

Grapevine newsletter

The paper for parents and carers of children with additional needs in Southwark

Winter 2012

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Winter Wonderland



It was “wonderful” for 26 families to experience the spectacular Winter Wonderland in Hyde Park to celebrate the festive season.

We had a great time at Zippos Circus, seeing clowns, trapeze acts and even a fire eater!

“This was the first time our family has ever been to a circus. We had a great time!”

Families were free to enjoy a riot of lights, music, stalls and rides, as they explored this magical Wonderland.

Read more about our autumn and winter events on pages 8 and 9.

Happy New Year!

important funding news:

see page 3

Contact a Family news

Mr B moves to Sunshine House



Hi. My name is Blagoje Vucinic (also known as Mr B) and until recently I was a Family Support Worker at Contact a Family. I have been seconded to the Social

Communication Clinic (SCC) team at Sunshine House.

The role of the SCC team is to assess children who have problems with social communication and interaction. A particular focus of the SCC team is to identify whether the children have some form of autism. According to the National Autistic Society, one child in every 100 will be diagnosed with some form of autism.

My role in the SCC team is to provide support, information and advice for parents upon their child's autism diagnosis. I explain to parents the ways in which autism affects their child, what are the possible triggers for their child's behaviour, and what might be the potential strategies in meeting their child's needs. I also help parents navigate the support service network and inform them about their benefits entitlements.

There is a lot of stigma attached to autism and most of it comes from a lack of understanding about the condition. Parents need to know that the best way to support their child is through timely diagnosis and access to early support.

Blagoje Vucinic

For more information about early support for a child with social communication and interaction problems, see page 12.

paying for events

There are three ways you can pay for an event that you've been allocated:

- you can pop into Cambridge House and pay us in person, between 9.30am–4.30pm. Just ask at reception. Please ring first to check someone will be in the office.
- you can send a cheque
- you can pay at one of our drop-in sessions at Sunshine House on Wednesday and Thursday mornings, 9.30am–12pm. However, you will need the exact money at Sunshine House, as we will be unable to give you any change.

We have very large waiting lists for most of our events. If you have paid for an event, but are unable to come for whatever reason, please do let us know, as your places can be allocated to another family.

some postage news

This is the last time we will include a stamped self-addressed envelope (SAE) when we send out the events programme with Grapevine.

It costs us over £200 to include an SAE with each issue of Grapevine, and we usually only have about a third returned, which means that we are wasting the equivalent of a coach trip to the seaside every year!

There are three options:

- we can email you a form to complete and email back
- you can deliver your form to Cambridge House by hand
- you can put your form in your own stamped envelope and post it to us

Whichever way you choose, don't forget to return your form to us on time.

Contact a Family news

staff changes

We say farewell to Caroline, who is going back to our Lambeth team in January. Even though we didn't have Caroline for long, it was great to work with her.

We also say goodbye to Becky Jones, who is going to become a Social Worker in February. Becky started at the Wandsworth office, worked with us as Events Coordinator, went travelling and came back, and then moved on to becoming a Family Worker. But this time she really is going! Best of luck, Becky, and be careful on that bike.

new year drop-ins

Wednesdays

9:30am–12pm: Sunshine House,
27 Peckham Road, SE5 8UH

4:30pm–6:30pm: Cambridge House
(by appointment)

1 Addington Square, SE5 1HF

Thursdays

9:30am–12pm: Sunshine House

Fridays

9:30am–12pm: Rye Oak Children's Centre
(term-time only)

Whorlton Road, London, SE15 3PD

See page 13 for details of our coffee mornings.

DLA workshops

The next DLA workshops will be at Sunshine House, 9:45am–1pm, on the following days:

Tuesday 24 January

Tuesday 28 February

Tuesday 27 March

To book your place at the workshop, or make an appointment for a drop-in, ring the office on: **020 7358 7799**

funding news

Contact a Family has great news! We will be able to continue the great service we offer at least until the end of March 2013. The council has announced its intention to give us funding for this. The money we get from the council pays for things like salaries, rent and stationery. It also pays for some of our activities.

Do you get any other money?

Yes, we do. We don't get any direct financial support from our national organisation, but it helps us with applications to other sources of funding. The amounts are usually quite small and pay for specific things like trips or equipment. Families make financial contributions towards the activities we offer. We also ask for things like small gifts to give to parents following a pamper session so that they can continue the experience at home, or cheaper tickets at theme parks, or cakes and juice for a coffee morning.

Who chooses what the money is spent on?

Funders will usually restrict what the money they give can be spent on and they all want to see evidence of how it has been used. We regularly ask families what is important to them and what makes a difference. In this way, we can make sure we offer the services which are most useful, or the activities which most families want, or even try something new.

How can you help?

We need you to tell us what you think so we can plan *all* our services, not just our events. Please be sure to complete our short survey. And do let us know as soon as you can if you can't come on an event. This way we can offer the place to another family, and not waste the opportunity.

Can you put us in touch with people or organisations which might support us with money, goods or services to make our basic funding go even further? We'd appreciate it.

news from head office

Samantha Cameron launches our new fundraising appeal

On 12 October Samantha Cameron visited Contact a Family's Lewisham office during their pamper day to help launch our new campaign 'Stronger families; Happier lives'. She met some of the parents while they got their beauty treatments and shared experiences of raising a disabled child. She even took the time to paint the nails of Nalan Salih, whose five year old son has cerebral palsy.



Nalan said, "It was great meeting her. She made us feel relaxed and we had a good conversation. She could relate to the sleepless nights, which was good to hear. She was asking us questions about our situations as well as telling us about her son. It was fantastic. You didn't even realize it was her. Anything we asked her, she answered without hesitation."



Samantha Cameron told reporters, "I speak from experience when highlighting how essential it is for any parent with a disabled child to have a break from daily care and to

share their experiences with other parents in the same situation. It makes all the difference to have a support network and to exchange advice and concerns. It was lovely to meet the parents today and to hear how Contact a Family has been making such a difference to their lives." Samantha's son Ivan, who had cerebral palsy and epilepsy, tragically passed away in 2009.

'Stronger families; Happier lives' aims to raise money to enable our continued work as well as to raise awareness of the issues facing families of disabled children in the UK today. The money raised from the campaign will help to broaden and strengthen our current services to ensure that we can support the increasing number of families with disabled children who are coming to us for help during these tough times. For more information about the campaign, please visit: www.cafamily.org.uk/getinvolved/ourappeal

Anybody out there?

One of the things parents often tell us is that they want to talk to a parent of a child with the same condition. Contact a Family helps make this happen by offering an online linking service called **MakingContact.org**, which you can access directly or from the Contact a Family main website (www.cafamily.org.uk). We have offered this service since 2004 and there are over 9,000 users registered. From 1 October 2011 the service became totally free to use. Any parent who created a profile on the site before 1 October 2011 will now have free access.

If you are new to the site and want to contact someone else, you will need to complete the registration form and provide a bit of information about yourself. You can provide more details in the full story section. The service is confidential and none of your personal information will be viewed. You can search for people who have children with the same condition or people who live in the same area. Why not take a look today and make contact?

If you have any questions or need help using the site, call: **020 7608 8715** or email: info@makingcontact.org

relationships

our stress-management workshop

On Thursday, 24 November 2011, Contact a Family hosted a workshop in our fabulous new building to look at managing expectations and stress. This article will hopefully give you an idea of what we covered and provide some useful tips to help you and your family. Getting people together, whether it's for a birthday, wedding or Christmas, can be a challenge. Each of us will have an expectation of what the occasion will be like and each of our family members will have their own ideas! They may not be the same. How we manage these expectations is key to an enjoyable time for everyone and the key to managing expectations is good communication.

So what can help?

It is important to talk to each other and understand each other's expectations. For example, if you and your children have different visions of an event you may change some of your plans to match their ideas. Or if that's not possible you can explain what is going to happen. This way you can prepare them and reduce their anxieties whilst managing their expectations to avoid disappointment on the day.

What is stress and how can I deal with it?

We each respond differently to stress. We may notice emotional, physical and mental responses. If we can't avoid stress (don't go to Grandma's house) or reduce it (plan the visit by talking it through with everyone) then we have to manage it.

Stress occurs when we think a task is too big for us to manage or cope with. It can help to break a task down into smaller pieces and to do one thing at a time. Write a list of all the things you need to do and work through the list. This will help you to feel in control.

The parents who attended the workshop shared things that helped them to cope with day to day life and reduce their stress levels:

- swimming at 7am
- reading a book
- talking to my husband
- clearing my cupboards of clutter
- having a glass of wine
- Contact a Family
- hugging my children
- having a workout
- family, friends, faith
- having support from my partner
- going for a walk in the park
- gardening
- cooking a nice meal
- My mum supports me the most by helping me relax or taking my son out for a while
- My son brings me comfort when he gives me hugs

other things that can help

Stimulating all your senses can help you relax and de-stress, for example, you could paint rooms in a calm colour, have a fish tank, use scented candles or incense, have cushions made of fabric that feels nice, take a bath, have a massage or take a walk. What works for you?

Families caring for a disabled child experience higher levels of stress than other families and may move in and out of stressful events. The impact of having a disabled child can have a significant impact on family relationships: the couple, siblings and the wider family.

If you would like any support with relationship issues please contact the staff at Contact a Family, Southwark.

Southwark Parent Carers' Council

Due to a range of pressures on the PCC, we have been unable to complete our telephone/e-survey and have agreed to pay for these to be done for us. The information gathered will help us to create a PCC database of parent carers on our existing mailing list and to communicate with them much more effectively.

We have submitted our company registration forms to Companies House, and, as soon as we receive our company registration certificate, will be in a position to apply for charitable status. This will enable us to fundraise to keep our website and newsletter going, for example, come the day we are no longer able to apply directly to the Department for Education for a parent participation grant.

our conference

On this note, we have received a grant of £7,500 and are aiming to spend this on training for PCC members, and one large-scale event in February. This will take the form of a conference focusing on *The Future of Education for Our Children*, specifically the implications of the SEN Green Paper and of academisation for children and young people with SEN. The latter is of particular concern to us, as it seems to be getting harder for kids with SEN to get into mainstream schools, and more and more children appear to be experiencing temporary or permanent exclusion. Speakers will include: Sue North from Contact a Family's Strengthening Parent Carer Participation Team; Cathy Loxton, Principal of the Harris Academy at Peckham, and Harris Girls' Bermondsey; Karen Sitch (Harris Federation SEN Lead); and Jane McConnell, Chief Executive, Independent Parental Special Education Advice (IPSEA).

We're also holding an event on 23 March, which Contact a Family has kindly agreed to organise for us, under our direction. This will be funded by the United St Saviour's Charity, and will take place at the Beormund Centre in the north of the borough. The event will focus on personalisation and preparation for

independence, and will take the form of an information and networking event with guest speaker Steve Broach.

Aside from dealing with governance issues and planning our spend to the end of the financial year, the past few months have seen us maintain our involvement on the Learning Difficulties and Disabilities Strategy Group; attend and give evidence to Southwark's Education and Children's Services Sub-Scrutiny Committee, and host two events: one for South London-based parent forum reps, and another for SENCos, Parent Outreach/Support Workers and Parent Governors. We are hoping to attend a SENCos' Forum on 1 February, and will promote our conference there, in an attempt to establish a dialogue with practitioners around development of a single assessment and joint support planning tool that places our children's needs and wants at the centre, and affords them *and* us, greater choice and control.

If you would like to receive our newsletter and a personal invitation to attend any of our events, please contact Alison on **07508 124789**, or see our website, **www.southwarkpcc.org.uk**, for details about our work and how to get involved, news and useful information.

Alison Miles




southwarkparentcarers council

local news

Short Breaks Statement

Southwark Council have recently released their Short Breaks Statement and local offer for 2011–2012. It sets out what services are available, the eligibility criteria for these services, and how they are designed to meet the needs of local families with disabled children.

the offer in summary

All disabled child are entitled to access support from short breaks services. The level of support a child and their family is entitled to depends on the severity and nature of the child's disability. This support is categorised into three levels:

- universal provision: any activities available to all disabled children in mainstream and universal settings
- targeted provision: activities with criteria set by the provider or local authority, e.g. a diagnosis of autism; accessed by referral or self-referral
- specialist provision: activities accessed via an assessment of need by the Children with Disabilities and Complex Needs Team; part of a care package, subject to review.

There is a broad range of provision available in each level. A summary is available here: www.southwark.gov.uk/downloads/download/2885/short_breaks.

Families will also get a range of information and signposting, help with managing direct payments, and support with transitions.

The offer was put together following consultation events with parent carers and young people. The statement and offer will be reviewed and revised by June 2012 and then annually. To give feedback on the statement or any short breaks services you use, contact Southwark Parent Carers' Council on: **07508 124789**, or email: info@southwarkpcc.org.uk

SEN National Advice Service

Contact a Family is delighted to announce that we have been awarded the Department for Education contract to include a Special Educational Needs (SEN) advisory service within our existing range of services for families.

The new SEN National Advice Service will be part of our integrated Helpline/online service for families. It will be staffed by experienced SEN advisers, and will be a one stop shop for parents and other family members caring for a child with SEN, on all education issues.

The telephone helpline will enable parents and carers to get one-to-one, in-depth and personalised advice from fully-trained SEN advisers. We will also offer online services for more general advice and guidance, via email, our website, facebook and twitter, to enable families to engage with us and with each other.

Our SEN service will cover comprehensive advice on a broad range of issues related to special educational needs in any education setting, including:

- early years/portage
- School Action and Action Plus
- Individual Education Plans (IEPs)
- Statutory Assessments
- Statements
- transition planning
- 139A assessments and post-16 provision
- home education
- bullying
- exclusions
- school transport
- 16–19 Bursary Fund

To contact the helpline service, call: **0808 808 3555**
or email: helpline@cafamily.org.uk
The helpline is open Monday–Friday, 9.30am–5pm.
Or go to our website www.cafamily.org.uk

events

Legoland



The October half term main event was a fun-packed trip to Legoland. For many of the 11 excited families it was their first adventure to the home of Lego.

The day started with a downpour of rain. Naomi was smart enough to bring her umbrella. Yvonne, Becky and Ian were not as smart.



Despite the rain, all our families had an amazing time riding the Lego submarine, racing like a Formula One driver and some were even trainee fire fighters for the day.

“We had a fantastic day, the kids really, really enjoyed themselves. So did I. We’d love to come along again.”



Burgess Park

Our Burgess Park drop-in event on Monday 24 October, was our busiest yet.

A whopping 24 families came along to meet up with friends old and new, have a chat, and share information.

We cleared out the Park Life Café of all their ice creams, whilst parents chatted and children rampaged in the adventure playground.

Luckily the sun was shining, and it was a great afternoon.

We’ll continue to hold these events every school holiday as they have been so popular.



events

parents' pamper session

Fourteen parents had a relaxing massage at our Pamper session in November at 1st Place Children's Centre. They said:

“That was absolutely fantastic, I feel so relaxed and refreshed.”

“Can I have one every week?”

We'd like to thank 1st Place Children's Centre for giving us the space.

London Eye

One of our favourite trips was back on the calendar in the October half term. We took 12 Families for a flight on the world-famous London Eye. Most families had never had a London Eye experience before.



“Wow, we had an amazing time! Thank you, we all loved it.”

“It's the first time we've been on a trip with Contact a Family, and it was superb.”

After the Eye trip, we then went to the 4D Film experience, which was awesome!

trip suggestions

Ian is always on the look out for fun, exciting trips or activities to be included in the events programme. If you have any ideas for future events, or if you've recently been on a family day out somewhere and really enjoyed it, do let him know. We might just include it in the next programme!

You can email him directly:
ian.carpenter@cafamily.org.uk

face painting is on the way!

Yvonne and Ian recently went on a face painting workshop. This means we can offer some face painting sessions at our park events over the easter and summer holidays this year!



Southwark Parent Partnership



School Preference Service

Do you need help finding a school for your child? Parent Partnership's School Preference Advice Service aims to help and support families, including mothers, fathers, adults with caring responsibility, and children, to make the best and most realistic choice of school.

Where appropriate, advice can include information about schools in different local authority areas. Some examples of information which may be discussed are:

- how the admissions system works
- admissions policies for different types of schools
- performance and value-added data
- school OfSTED reports
- oversubscription criteria
- special needs policy and provision, if applicable
- academies and Free Schools
- travel details

The School Preference Service has a new weekly drop-in service at the Peckham One-Stop Shop, Peckham Library, 122 Peckham Hill Street, Peckham SE15 5JR:

Wednesdays, 9:30am–12:30pm

The School Preference Adviser will also take referrals from professionals working with parents with learning difficulties, mental health issues, language issues, or from a hard to reach group.

To contact the School Preference Service, call: **020 7525 5211**
or email: schoolpref@southwark.gov.uk

applying for home to school transport

Last year Parent Partnership was contacted by numerous parents who had applied for travel assistance to their child's school and been refused.

The Southwark School Travel Assistance Policy clearly lists the 'factors taken into consideration' in order to be eligible for travel assistance. Anyone applying will need to meet one or more of these 'factors' in order to receive any travel assistance. The policy is available online here: www.southwark.gov.uk/downloads/download/2417/transport_policy

If you need advice or support in making your child's home to school transport application, contact Parent Partnership by phone or email (below), or visit one of our term-time drop-ins:

Tuesday 9:30am–12:00pm at Sunshine House, 27 Peckham Road, SE5 8UH

Thursday 9:30am–12:00pm at One-Stop Shop, 151 Walworth Road, SE17 1RY

Thursday 4:30–6:00pm at Sunshine House, 27 Peckham Road, SE5 8UH

Parent Partnership will be running a workshop on applying for school travel assistance early in 2012. If you would like attend this session please contact us on: **020 7525 2866/2886** or email: parentpartnership@southwark.gov.uk

Southwark Carers

After many years at Cambridge House, Southwark Carers have moved to new premises.

They are now based at:

**3rd floor
Walworth Methodist Church
Camberwell Road
London SE5 0EN**

Their telephone number remains the same:
020 7708 4497

what's on locally

Down's syndrome playgroup

A free playgroup for children of all ages with Down's syndrome is running in Lambeth on the first Saturday of each month.

The sessions are run as informal drop-ins and are open to all parents and carers of children with Down's syndrome to have a chat and a cup of tea or coffee while their children play. Siblings are welcome and a range of toys is provided.

The playgroups take place at Chandlers Hall, 15 Lambeth Walk, Kennington, London, SE11 6DU, in the yellow brick, round-fronted building next to the doctors surgery on Lambeth Walk.

The next dates and times for the playgroup are:

10am–12pm

Saturday 11 February
Saturday 3 March
Saturday 7 April

For more information, contact Richard Hurry, on: **07970 418199**, or email: **richard.hurry@infocorp.co.uk**

Advocacy for Children and Young People with Disabilities or Complex Needs

Is a child or young person you care for facing added difficulty in their lives due to a particular issue, including health, education, housing, social services, leisure or other issues?

Contact Linda Cleverly at Cambridge House: **020 7358 7007**, or mobile: **07932 210936**, or email: **lcleverly@ch1889.org**

early years drop-ins

The Integrated Child Support Service is holding fortnightly drop-ins for parent carers of children with disabilities or additional needs under the age of five. You can get advice about services available to you and your child, including nurseries, Children's Centres and other support.

The drop-ins will be held at Sunshine House, 1–3pm, and the next dates are:

Monday 30 January
Monday 13 February
Monday 27 February
Monday 12 March

For more information, contact Natalie Monerville, on: **020 7525 0628**, or email **natalie.monerville@southwark.gov.uk**

speech and language drop-ins

The Southwark Speech and Language Therapy team hold weekly drop-ins at several Children's Centres in the borough. If you are worried about your child's speech and language development, or your child is on the waiting list for therapy, you can get free advice.

For more information, dates and venues of drop-ins, call: **020 3049 8097**.

Access 4 All news

Access for All play sessions exclusively for children with autism or learning disabilities are moving to Sundays. The sessions take place at Peckham Rye adventure playground, 11am–2pm, each week. Siblings are welcome.

For more information, contact Linda Cullen, on: **020 7525 1106**.

focus on autism

family support before diagnosis

Parent carers of children with autism (ASC) often notice their child's developmental problems at the age of 15–18 months. The most common problems are their child's lack of (or delayed) speech and language, not responding to their name, lack of eye contact or lack of interaction with other children. These delays are often picked up by Health Visitors, nursery professionals or Speech and Language Therapists, who refer children to the Social Communication Clinic (SCC) team in Sunshine House, where children are assessed for autism.

While waiting for an appointment at the SCC, support from the following services can be invaluable.

KIDS Portage (Home Learning) Service

KIDS supports families in Southwark who have a baby or pre-nursery age child with a disability or whose development is delayed. KIDS support is provided through a Portage Home Learning Programme, specifically designed for the individual child. There are three essential elements: child-led play, structured teaching and family focus. During the family focus element of our home visit we give the family an opportunity to ask questions. We discuss with the family their priorities for the targets we jointly set. This will bring up questions about the future and we will answer them often using literature such as the Early Support Information for Parents booklet on ASC and documents from the National Autistic Society. We have honest discussions around the topic of diagnosis. We cannot diagnose a child but are there to support and guide.

Contact KIDS on: **020 7701 2826**, or email: **sally.livings@kids.org.uk** or **kim.wiltshire@kids.org.uk**

Contact a Family Southwark

Contact a Family are now able to accept referrals from families before diagnosis. Health Visiting teams have referred several families awaiting assessment at the SCC following an initial paediatric assessment.

Family workers have supported parent carers to apply for Disability Living Allowance and to fill out medical assessments prior to their child's diagnosis. They have also referred families to relevant services such as Home-Start and KIDS. During this interim period, families can also meet other parents and children with additional needs (many of them diagnosed with ASC) through family events and specialist workshops.

These families reported that this support made them feel that they were not alone in the difficulties they faced and also made them less fearful of assessment and the possibility of getting a diagnosis of ASC. At the point of diagnosis, families were better prepared and engaged well with services such as speech and language therapy and early intervention team.

National Autistic Society

NAS Southwark Branch holds support groups for parents and carers of all children with an autistic spectrum condition.

Their daytime support group meets on the last Friday of the month, term-time only, at Alfred Salter School, Quebec Way, Rotherhithe (less than 10 minutes walk from Canada Water tube and bus station). Future dates are:

- Friday 27 January, 10am–12pm
- Friday 24 February, 10am–12pm
- Friday 30 March, 10am–12pm
- Friday 27 April, 10am–12pm

For more information about their support groups, or to join their mailing list, contact NAS Southwark Branch on: **07747 768536**, or email: **southwark@nas.org.uk**

hearing your voice

our survey

We really want to know what you think – it helps us plan how we work and what services we offer, and our funders also want to know! So please help us stay true to what you want, need and like by completing the very short survey on the last page of this edition. Just tear off the last page and return it in the prepaid envelope even if you do not want to return an events booking form.

And as an incentive, we are offering a prize for completed forms! See the back page for details. We need your details if you would like to be entered for the draw but these will not be connected to your answers to the survey questions. Your answers will be anonymous.

Please have your say – if you are happy, we'll be delighted; if you have some suggestions, we want to hear them; if you are disappointed in us, give us the chance to make things better. Thanks!

another way to have your say

You can tell us what you think at any time. We always want to hear your feedback from our social events, workshops and drop-ins.

We have several coffee mornings planned and, as well as joining us for a coffee and a chat, we'd love you to come prepared to give us your comments about any of our services.

Tuesday 17 January, 10am–12pm
Monday 13 February, 2–4pm
Tuesday 20th March, 10am–12pm

Park Life Café,
Chumleigh Street,
Burgess Park,
London,
SE5 0RJ

For a full list of our regular drop-ins, see page 3.

Your hints and tips for supporting children with ADHD



things to encourage

- girls and older children calm my child down
- my child responds well to praise
- if you talk calmly, they will do the same
- my child is good at maths and drawing
- turn things into a joke when they lose their temper, e.g. by tickling them
- my child is very good at sports
- taking my child in and out of the side entrance at school keeps them calm



things to avoid

- crowded places stress my child
- shouting upsets my child
- don't laugh at them – it will make them angry
- if you shout at them they will shout back
- remove distractions such as computer and toys when you need to get something done e.g. getting out in the morning, doing homework

about Contact a Family

Across the UK, a child is diagnosed with a severe disability every 25 minutes. While some children need hospital care, 98% of disabled children live at home with a parent or other family member who may not have expected to be in this position, but who quickly has to become an expert.

When parents find out their child is disabled, they feel isolated and alone, usually because they don't know anyone else facing the same problems. They want contact with another family that has been through a similar experience and they want information about their child's disability.

Contact a Family is the only UK-wide charity providing advice, information and support to the parents of all disabled children, no matter what their disability or health condition. We also enable parents to get in contact with other families, both on a local and national basis. Each year we reach at least 275,000 families.

the helpline

freephone: 0808 808 3555

9:30am–5:00pm, Monday to Friday

for **information**: on disabilities and medical conditions

for **advice**: on assessments, breaks, benefits and finances

for **signposting**: to support groups, organisations and services

for **linking**: to other families

for **listening**

Contact a Family Southwark

**Cambridge House
1 Addington Square
London SE5 0HF**

tel: 020 7358 7799

southwark.office@cafamily.org.uk

contact a family
for families with disabled children

registered office:
209–211 City Road
London EC1V 1JN

helpline: 0808 808 3555
www.cafamily.org.uk

reg. charity number: 284912

charity registered in Scotland, no: SC039169

company no: 1633333

acknowledgements

Contact a Family Southwark would like to thank:

- Help A London Child



- Southwark Council

- 1st Place Children's Centre



- Merlin's Magic Wand



- Big Lottery Fund: Family Learning



- EDF London Eye



- Happy Days



- Winter Wonderland



- Park Life Café in Burgess Park

- our wonderful volunteers

for helping to make our events programme such a success

Data protection: Contact a Family is committed to the confidentiality of your personal information. Personal data will be held and used in accordance with the Data Protection Act 1998 and will not be shared with any third parties for commercial use.

Grapevine Winter 2012. The views expressed are not necessarily those of Contact a Family.

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Southwark survey 2012

contact a family
for families with disabled children

Please fill in the survey and send it back in the envelope provided, by 2 February.
If you would like to be included in our prize draw, fill in your contact details below:

name: _____
address: _____

telephone: _____ mobile: _____
email: _____

You could win

- a £75 Argos voucher
- a Russell Hobbs 7-litre food steamer
- a luxury bodycare set

which services have you used?

Please tick any that apply

statutory services:

- Children With Disabilities Team
- Social Communication Clinic
- Occupational Therapy
- Physiotherapy
- Speech and Language Therapy
- Family Information Service
- Parent Partnership
- SENCo at school/nursery
- Children's Centres

which centre:

what for:

community services:

- Contact a Family family work 1-to-1
- Contact a Family workshops
- Contact a Family DLA/other financial sessions
- Contact a Family social activities for families
- Contact a Family social activities for parents only
- Contact a Family website or helpline
- Advocacy services for you/your child
- KIDS Home Learning (portage)
- KIDS Siblings Project
- Southwark Carers
- Blackfriars Advice Centre
- Home-Start

We want to make sure we are offering what you want and value most.

How much do you agree or disagree with these statements in relation to you and your child with a disability?

I choose to go to Contact a Family for most information

Contact a Family have helped me cope with my child's condition

Contact a Family have supported me to maximise my income, e.g. filling in DLA or Family Fund forms

I feel less isolated as a result of help from Contact a Family

I can support my child better as a result of help from Contact a Family

strongly agree	agree	do not agree or disagree	disagree	strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Southwark survey 2012

continued

contact a family
for families with disabled children



How much do you agree or disagree with these statements in relation to you and your child with a disability?



I find the newsletter (Grapevine) useful

I find the email update useful

It is helpful to get texts from Contact a Family

I feel Contact a Family gives my family an opportunity to be heard, by gathering our views

I trust Contact a Family to work on my behalf with other organisations


strongly agree	agree	do not agree or disagree	disagree	strongly disagree
				
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

We want to make sure we are making a positive difference to your life.

What difference has Contact a Family made to you and your family?

Please indicate a point on the scale below that represents how things have changed for you because of our work.

things are better because of Contact a Family 

there is no difference 

things are worse because of Contact a Family 

We want to continue to offer a valuable service.

Evidence that you value our service and want it to continue is always useful. Please use the space below to tell us anything further about the questions on our survey, or to give any more thoughts about our work. What would you like us to know; what more can we do; what can we tell funders about the service we offer?

Thank you!