



Registered charity: 294998

Company limited by guarantee: 2040322

PAC-UK is registered with Ofsted under the Care Standards Act 2000 as an Adoption Support Agency (reg. no. SC066981)

## Equal opportunities

PAC-UK is committed to providing a service based on racial equality and equal opportunities. It has an ethnically and culturally diverse staff.

If you have a concern about the ethnicity or gender of your counsellor PAC-UK will do its best to accommodate your request.

PAC-UK operates service user evaluation and complaints procedures.

### PAC-UK

Leeds Office  
Hollyshaw House  
2 Hollyshaw Lane  
Leeds, LS15 7BD

Office 0113 264 6837  
Advice 0113 230 2100  
Email [advice@pac-uk.org](mailto:advice@pac-uk.org)  
Web [www.pac-uk.org](http://www.pac-uk.org)

First Family 07946 295 322  
Email [firstfamily@pac-uk.org](mailto:firstfamily@pac-uk.org)

 [www.pac-uk.org/firstfamily](http://www.pac-uk.org/firstfamily)

 [twitter.com/PACUKadoption](https://twitter.com/PACUKadoption)

 Find 'PAC-UK' on Facebook



## First Family Service

*Is your child no longer with you or is there a chance this may happen?*

*Free advice and support for birth mothers, fathers & relatives*



## What is PAC-UK?

PAC-UK provides specialist therapy, advice, support, counselling and training for all affected by adoption and permanency.

PAC-UK helps thousands of people each year. Some of them are birth parents or other birth relatives, some are adoptive parents and some are adopted adults.

PAC-UK is a charity and is not part of social services or any government organisation.

- ✓ *We know how traumatic losing a child can be.*
- ✓ *We know that you will always be family to your child.*
- ✓ *We aim to help you keep a child in the future if you want to.*

## First Family Service Action Line

PAC-UK's First Family Service has its own Action Line that you can call and leave a message requesting a call back on **07946 295 322**.

Alternatively, text **07946 295 322** or email [firstfamily@pac-uk.org](mailto:firstfamily@pac-uk.org) and we will respond to your request at the earliest possible opportunity.

You can also call the PAC-UK Advice Line between the hours listed opposite.

### PAC-UK's First Family Service can:

- ✓ *Listen to your story and how you are feeling about your child's adoption.*
- ✓ *Explain the often confusing process of adoption and what that means for you and your child –now and in the future.*
- ✓ *Help write a letterbox letter. Most people find the first one particularly difficult.*
- ✓ *Help you to write a letter for your child for when they are older explaining what happened and how you feel about it.*
- ✓ *Let you know how other parents like yourself feel. We run friendly support groups in some areas.*
- ✓ *Look at the reasons your child was removed and what you can do to keep a future child if you want to.*
- ✓ *Meet with you in a convenient place and discuss what is most helpful to you. What you say is confidential.*

Email [firstfamily@pac-uk.org](mailto:firstfamily@pac-uk.org) or visit the First Family page on the PAC-UK website for more information

[www.pac-uk.org/firstfamily](http://www.pac-uk.org/firstfamily)

First Family Line  
07946 295 322

Email

[firstfamily@pac-uk.org](mailto:firstfamily@pac-uk.org)

Advice Line  
0113 230 2100

Mon, Tues, Thurs & Fri  
10.00am - 1.00pm

Wed  
4.00pm - 7.00pm

PAC-UK offices and Advice Lines are not staffed on public holidays

## PAC-UK Staff

PAC-UK's counsellors are professionally qualified in counselling/psychotherapy, psychology and/or social work and have a wide range of experience and training in all aspects of Birth Family support.

Counselling staff are supported by external professional supervisors and administrative staff.

