

# FACTSHEETS FOR PARENTS / FREQUENTLY ASKED QUESTIONS

You can call ParentLine Scotland Monday, Wednesday, Friday 9.00 am to 5.00 pm and Tuesday, Thursday 9.00 am to 9.00 pm on **0800 028 2233** or email our confidential service at: [parentlinescotland@children1st.org.uk](mailto:parentlinescotland@children1st.org.uk)

## What can I expect when I phone ParentLine Scotland?

One of our trained volunteers will answer your call. If you want to talk, we will listen. If you want to make changes, then we can work together to find a way forward that is right for you. If you need information, we can point you in the right direction. We may not have all the answers, but we offer space, advice, undivided attention and support.

## What can I call about?

If you want to talk, we want to listen. Nothing is too big or too small – if it's worrying you then tell us about it. Give it a try even if you have never used a helpline before or think it's for other people, we want to talk to you.

## Why aren't you there 24 hours a day?

We appreciate that concerns and problems don't take account of opening hours. However, we open when the majority of calls come through. If your situation is an emergency, please phone Social Work or the Police.

If our lines are closed, a pre-recorded message will tell you when we are open. Do phone back. If you can't get through when we are open, please keep trying, as our lines are sometimes busy.

## What about confidentiality?

The service is confidential. We will not pass on information unless you agree, or unless a child is in danger or at risk of serious harm. Just tell us as much as you are comfortable with.

## My child is being bullied, what can I do?

Bullies make other children sad and miserable. If you suspect your child is being bullied, there are a number of things that you as a parent can do to help. Why not call ParentLine to talk things through or download our information sheet on bullying available on our website.

## My teenage daughter is like a stranger, I can't talk to her anymore.

Being a teenager is not easy, neither is being the parent of a teenager. Our information sheet, which can be downloaded from our website, has some tips about keeping communication open. Alternatively why not phone and talk to someone on the helpline.



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**0800 028 2233 ...because being a parent isn't easy.**

## **I'm separated from my wife and she only lets me see the kids one night a week. What can I do?**

In general, dads call us about many of the same issues as other callers. However, problems with contact and residence form a large number of calls. Dads can feel that many people are more accustomed to dealing with women and it can sometimes be difficult talking to friends and family. At ParentLine we understand how important it is to have someone to listen – all you have to do is pick up the phone. There is also an information sheet specifically aimed at Dads on our website.

## **I think the kids next door are being left 'home alone'. I don't want to get involved but what should I do?**

You may know or suspect that a child is being neglected or abused in some way. If you are unsure of what to do or where to go, or afraid of the implications – you are not alone, as many people feel this way.

Child protection is the responsibility of every adult, so if you think a child is at risk please do something. Why not make a start by calling us? We will listen to your concerns and help you to work through what you need to do and explore what support is available. Alternatively you can call your local Social Work department and download our information sheet 'Worried about a Child' from our website.

## **I don't want to smack my children, what else can I do?**

Teaching children how to behave is an important part of parenting and setting boundaries helps children to feel secure and safe. The majority of parents tell us they would rather not smack their children but can't always think of what else to do – especially in the heat of the moment. Why not call ParentLine, off-load some of your frustration and take some time to talk through alternative ways to discipline your children

## **How can I become a helpline volunteer?**

If you are interested in developing new skills and becoming a helpline volunteer and live and work in or near Edinburgh, please telephone our office number on 0131 446 2333 or contact us via email at [parentline@children1st.org.uk](mailto:parentline@children1st.org.uk) for further information. An interview will be arranged and full training provided.

At present we are not able to answer all the calls that come in to the helpline. In order to increase the number of callers who receive a service, we need to increase the number of volunteers on each shift. If you would like to find out more, please contact us.

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## **We can help you take action to achieve change where it is needed.**

For further information about CHILDREN 1<sup>ST</sup> and to order any of our publications, please contact:  
CHILDREN 1<sup>ST</sup>, 83 Whitehouse Loan, Edinburgh EH9 1AT  
**t:** 0131 446 2300  
**f:** 0131 446 2339  
**e:** [info@children1st.org.uk](mailto:info@children1st.org.uk)

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**WE LISTEN, WE SUPPORT,  
WE TAKE ACTION**  
For Scotland's vulnerable  
children and families

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[www.children1st.org.uk](http://www.children1st.org.uk)  
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