

Opening Hours

Our helpline is available Monday to Friday 9am - 5pm & every second Wednesday of each month from 7pm - 9pm.

Late Night Phone-in

Wednesday 9 March 7-9pm

Wednesday 13 April 7-9pm

Easter Break

Thursday 24 March	9am-5pm
Good Friday 25 March	closed
Easter Saturday 26 March	closed
Easter Sunday 27 March	closed
Easter Monday 28 March	closed
Tuesday 29 March	9am-5pm

Call 0800 040 7675.

March 2016



Welcome to the Fosterline Lowdown

- Fosterline's dedicated newsletter for current & prospective foster carers.

Excellent customer service

The award of the Customer Service Excellence® Kitemark recognises that Fosterline is an excellent customer focussed service.



[Read more](#)

New ways to contact us

We now have two new ways for current and prospective foster carers to contact us.

1. Live chat - available Monday to Friday from 10am to 3pm. You can talk to a Fosterline Adviser live on the website and have your questions answered live.

2. Call back - available Monday to Friday from 10am to 4.30pm. You can book an appointment online for a Fosterline Adviser to call you back when it's convenient to you.

[Book call back](#)

TOWIE stars join the DfE as fostering ambassadors



Debbie Douglas and her daughter Lydia Bright from the reality TV show The Only Way is Essex (TOWIE) have joined the Department for Education (DfE) as fostering ambassadors.

Debbie, 54, and her partner Dave Bright have fostered more than 250 children over the past 22 years, while also raising four biological children, including Lydia.

[Read more](#)

LGBT Adoption & Fostering Week 7-13 March



This national campaign run by New Family Social aims to recruit prospective foster carers from the LGBT community.

Foster carers Alan Wood and Rolfe Pearce from Staffordshire were presented with the Foster Carers of Distinction Award at the FosterTalk Foster Carer Awards last October. Rolfe shares his thoughts as to why he thinks LGBT carers can really empathise with looked-after young people.

[Read more](#)

Fosterline's Annual Report 2015

This document contains information reporting on the delivery of Fosterline by FosterTalk on behalf of the Department for Education and features information received from both prospective and current foster carers.

Over **40,500** individuals have received information from Fosterline over a 12 month period, **85%** of all calls to us were answered within one minute and over **5,000** potential foster carers have received information from us.

[Read more](#)