

About Family Action

Family Action is a national charity marking its 150th anniversary in 2019 and is committed to building stronger families by delivering innovative and effective services and support that reaches out to many of the UK's most vulnerable people. We seek to empower people and communities to address their issues and challenges through practical, financial and emotional help.



FamilyLine

A free helpline, befriending and counselling service for all family members over the age of 18 across England and Wales*

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**Building
stronger
families**
150 years



Registered as a Charity in England & Wales no: 264713. Registered as a Charity in the Isle of Man no: 1206.
Registered Company Limited by Guarantee in England and Wales: 01068186.
Patron: Her Majesty the Queen. Chair: Mary Fulton. Chief Executive: David Holmes CBE
Vice Patrons: Christine Davies CBE. Dr Andrew McCulloch. Dame Denise Platt DBE. Katie Vanneck-Smith.
Professor Harriet Ward CBE.

* We will refer anyone under the age of 18 to the relevant services required.

www.family-action.org.uk

FamilyLine

Family pressures can sometimes be difficult, especially without emotional support and guidance on hand during times of need. Many people feel confused by what help is available and often struggle to access services close to home and at a time that suits them.

FamilyLine tackles these issues in a new and innovative way by using a network of volunteers from across the country to support service users through telephone calls, email and text messages.

The FamilyLine helpline is free and open Mon - Fri 9am to 3pm then 6pm to 9pm. The helpline will be covered by our text crisis line outside of these hours including weekends and bank holidays. In addition to this, regular support can also be offered to eligible service users through regular telephone sessions with Befrienders and Counsellors at a convenient time of day.



FamilyLine at a glance

- Open Mon - Fri 9am to 3pm then 6pm to 9pm
- The helpline will be covered by our text crisis line outside of these hours including weekends and bank holidays.
- Free service available to all family members over the age of 18 across England and Wales*

FamilyLine provides emotional support and guidance on all aspects of family issues.

Weekly telephone Befriending and Counselling support can also be available to service users who are eligible.

* We will refer anyone under the age of 18 to the relevant services required.

Contact us

Telephone: 0808 802 6666

Text: 07537 404 282

Email: familyline@family-action.org.uk

Visit: www.family-action.org.uk/familyline

Live Chat available on our website