



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

London Office  
5 Torriano Mews  
Torriano Avenue  
London, NW5 2RZ

Office 020 7284 0555  
Advice 020 7284 5879  
Email [advice@pac-uk.org](mailto:advice@pac-uk.org)  
Web [www.pac-uk.org](http://www.pac-uk.org)

First Family 07975 846 249  
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

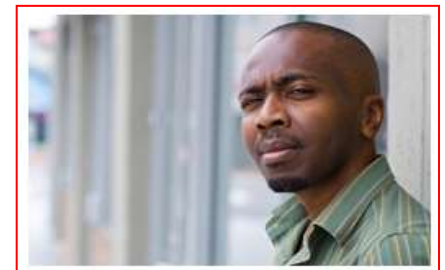
# PAC-UK



## 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 in and around London*



## What is PAC-UK?

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

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 improve the outcome for any future children you may have.*

## 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](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.*
- ✓ *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.*
- ✓ *Let you know how other parents like yourself feel. We run friendly support groups at our London office.*

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  
07975 846 249

### Email

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

Advice Line  
020 7284 5879

Mon, Tues & Fri  
10.00am - 4.00pm

Wed & Thurs  
2.00pm - 7.30pm

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.

