

# Our Voice

Making a Difference...



Autumn 2016  
Issue 21

contact a family  
for families with disabled children

Our Voice sponsored by the Department of Education via Contact a Family

## Welcome

As ever, there's been lots happening over the last six months so here are a few of the highlights and articles we hope will be of interest to you all.

The SEND Reforms continue to dominate our thinking, as the new laws start to bed in. We're slowly starting to see some positive changes for our families. In

addition, we have an update on Transport and how the changes might affect you. We've also included some information on the Mental Capacity Act and what it means for children over 16 years, as well as an informative article on where to get help if your nursery provider can't meet the needs of your child.

As always, we've updated you on some of the Our Voice summer activities, including our annual

Children's Birthday Party and our last Panto visit. There are stories from parents but we'd love to have more of them. Can you recommend a club or activity your child loves? Are you a fantastic fundraiser? Or tell us your education and health stories or feedback that other readers may find helpful.

There's a £15 voucher up for grabs for every story we print. Email Our Voice at [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk) or Facebook us.



Some of the Our Voice Management Committee (from left to right) Niki Michael, Fazilla Amide, Khilna Gudhka, Seema Islam, Resim Clear and Natalie Sherman.

## FUN DAY

Parent Greesha Martins tells us about the Funday her daughter Larissa was invited to.

'The HABS MENCAP Fun Day at Haberdashers' Aske's Schools in Elstree is always anticipated with great excitement by my daughter Larissa.

Run annually for children and young people aged 5-19 years with learning disabilities and their siblings, it's organised by Haberdashers' School and supervised by volunteer pupils aged 14-17 years who have some, but limited training.

Larissa was hugely excited, she'd been looking forward to it

for weeks as she knew there was a great day ahead. She put on her fairy costume and I put the final touches to the obligatory packed lunch. Once we arrived Larissa enjoyed the bouncy castle, small fairground rides, ice cream, candy floss, face painting and a disco, while I got to relax for a few hours. Parents can either drop and leave or relax in the school canteen with refreshments courtesy of the school. Larissa had the best time ever and is already looking forward next year's fun.'

For more information about the Fun Day contact the school office on 020 8266 1700.



Contact: Khilna or Fazilla on 07516 662315 Email: [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk) or chat to us

Please pass our newsletter on to others — parents and service providers who might find it useful.

Contact us for additional copies.

[facebook.com/ourvoiceenfield](http://facebook.com/ourvoiceenfield)



# OUR VOICE UPDATE

Our Voice has been busy... running network meetings, events and working with the Local Authority to make sure the services in Enfield meet the needs of disabled children and their families

## HAPPY BIRTHDAY

Following the success of last year's Our Voice children's birthday party, we celebrated again this year at Waverley School. As we all know, our children are not always invited to other children's birthday parties, so to make up for this we treated them to some big birthday party fun!

Guests had a fabulous time and the large bouncy castle was a big hit – parents had to coax children off it at the end of the day. There were Pony rides, courtesy of George the pony, soft play, a children's entertainer, face



painting plus a PS4 for older kids. A highlight of the afternoon was a visit from the Fire Brigade. The team came with their bright red shiny Fire Engine and allowed the kids to get in the truck, sit at the wheel and put the uniform on! Our guest of honour was Mayor Bernadette Lappage. She and her husband Andrew joined in the fun and loved seeing what all our kids were doing...and while many of them just carried on regardless, all eyes were on her when she cut the birthday cake!

Since our main purpose is to provide information, advice and support and ensure parents/carers are involved in decisions that affect them, a Wills and Trusts specialist was on hand to talk with parents if they were interested. It's an important issue to think about, in

terms of how we can provide for our children, when we are not there.

Our thanks go to the Mayor and her husband for attending, Waverley School and Graham the Caretaker for his outstanding effort, help and support, Enfield Fire Brigade, our entertainer Erica Bartrum, Gillian's Riding School, Katie's Castles and our fabulous Face Painters, especially Colleen who gave up her time for free. Of course, a huge thank you goes to all the families who came along, as well as the amazing management team at Our Voice as, without their effort, time, passion and commitment, none of this would be possible!



## TRAVEL ASSISTANCE UPDATE

### Your Views Do Make A Difference!!

As we know, Enfield are having to make significant cost savings as their Government budget has been slashed. Our Voice expressed significant concerns about any potential cuts to transport and through focused discussions with our members and via their own reviews, the Council has further developed its Travel Assistance Policy, following a consultation period with our families and other partners.

Enfield Council, together with all its partners, including special schools and parents from Our Voice and ENAS, has been working to look at how Enfield can reduce costs over time, around providing Transport, whilst at the same time, ensuring it's reasonable and meets the legal obligations to children who require support to get to and from school.



### New Applications System

For all new applications for Travel Assistance, parent/carers make an application to the SEN team who check it for eligibility. If the child is eligible, the application is sent to a "Broker". This is someone who will talk to parents, understand their needs and circumstances and explore ways to best help the child travel to and from school. If not eligible, parents will be notified and informed of the appeals process.

### Those Currently Receiving Travel Assistance

Those currently eligible will continue to receive Travel Assistance, until their individual situation has been reviewed. It's the intention to review support every year, to ensure it's still age appropriate and helps support the child's or young person's independence. Exploring other ways of school travel may be discussed with some families, especially for those in 1-1 cabs and travelling out of borough, as these journeys are the most costly.

### The Consultation

Jacqueline Martyr, responsible for the Consultation with families, says 'The draft Policy was consulted on via the Council's website, schools and Our Voice. We had a good



response both individually, at the open meeting and from Our Voice members. The Consultation finished at the end of June and has been updated although at the time of going to press we're still waiting for final legal sign-off. The Policy explains who is eligible, the assessment process, what we might provide, how to apply and how to appeal. It also sets out the responsibilities of all partners. However, it doesn't cover how it'll operate in practice, so won't address many of the key issues parents raised during the consultation.

Therefore, Operational Guidelines and Frequently Asked Questions are being developed to focus on areas that are important to parents and carers, and Our Voice is helping to co-produce these.

'As part of the review the application form and appeals process have been updated.'

You'll find the documents on the Local Offer webpage [www.enfield.gov.uk/SEND](http://www.enfield.gov.uk/SEND).

# Short Breaks

## Your Views Do Make a Difference!!

Short Breaks are a lifeline for many families, so Enfield Council and Our Voice have been participating in a national project, funded by the Department of Education, to improve the assessment process for them. The research found:-

- Parents appreciated not having a Social Worker involved just to get a Short Break.
- They liked speaking to someone at Cheviots who was knowledgeable about Short Breaks, but sometimes found written information unclear or confusing.
- The Joint Service for Disabled Children confirmed that delays to some decisions to provide a service were caused by a lack of information when making the initial request.
- Young people weren't always fully involved in the assessment process.

In response to feedback to continue to improve things, the process has been changed so:-

- Information around the Assessment process and access to Short Breaks should be clearer and new Information Leaflets have been developed to explain what your options are.



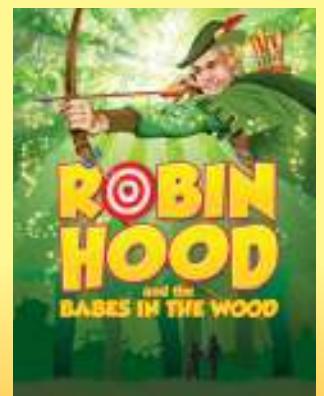
- To speed up decisions, all the information required will be asked for up front. The new form is more detailed and asks more questions, but it allows the decision making panel to make accurate decisions quickly, as they'll have all the information they need.
- We've added a new section which the young person can complete which is similar to the All About Me section in an Education, Health and Care Plan.

As part of the project, the new system will be reviewed closely to measure how well the changes have helped families access the care and services they need. Whilst the criteria to receive a Short Break hasn't changed, hopefully the new process will be clearer for parents, young people and professionals to understand. Enfield will also be running training sessions for professionals so everyone is clearer about what's involved.

For more information visit Enfield's Local Offer website [new.enfield.gov.uk/services/children-and-education/local-offer/short-breaks-and-activities/short-breaks/](http://new.enfield.gov.uk/services/children-and-education/local-offer/short-breaks-and-activities/short-breaks/)

## SHOW TIME

Over the Easter holidays, 45 children and their parents/carers went back in time to Medieval Nottingham where they met the famous Robin Hood, Little John and Tuc-Biscuit!



The interactive and fun event was held by Our Voice for its members and their families. The children loved singing and clapping to the performance, the cast were dazzling and engaging and their glorious costumes filled the stage with colour and movement. Even the adults were entertained by the humour of the performance.

## COMMUNITY STAR AWARD

WINS  
£15  
VOUCHER

In this edition, our Community Star Award goes to the Police and a kind stranger.

Children with Autism are prone to wandering off and here parent Seema Islam writes of her heart stopping moment when she realised her child with SEND was missing.

'Samir had just returned from an outing with his dad and his brother and sister were playing with their friends in the garden. Samir is Autistic and needs someone with him at all times, as he has no awareness of danger on roads or wandering away from adults.

Although our electric gates looked completely shut, they're weren't and it soon became obvious that Samir was missing.

We frantically searched the house and



garden but nothing! So we went out in force in three cars while Samir's older brother jumped on his bike. My brother joined in, in his car and his wife searched on foot, while my friend stayed at home and continued to search through cupboards, where Samir often sits without responding to calls.

As I drove along the busy road leading from our house, I saw a police car in my rear view mirror with its flashing blue light on. In my heart, I knew it would lead me to Samir, so I followed it and sure enough it did. Luckily Samir was safe and sitting in the back of an unmarked police car. My relief was

enormous and I was overjoyed he was in the car rather than, dare I say it, under one.

The police officers were understanding and told us, a member of the public had found Samir running down the middle of the road. They'd attempted to help and of course, Samir had adamantly refused. This guardian angel then drove slowly alongside him to prevent other cars knocking him over and called 999.

Instead of telling us to watch Samir more carefully, the police wanted to know how they could support us and asked us to call 999 if Samir disappeared again. As parents of children like Samir, many of us feel responsible for these incidents, despite our super human efforts and precautions to prevent them happening. We feel defensive about our parenting skills and responsibilities, despite the huge challenges we face daily.

My faith in the kindness of strangers has been restored so A HUGE THANK YOU goes to the police and the kind stranger who kept Samir safe.'

# Are you a parent/carer of a child or young person with special educational needs and/or a disability?

Enfield's Local Offer brings together in one place a wealth of information, advice and guidance about services and support for you and your family.

Next time you want an answer to any of the following questions, and many more, check out the Local Offer.

How do I apply for a school place?

How should my child's school be supporting their SEN?

My child's Statement is converting to an Education, Health & Care Plan. What does that mean and what do I need to do?

What is a Short Break and is my child eligible?

Can I get help with adjustments to my home?

Is my child eligible for Speech & Language Therapy?

Where are the Youth Clubs, what is there to do?

How do I apply for an apprenticeship or traineeship?

Enfield's Local Offer can be viewed at [www.enfield.gov.uk/SEND](http://www.enfield.gov.uk/SEND)  
Tell us what you think by clicking on the feedback option when visiting the Local Offer.

Please like the Enfield Council Facebook Page.



It's a great way of keeping up-to-date on all things SEND and finding out about activities and holiday play schemes for children and young people with SEND [www.facebook.com/Enfield.Council](http://www.facebook.com/Enfield.Council)

[www.enfield.gov.uk](http://www.enfield.gov.uk)



## Moving On to Adult Services

Transition from children's to adult services can be a worrying and complex time for both parents and young people.

However, if you're proactive, start planning early and work in partnership with the professionals, it can be a



### Jane's tips

- Start planning early! Don't leave it until your young person is about to leave school.
- Don't discount a special school just because your child doesn't currently attend one.
- The first port of call is the Local Offer. There is a wealth of information at your fingertips which explains



positive and fulfilling experience as parent Jane Richards explains:

'My son Marc has a chromosome defect which shows many similarities to Autism, including severe challenging behaviour. Ten years ago the future looked bleak and felt very scary as our choices were one college or attending a day centre.

However when Marc was 17 years old the Government introduced personalisation and wow! how our world changed. For the first time, parents and young people could have a personal budget to personalise care, rather than funding being a one-size-fits-all through the Local

Authority. Professionals worked with both Marc and I and found out what his interests were, what he like to do and about his ambitions. Alongside this, the Local Authority developed the Moving On Programme to support transition which offers a range of information and events where you can find out what your options are.

Today, I can confidently say that Marc, who is now 25 years old, has a fulfilling life. He has an age-appropriate personal assistant and travels to Glasgow, Sheffield and Liverpool to see sport competitions, he visited London 2012 Olympics and has been to the U.S.A. Marc has worked as a volunteer at a tree surgery company, Action for Kids and the R.S.P.C.A. The best thing about personalisation is it grows with the individual, meeting their needs at every stage of their life.

the Moving On process, details Moving On events and lists organisations that help with education, community and leisure activities, apprenticeships and traineeships.

- Watch the video on the Local Offer of this year's Moving On event <https://new.enfield.gov.uk/services/children-and-education/local-offer/young-people/young-people-over-14/>

## Benefit changes

A number of changes came into force in April affecting the benefits system. Most apply across the whole of the UK but some maybe delayed in Northern Ireland. Contact a Family Benefits expert Derek Sinclair explains some of the changes

### National living wage and Carer's Allowance

A new national living wage of £7.20 per hour was introduced in April for adults aged 25 and over. This means a parent working 16 hours should now have minimum earnings of £115.20 per week.

Unfortunately, this will mean some parents no longer qualify for Carer's Allowance – as it has an earnings limit of £110 per week. Some parents will be tempted to drop their hours so that their earnings are below the limit, but cutting your hours to below 16 hours may mean you no longer qualify for Working Tax Credit. When calculating earnings for Carer's Allowance, certain expenses can be deducted, including half



of anything paid to a pension scheme, and certain care costs, for example, paying someone to care for children while you are working. Starting to have such costs may help you to keep your Carer's Allowance, without needing to cut your hours.

### Cut in 'income rise disregard' for tax credits

Before April, if your annual income increased, the Tax Credit Office ignored the first £5,000 of that increase until the following tax year. Now only the first £2,500 of an increase in your income is ignored. As a result, more families are likely to have tax credit overpayments. The amount that can be deducted from your tax credit award if you have been overpaid in a previous year, has also increased from 25% to 50% of your award. This increase only

applies if your income is over £20,000.

### Cuts to Housing Benefit

The family premium is an amount included in Housing Benefit calculations for private or social housing tenants with dependent children. This is no longer being included in new claims made on or after 1 May 2016, or for existing Housing Benefit claimants who have their first child after that date. This means many families making new claims will get less Housing Benefit. Backdating of Housing Benefit is also to be restricted to four weeks.

### Longer wait for help with mortgage interest

Home owners claiming certain means-tested benefits can get help with paying their mortgage interest. In April the waiting time before these payments start to be included was increased from 13 to 39 weeks.

### Roll-out of Universal Credit

Universal Credit will replace all means-tested benefits and tax credits for people of working age. Up until now

families with disabled children have been exempt from Universal Credit in most parts of the country. However, during the rest of 2016 the government will roll out the full Universal Credit digital service to an increasing number of areas. You will be asked to claim Universal Credit if:

- You are in one of the areas where the 'digital service' applies AND
- You make a new claim for one of the means-tested benefits or tax credits that Universal Credit is replacing. This applies to everyone making a new claim in one of these 'digital service' areas – including families with disabled children.

For more information or advice about the changes call Contact a Family's free helpline 0808 808 3555 or visit [www.cafamily.org.uk](http://www.cafamily.org.uk).

# Campaign for better childcare

Some Childcare providers are turning away disabled children, but thanks to Contact a Family's childcare campaign *Levelling the playing field*, the government has said it will be looking at the issues that make it difficult for parents with disabled children to access the new 30 hours of free childcare as Una Summerson, Campaigns Manager, Contact a Family explains

The Childcare Act 2016 (England) means from September 2017, working parents of three-and-four-year-olds will get 30 hours of free childcare a week (for 38 weeks of the year). This sounds like good news for many families, however our survey of parents who care for young disabled children shows that 40% of families with disabled children are not accessing the current free entitlement of 15 hours a week. That's ten times more than families with non-disabled children. Parents say they're often asked to pay excessively high fees and the choice of suitable settings is limited at best. At the same time there is a significant shortfall of the knowledge and skills needed to provide quality care and education to



disabled children in the childcare and early years' workforce.

Siobhan Bain from Southwark is mum to three-year-old Fintan, who has a variety of undiagnosed disorders and global development delay. She sums up the problems: 'I have been discouraged by many of the attitudes that I have encountered while trying to find suitable

childcare for Fintan. He has been rejected outright by certain childcare providers as soon as his additional needs were mentioned. Others have been unable to seek funding for the 1:1 care Fintan requires. I currently pay for a full time nanny for my children rather than take up the government's offer of 15 hours free childcare per week due to a lack of

suitable facilities in my local area. No attempt has been made to address the glaring gap in provision of wrap-around care and pre-school care for disabled children such as Fintan.'

## Have you been refused childcare?

There are laws around childcare that local authorities and childcare providers must follow. If you're refused childcare you can use the law to help you change the decision. There are three template letters for you to use, based on the most common barriers to accessing childcare for disabled children, and what can or can't be done to overcome them. Download them at [www.cafamily.org.uk/refused-childcare](http://www.cafamily.org.uk/refused-childcare) or call 0808 808 3555, for a free copy.

## Specialist Health Visitor for Enfield



Nyreen Honey-Butler works one day a week as Enfield's Specialist Health Visitor for Special Needs. Here she talks about her role

'Every child under 5 years has a Health Visitor who should be one of the first ports of call when a family is concerned about their child's health.'

My role is to support Health Visiting colleagues and work in partnership with other statutory and voluntary agencies, to support families with children under the age of 5 years, who may have or have been diagnosed with a special need or disability.

I bridge the gap between Health Visiting and other services and try to make the assessment and transition for families between services smoother. I represent

health at meetings and panels where services and resources are allocated for children and families and in this role I've been able to bridge gaps of missing information where referrals have come from other sources, which makes decision making quicker and offers extra support to families.

Over time I'd like my role to be extended so I can put my expertise to good use and support families with more complex needs and support professionals to ensure a good service for Enfield's children and families.' Visit <http://www.beh-mht.nhs.uk/enfield-community-services/ecs-services/health-visiting.htm> for contact details of the Enfield Health Visiting team.

## New Toy Home Loan Service

Parents of children with complex medical needs and life-limiting conditions can now use a new Toy Home Loan service. Haven House Children's Hospice has extended its free service to Enfield and provides access to



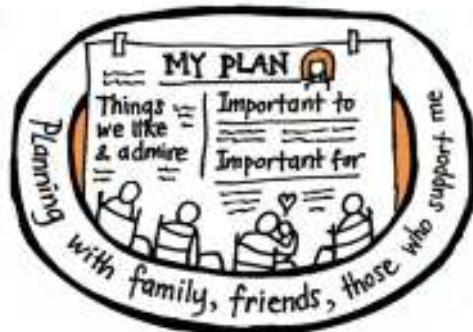
specialist toys for up to three months. Many toys are

designed to produce a sensory response or relieve stress and support the development of focus, attention and active listening. 'Our toy library is vast,' says Fiona Martin, Toy Loan Coordinator. 'It includes light up objects like LED lamps, plasma globes and hand-held UV light tubes plus mirror balls, bubble tubes and musical toys.'



For information email [fionamartin@havenhouse.org.uk](mailto:fionamartin@havenhouse.org.uk) or call 020 8506 5523.

# Mental Capacity...the ability of our children to make their own decisions



Since September 2014, the right to make requests and decisions applies directly to disabled young people and those with SEN over compulsory school age (the end of the academic year in which they turn 16) rather than to their parents.

This has raised a lot of questions from young people, our families, and professionals working with them, about how young people can be prepared and supported to make important decisions about their future.

A useful factsheet from Preparing for Adulthood (PfA) working in partnership with the Transition Information Network (TIN), the Information Advice and Support Services Network (IASSN) and Making Ourselves Heard (MOH) has been developed and explores how supported decision making can create positive outcomes for them as they prepare for adulthood. They have considered practical implications of the key principles of the Mental Capacity Act 2005 and how they link with the duties in the Children and Families Act 2014 and the Care Act 2014. Visit [www.preparingforadulthood.org.uk](http://www.preparingforadulthood.org.uk) or follow the link to download a copy <http://www.preparingforadulthood.org.uk/resources/all-resources/pfa-factsheet-the-mental-capacity-act-2005-and-supported-decision-making>

Regardless of how young your children are, you should be thinking about how you can help your child make decisions for themselves and help them to be confident knowing people will listen to

them. Whether that's helping them to make choices about what they eat or wear or what activities they want to do at the weekend.

However, if they're teenagers and you have real concerns about whether they are able to understand and make important decisions in their lives, seek advice and support from your child's school, the Local Authority, SENDIASS, Enfield Carers Centre, Our Voice or any of the national agencies such as Contact a Family.



## Resources for Families Using the Mental Capacity Act.

- HFT Family Carer Support Service has produced Mental Capacity Act resource for family carers comprising films and written information on different aspects of mental capacity, including one about transitions. <http://www.hft.org.uk/Supporting->

people/Family-carers/Resources/Usingthe-Mental-Capacity-Act/

- Special Educational Needs and Disabilities: A guide for parents and carers <https://www.gov.uk/government/publications/send-guide-for-parents-and-carers>
- Mental Capacity Act - 5 Key principles video. <http://youtu.be/wci99OawH8U>

## Reaching out to young people

Nationally, there's a trend that very few young people access the services of the Special Educational Needs and Disabilities Information, Advice and Support Service (SENDIASS) and the Independent Support Service (ISS).

This is also true in Enfield, in that the services are better known to parents than to young people and those who are supported by the service access it through their school, college or parents.

To increase young people's access to our services and improve their engagement we want to develop

promotional materials that will appeal directly to them and also promote our Young Peoples' events page on Facebook. So if you're a young person with SEND who can take part in a group to help us develop our service, please contact Natalia Sali on 020 8373 6281 or [Natalia.Sali@enfieldparents.org.uk](mailto:Natalia.Sali@enfieldparents.org.uk)

## Enfield Celebrates Carers Week



This year's Carers Week celebrations took place from 6-12th June 2016 and throughout the week Enfield Carers Centre (ECC) staff shared information about services and raised awareness of carers' needs at venues throughout the borough. The ECC annual Family Fun Day, held outside Enfield Town Library at the end of the week, included dance performances, a guest appearance by Peppa Pig and children's entertainers and was a huge success with over 400 people attending.



# WHAT'S ON?

There's plenty going on this Autumn so get out and about and visit these events

## Celebrate Autumn

Enjoy all the fun of the Apple Fair at Forty Hall on Sunday 2nd October 2016, between 10am-4pm. There'll be apple bobbing, apple tasting plus street theatre and children's activities. Visit the vineyard and orchard and local food stalls will be selling at the Farmer's market. Tickets are £5 for adults; £2 for 3-16 years and under 3's go free. Visit [www.fortyhallesstate.co.uk](http://www.fortyhallesstate.co.uk) for more information.



## Festive Tales

Christmas Tales is a fun and festive 50 minute show that takes the very best of Chickenshed's Tales from the Shed shows and sprinkles them with new and magical characters.

Our Voice are organising a trip to see Christmas Tales at the Dugdale Centre. If you and the family want to join us call 07516 622315 or email [info@ourvoiceenfield.org.uk](mailto:info@ourvoiceenfield.org.uk) for details.



The high energy, interactive show includes silly songs, puppets and festive fun and is aimed at children up to six years old. It can be watched at the Chickenshed Theatre or the Dugdale Centre in Enfield, on various dates from 30th Nov- 30th Dec 2016. Tickets are £8 each call 020 8292 9222 or visit [www.chickenshed.org.uk](http://www.chickenshed.org.uk) for more details.



## Follow the Yellow Brick Road

Dorothy, the Scarecrow and the Tin Man are joined by a host of new characters, including Patchwork Girl and Ojo the unlucky munchkin, on their journey along the Yellow Brick Road in this musical extravaganza. Adventure of Oz, 23rd Nov 2016 – 7th Jan 2017, at Chickenshed Theatre. Tickets from £14, call 020 8292 9222 or visit [www.chickenshed.org.uk](http://www.chickenshed.org.uk) for details.

## Autism Friendly Sessions

Many families with Autism find visiting museums difficult, so some of London's museums have introduced special sessions to make them more welcoming. Morning Explorers at the **Museum of London** provides a relaxed, informal atmosphere for families with children on the Autistic Spectrum, up to age 13 years, to explore the galleries and sensory room. It's free but sessions must be pre-booked and Santa will be at the Christmas Morning Explorers on 17th Dec, 2016. Visit [www.museumoflondon.org.uk](http://www.museumoflondon.org.uk) for details.



Make the most of special sessions at The Museum of London

**The Science Museum** has Early Birds on various Saturday mornings throughout the year so families with children with an Autistic Spectrum Condition can enjoy the museum to themselves. The next one is Sat 24 Sept, 2016 and sessions are free but must be pre booked.

**Night Owls** is for or young adults (15-26 years) on the Autistic Spectrum and runs between 18.45 and 21.00 on Sat 3rd Dec, 2016 and must be booked. Visit [www.sciencemuseum.org.uk](http://www.sciencemuseum.org.uk) for more details.

**The Natural History Museum** run Dawnosaurs early mornings for families with children aged 5-11 years on the Autistic Spectrum. Sessions are free but need to be pre-booked and the next ones are on 8th October and 10th December 2016. Visit [www.nhm.ac.uk](http://www.nhm.ac.uk) for information.

## Contact a family

The Contact a Family free phone helpline offers help and support to the families of disabled children. The confidential service can be contacted on 0808 808 3555 or at [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk). The service is staffed by experience advisers and is intended as a one-stop-shop for parents and family members. For more information go to [www.cafamily.org.uk](http://www.cafamily.org.uk).

**contact a family**  
for families with disabled children



[www.ourvoiceenfield.org.uk](http://www.ourvoiceenfield.org.uk)