

National Care Leavers Week - Help available for Care Leavers feeling alone and isolated

Feeling isolated, alone and having no one to listen to you when you just need to talk to someone is something many care leavers experience, especially at the moment where they may be all on their own as the pandemic continues with limited opportunities to socialise or be in contact with other people. This National Care Leavers Week (26 October to 1 November), the charity Family Action would like to highlight that help is out there. Every evening we run our ListeningWorks service with trained volunteers who offer a listening ear and friendly voice for care leavers, aged 18-27, who may have no one to talk to, together with befriending and mentoring opportunities.

Our service provides a chance for care leavers to talk openly about whatever's on their mind and gives them time and space to think things through without pressure. We also give signposting to useful resources if any specific problems come up and information about other support out there and how to get it.

ListeningWorks is available all evening, every evening between 6pm and 12 midnight, via phone, text or web chat. If the line is busy, that's only because all our volunteers are already talking to someone, but a caller can leave us a message and we'll get back to them in a flash. Care leavers can also call any other time and leave a message on our voicemail, asking for a call back from us when we're open again.

Family Action's befriending and mentoring service for care leavers offers short-term or longer-term personal support and advice in all areas of life and work. Our trained volunteers can help with emotional and physical health, getting someone work-ready or even offer friendly suggestions about time management.

Contact details for ListeningWorks:

Telephone: 0808 802 0222

Live web chat: Click on Live Web Chat button at www.family-action.org.uk/listening-works

Text message: 07860 065 169

Please visit www.family-action.org.uk/listening-works for more information

End

Contact details:

Email: media-pr@family-action.org.uk

Phone: 020 7241 7621

Out of hours mobile: 07903 074 174

Family Action is a national charity committed to building stronger families and brighter lives.

Since the charity was founded in 1869, we have continued to help children and families overcome the challenges they face through a wide range of practical, emotional and financial support. With some 160 community-based services across the UK, we currently support more than 60,000 families each year.

We help families to manage their mental health and wellbeing and to tackle behavioural issues and parenting challenges, family conflict and domestic abuse. We also work with families to reduce the impact of social isolation, poverty, addiction and other significant sources of stress and pressure.

Our work covers the whole life span and includes help for parents-to-be and for parents and carers of children of all ages, a wide range of services for children and young people and services for adults affected by mental ill health. Our family work stretches from intensive whole family support to more targeted services supporting families affected by adoption, special guardianship, separation, special educational needs, disability, domestic violence and sexual abuse.

Based in and working with Children's Centres, GP surgeries, schools and other local partners, our specialist services include Multi Systemic Therapy, children's trauma therapy, child to parent violence, social prescribing, supervised child contact and a range of mentoring and befriending services. We also provide some 2,000 welfare and educational grants every year to people in financial crisis.

Through the National School Breakfast Programme, we provide a healthy breakfast to hundreds of thousands of pupils every school day. We also offer free and immediate support to adult family members through our national helpline, FamilyLine (via telephone, email, online chat and 24/7 text service), and are recognised as a leading provider of specialist training and consultancy.

During the Covid-19 pandemic Family Action is adapting its service delivery to ensure we are still very much there for the people who rely on us. Many of our services are now being delivered virtually and we have prioritised keeping in contact with people. At the same time we have fundraised additional money so that we can greatly expand our network of FOOD Clubs, provide our most vulnerable service users with emergency financial support and distribute other practical resources to help people get through lockdown.

Registered charity number: 264 713

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