



contact *For families
with disabled children*



Who we are

- We are Contact, the charity for families with disabled children
- We support families by offering the best possible guidance and information
- We bring families together to support each other
- We also help families to campaign, volunteer and fundraise to improve life for themselves and others

- We support parent carer participation in England through our relationship with the [National Network of Parent Carer Forums](#) (NNPCF)

- We campaign to make disabled children a priority with Government - our CEO Amanda Batten formed and now chairs the [Disabled Children's Partnership \(DCP\)](#), a growing coalition of more than 80 charities



National Network of Parent Carer Forums
'Our Strength Is Our Shared Experience'



Support for families

- Website www.contact.org.uk – access to a wealth of resources
- Common Questions tool and Live Chat
- Free Helpline 09:30 -17:00 Mon – Fri
- Listening Ear Service – book 1:1 callbacks for emotional support
- Helpful Guide – a directory of support
- Facebook page and closed group
- Twitter feed and YouTube channel
- Workshops / webinars (inc Brighter Beginnings)
- Newsletters
- Fledglings shop



Follow us and connect

- Facebook page www.facebook.com/contactfamilies
- Facebook community - closed group for parent carers
- Twitter [@contactfamilies](https://twitter.com/contactfamilies)
- YouTube channel
- Instagram [@fledglingscharity](https://www.instagram.com/fledglingscharity)
- [Sign up for our newsletter](#)



Our Fledglings shop



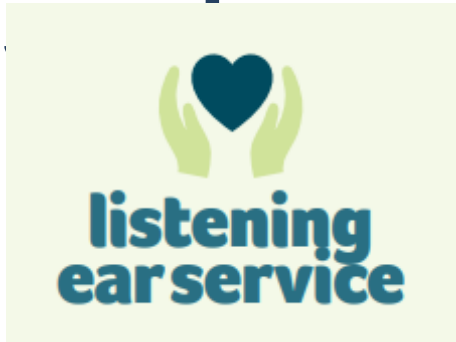
www.fledglings.org.uk

Instagram @fledglingscharity

- Toys, clothing, aids and sensory products
- Every purchase directly helps Contact provide support to families



Introducing the Listening Ear



- Developed in the early days of the Covid-19 pandemic in 2020, with support from True Colours Trust
- A time of unprecedented challenges for parent carers
- Additional funding to sustain and expand the service secured in Dec 2020 for a further year

The service responds to the clear need of parent carers for personalised 1:1 support – beyond that of the existing Helpline service remit and capacity.

- Offers parent carers a confidential space, where they can be heard and given emotional support, alongside signposting to relevant services/resources
- Opportunity to explore practical issues in depth
- Follow up appointments available to receive consistent support over time



The process

The Eventbrite logo, featuring the word "eventbrite" in a lowercase, sans-serif font. The "event" part is in a dark blue color, and the "brite" part is in a red color.

- 1 hour slots scheduled with Listening Ear advisers (daytime and evening)
- Online booking system via Eventbrite
- **Promotion: Through local networks, other comms and in workshops for direct bookings**
- Referrals made by Helpline team and workshop trainers
- Order form asks for contact details, monitoring information, consent to leave messages (or not), summary of need and any accessibility requirements
- Automated reminders by email
- Adviser sent details and undertakes the callback
- Adviser completes Point of Contact form for our records
- Follow up email sent with any signposting/clarification of verbal advice
- Follow up appointments made available
- Feedback survey issued (Survey Monkey)

The SurveyMonkey logo, featuring a green monkey head icon to the left of the word "SurveyMonkey" in a green, sans-serif font.

Brighter Beginnings workshops

A confidential, non-judgemental place to learn, share and connect with other parent carers

Brighter Beginnings: Encouraging Positive Behaviour	<u>Thursday 29 April 10.00am – 12.00pm</u>
Brighter Beginnings: Supporting your child's sleep Webinar	<u>Tuesday 4 May 10.00am – 12.00pm</u>
Understanding Sensory Processing Webinar	<u>Wednesday 12 May 10.00am – 12.00pm</u>
Brighter Beginnings: Encouraging Positive Behaviour	Wednesday 26 May 10.00am – 12.00pm



Brighter Beginnings online offer



- Workshops are free to parent carers
- Sessions listed on website – book via Eventbrite
- Each online workshop lasts 2 hrs
- Sessions are usually at 10:00 or 19:30, weekdays in term time
- Hosted by two trainers who are experienced in supporting families whose children have additional needs (many of them are parent carers themselves)
- Parent carers can interact with each other and the trainers as much or as little as they wish
- We understand if you need to be muted or off-camera, or have any interruptions
- We can help you with using Zoom



Encouraging Positive Behaviour

Develop your understanding of your child's behaviour and explore ways to support them

- *gain a general understanding of the origins and purpose of behaviour*
- *understand more about what might be causing a particular behaviour, or set of behaviours*
- *learn new strategies to help your child*
- *explore how to obtain further help and guidance if you need it*



Supporting Your Child's Sleep

Explore how to promote better sleep for your child (and improve your own!)

- *raise your awareness of the importance of sleep*
- *gain understanding of sleep processes and why sleep problems may occur*
- *explore some of the common issues*
- *examine possible causes and learn new strategies to support your child*
- *consider the effect on the whole family*



Your Wellbeing

Explore strategies to help manage your stress and improve your wellbeing

- *understand what stress is and how it affects you*
- *identify the factors which cause you stress and establish how you cope with these at present*
- *learn about coping mechanisms and styles*
- *identify new ways to deal with stress*
- *be motivated to try new stress busting ideas until you find ones that fit with you!*
- *explore how you can obtain further support if you need it*



**We asked parent carers who attended our workshops:
“Tell us something you’ve felt or experienced from the session...”**

A good sense of camaraderie...
Good to know I’m not alone

I feel positive - I am ready to try things tomorrow

I’ve felt reassured after the session

Opened up at new way of looking at things... reflecting on how things affect me and my daughter

Comforted and more knowledgeable

Less isolated, more knowledgeable

A lightbulb moment

Relief that I am not alone... Shared experiences

I felt glad I’m not the only one dealing with this... reassured to know other people are experiencing similar challenges...



Brighter Beginnings sessions

Topics cover the areas that parent carers tell us they want support with:

Encouraging Positive Behaviour

Supporting Your Child to Sleep

Money Matters

Your Wellbeing

Education (Early Years)

Education (School Age)

Handling Meetings Effectively

Growing Up (Puberty)

Siblings

**Speech and Language
(provided in association with I
CAN)**

Our website lists available sessions:

<https://contact.org.uk/help-for-families/family-workshops-and-events>



How families in South Tees and Darlington can get support

- » Book themselves onto a Listening Ear appointment or workshop by visiting [contact-tees.eventbrite.co.uk](https://www.contact-tees.eventbrite.co.uk)
- » Call our Free phone number for help to book an appointment or find the information they need on our website **0800 254 0890**
- » email us at south.tees@contact.org.uk
- » Visit our website for all our free information **contact.org.uk**





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