



Family Action – FamilyLine. A service available for all Cumbrian families

Family Action are commissioned by Cumbria County Council to provide 0-19 Child and Family Support Services in four of Cumbria's six districts – but there are services that are available to all families in Cumbria.

One of those services is FamilyLine. FamilyLine is a free support service available via telephone, text, email and web chat.

Family Action recognises that family pressures can sometimes be difficult to manage without emotional support and guidance to help. Many people feel confused by what information is available or struggle to access services close to home.

FamilyLine uses a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

The service aims to:

- provide both immediate and long-term support
- help with practical information and guidance
- provide emotional and listening support
- help with understanding and accessing relevant services and information
- provide regular one-to-one befriending support to service users feeling isolated
- access to short term telephone counselling
- a referral into our many projects across England and Wales, where relevant.

Family Line is for family members aged 18 years old and over from anywhere in England, Wales and the Isle of Man.

Opening times:

- Monday to Friday, 9am to 9pm

Contact details:

- Telephone: 0808 802 6666
- Text message: 07537 404 282
- Email: familyline@family-action.org.uk

If a family need support outside of those hours, they can leave a message and they will receive a call back in operational hours. If it is a crisis, then there is a crisis line to a trained professional 24/7 that can be access by texting FAMILYACTION to 85258. This service is delivered in partnership with Shout.

Full information can be found at <https://www.family-action.org.uk/what-we-do/children-families/familyline/>