easier or it may be that you need more specialised support.

Before we allocate a counsellor or befriender, we will always chat with the person referred as to what we can offer. In this chat, we will ask a few questions to explore their situation – this helps us to ensure we can give the right support. There is also space for questions to us too. This is often known as triage.

### Will the service be able to fix/solve my situation or give me the answer?

The short answer is no. There rarely is a simple answer. What you counsellor or befriender will do is take a person-centred approach, meaning that they will listen without judgement, and help you to explore your feelings and thoughts. The aim is to support you in deciding what feels right for your next steps. We look to empower you to find your own path, whilst walking closely alongside.

### Is the service confidential?

Absolutely. We may want to speak with your GP or another professional but we will always discuss this with you first. The only time we may speak to someone else is if we think that you might be in danger, to yourself or to others.

### Can support be continued after the sessions are up?

No – our service offers short-term support. Currently, we offer 6 free counselling sessions and 10 free befriending sessions. However, towards the end of your sessions we will reflect on any further support needs. We can then signpost you to other services that we think would be a good fit.

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**It is wonderful to talk things out. It is very healing, especially if you have nobody that you can speak to you about these things in your daily life.**

## An emergency?

If you need emergency care, please speak with:

- your GP
- a crisis team, such as
  - Samaritans – 116 123 (or, if in Wales, 0800 164 0123)
  - Papyrus – 0800 068 41 41
- Emergency services – dial 999