



Registered charity: 264713

Company limited by guarantee: 01068186

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

PAC-UK was last inspected by Ofsted in December 2022 and was rated 'Outstanding' in all areas.

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
Family Action Head Office
34 Wharf Road
London
N1 7GR

Office 0300 1800 085
Advice 0300 1800 090
Email advice@pac-uk.org
Web www.pac-uk.org

First Family Service
Email firstfamily@pac-uk.org

 www.pac-uk.org/firstfamily

 twitter.com/PACUKadoption

 Find 'PAC-UK' on Facebook



First Family Service - London

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

Free advice and support for birth mothers, fathers & relatives



With thanks to our incredible PAC-UK First Family North West Support Group who co-produced this leaflet

What is PAC-UK?

PAC-UK provides specialist therapy, advice, support and counselling 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 recognise how traumatic losing a child can be.*
- ✓ *We know that you will always be family to your child and relatives.*
- ✓ *We aim to help you improve the outcome for any future children you may have.*

Advice Line 0300 1800 090

| | |
|-------|-------------|
| Mon | 10am-4pm |
| Tues | 10am-4pm |
| Weds | 10am-7.30pm |
| Thurs | 10am-7.30pm |
| Fri | 10am-4pm |

Please note, PAC-UK offices and Advice Lines are not staffed on public holidays.

Email

firstfamily@pac-uk.org

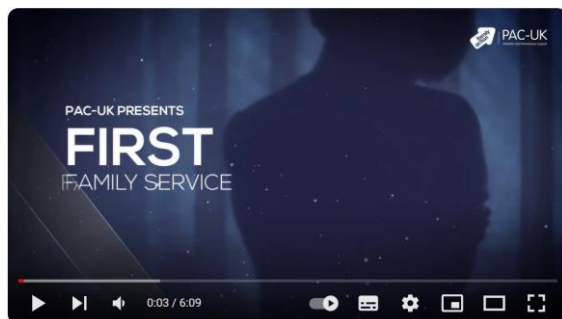
Website

www.pac-uk.org

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.

We have produced a short six-minute video 'PAC-UK presents: First Family Service' that explains our work in more detail – [click here](#) or on the image below and the video will open and play via our YouTube channel.



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 **07975 846 249**.

Alternatively, text **07975 846 249** or email firstfamily@pac-uk.org and we will respond to your request at the earliest possible opportunity.

Our PAC-UK Advice Line is also available to help you - the number and opening hours are listed on the opposite page.

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 or relative for when they are older explaining your story, what happened and how you feel about it.*
- ✓ *Let you know how other parents like yourself feel and that you are not alone.*
- ✓ *Meet with you in a convenient place and discuss what is most helpful to you. What you say is confidential.*
- ✓ *We also run friendly in-person support groups in some areas and online support groups (we also have a First Family Facebook Group with over 150 members you can join).*

Email firstfamily@pac-uk.org or visit the First Family page on the PAC-UK website for more information: www.pac-uk.org/firstfamily