



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](mailto:advice@pac-uk.org)  
**Web** [www.pac-uk.org](http://www.pac-uk.org)

**Special Guardianship Support Service**  
[www.specialguardiansupport.org.uk](http://www.specialguardiansupport.org.uk)

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

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

 Find 'PAC-UK' on Facebook



## Services in North London for birth parents whose children are being looked after by a Special Guardian

*A free, independent and confidential service for birth mothers and birth fathers residing in Barnet, Camden, Enfield, Hackney, Haringey and Islington*





## Accessing Support from PAC-UK

To support birth parents whose children are placed under a Special Guardianship Order living in **Barnet, Camden, Enfield, Hackney, Haringey** and **Islington**, the **North London Fostering & Permanency Consortium (NLFPC)** has commissioned **INDEPENDENT** specialist services from **PAC-UK**. PAC-UK is not part of the legal proceedings or decision making process for your child.

These services are available to all **birth mothers and birth fathers** as well as **professionals** supporting families with a Special Guardianship Order in NLFPC boroughs.

If you have any questions please don't hesitate to contact our PAC-UK Advice Line.

### Email

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

### Advice Line

0300 1800 090

Mon, Tues & Fri  
10.00am - 4.00pm

Wed & Thurs  
10.00am - 7.30pm

You can also call our PAC-UK Advice Line outside of the opening hours and leave a voicemail with your contact details to request a call back and we will respond as soon as we are able to

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



## PAC-UK Advice Line

Our PAC-UK Advice Line is a flexible, multi-functional, confidential and expert Monday to Friday service, operating during the day and on two evenings, to meet the varying needs of individuals, families and professionals – opening hours are listed within this leaflet.

All our advice line staff are experienced in adoption and permanency work and are qualified as social workers, therapists, psychologists or counsellors and are registered with the relevant professional bodies, Social Work England, UKCP etc. All have a background in social care and therapeutic services.

For more information about PAC-UK, please visit our website [www.pac-uk.org](http://www.pac-uk.org) or contact our PAC-UK Advice Line.



## PAC-UK Services

### What does the service provide?

- ✓ Access to the PAC-UK Advice Line that is open five days per week
- ✓ Up to six sessions of advice, information and counselling support
- ✓ Access to our in-person and online Birth Parent Support Groups

The PAC-UK Advice Line and the sessions/groups are delivered by a qualified and experienced PAC-UK counsellor. Counselling sessions are offered remotely via phone or video call or at our office in London (N1).

### What can be discussed?

- ✓ Your feelings about the SGO placement plan
- ✓ Future arrangements for contact
- ✓ Any other issues about SGO causing you concern
- ✓ Signposting to other services

The service is confidential, however all PAC-UK counsellors have a duty to protect and safeguard the welfare of children and this will be explained to you at the first contact with you.

### Do I have to pay for any of these services?

No. All services outlined in this leaflet can be accessed free of charge.

### How can I access the service?

If you are a birth mother or birth father resident in North London your social worker, with your permission, may have already referred you to the service, after which PAC-UK will contact you to arrange an appointment.

Alternatively, you can refer yourself to the service by contacting PAC-UK's Advice Line via phone or email – contact details and opening times are listed in this leaflet.