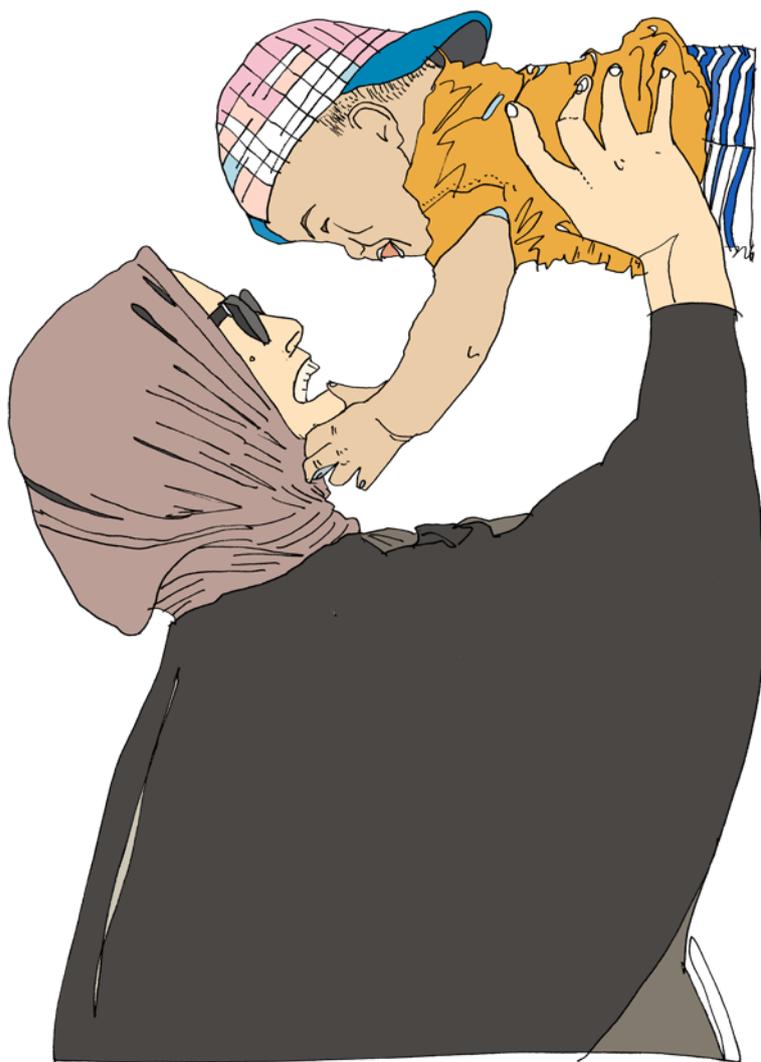


Gloucestershire County Council

# Parent/Carer FAQs

Issue 5: July 2021

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Co-produced with



**Gloucestershire**  
COUNTY COUNCIL

# Welcome to issue 5 of Parent Carer FAQs

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As we look forward to summer and a gradual easing of restrictions, our services to Children and Families across Education, Health and Care continue to work closely with Gloucestershire Parent Carer Forum, Gloucestershire SENDIASS and Gloucestershire’s Carers Hub to respond to your most frequently asked questions.

These times remain challenging for families and our aim is to ensure you have up to date and useful information.

We are grateful to Gloucestershire Parent Carer Forum, Gloucestershire SENDIASS and Gloucestershire’s Carers Hub for helping us to hear your voice. These community based organisations are there to offer support and advice to you as Parent Carers and help us, as Local Authorities to hear and respond to your queries and concerns.



# Social Care



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## What is the current situation with Short Break Provision?

Gloucestershire County Council is actively working with Parent Carer groups and providers to develop new short break facilities across the county. Holiday schemes ran this Easter in Milestone School, Forest Pulse, Gloucester City, Macaroni Woods and Belmont School and the plan is to expand on this offer in the May half term holiday and over the summer holiday.

We are keen to work with providers of suitable venues for short breaks in all of the Gloucestershire districts to ensure the breaks are accessible for all families. At present a safe, secure site has not been identified in the north of the county.

If parent carers are aware of suitable sites that the Council could work in partnership with then please contact Adrian Wells [adrian.wells@gloucestershire.gov.uk](mailto:adrian.wells@gloucestershire.gov.uk) or share your views with Gloucestershire Parent Carer Forum, Gloucestershire's strategic partner, so that we can explore the option.

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## How do families access an assessment for support?

Parents can contact the Children and Families Front Door to discuss a clear indication of needs and service requirements, and to give consent (single consent form and Early help request for support can be found at <https://www.glofamiliedirectory.org.uk/kb5/gloucs/glofamiliedirectory/advce.page?id=5o0SnQGOID4>).

Further details regarding Early Help can be found [https://www.glofamiliedirectory.org.uk/kb5/gloucs/glofamiliedirectory/page?familychannel=3\\_2\\_2](https://www.glofamiliedirectory.org.uk/kb5/gloucs/glofamiliedirectory/page?familychannel=3_2_2)

The professionals working in the Children and Families Front Door will speak to the family to understand the severity and complexity of the situation. It will be triaged either to Early Help Service (Level 3 – Targeted Intervention) or Level 4 (Specialist Support) where there are complex disability issues or safeguarding concerns, this will direct them to Social Work Assessment Team. These Assessment Teams deal with a wide range of children including those with disabilities. The family's needs will be fully assessed and a care plan will be developed with services put in place to meet those needs.

Two children with the same disability may require different services as it also depends on their environmental and family circumstances. There are a range of options that could be offered to the family to meet the identified needs, this could include short breaks or PA hours.

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## Why might a family be allocated a social worker?

When an assessment has been completed for a child with additional needs, those with complex and severe disabilities, complex health issues or severe learning disabilities will be

transferred to the Disabled Children and Young People's Service (DCYPS). Children who have additional needs but are functioning at a higher level are supported within the locality teams outside of DCYPS. The social workers in these teams have the skills to be able to respond best to these families and can offer them the right support.

If a parent or carer has any issues or concerns these should be raised with their Social Worker in the first instance. Concerns relating to the Social Worker themselves should be raised with their Team Manager. If the issues remain then the formal complaints process for Gloucestershire County Council should be followed. <https://www.gloucestershire.gov.uk/council-and-democracy/complaints-and-feedback/complaints-about-childrens-young-peoples-services/>

Gloucestershire Parent Carer Forum is working with Commissioners and other parent-led organisations to review the current short break statement and provision within the County. They are also working with the Disabled Childrens & Young People's Service to better understand assessments for short breaks. If you would like to be involved in either of these projects please get in touch with the forum by emailing [info@glosparentcarerforum.org.uk](mailto:info@glosparentcarerforum.org.uk)

# Education

## What is the latest guidance from the Department for Education when restrictions end on July 19th?

The government have updated their guidance for early years settings, schools and colleges following the announcement of restrictions easing towards the end of July, you can find information on this here: [What parents and carers need to know about early years providers, schools and colleges during COVID-19](#)

## School has suggested a reduced timetable, what should I expect?

Part-time timetables should only be implemented in rare circumstances, and where all other interventions to try and ensure that a pupil can access full time education have been exhausted. Examples of when a reduced timetable may be appropriate are:

- » As part of a student's planned re-integration to school following an extended period out of school due to non-attendance (including anxiety related non-attendance),
- » Following an extended absence due to ill health or other medical reasons
- » As a temporary fixed term intervention when a student is at risk of exclusion, to allow alternative education arrangements to be made to meet the needs of the student, or to allow interventions to be

put in place enabling the student to return to full time education within the school setting.

They MUST be agreed jointly by both school and parent. The reduced timetable should be as short as possible (preferably less than 12 weeks), and follow a clear reintegration programme which should be reviewed regularly. Any pupil on a part-time timetable is expected to have a My Plan + in place (along with a My Assessment) to ensure needs are identified and SMART targets set in conjunction with parents; this will enable pupils to work towards attending school full time with appropriate support in place.

If you have any queries regarding the use of a part time timetable then please contact the Education Inclusion Service helpline on **01452 427274** and your school's inclusion officer will be able to help.

## Annual reviews are taking a long time to be agreed, how long might a family reasonably be expected to wait to receive a finalised plan?

The LA is aware of the challenges it faces regarding the Annual Review Process. This is being reviewed as part of the EHCP Spend Redesign project where we are looking at more person centred and efficient ways to ensure that we can meet our statutory timeframes. It is important to state that this is a Nationwide issue and not local to Gloucestershire.

## Inclusion and Exclusion:

The Education Inclusion Service provides advice on exclusion procedures, preventative measures and other relevant issues.

Telephone: **01452 427360**

Email: [schoolexclusions@gloucestershire.gov.uk](mailto:schoolexclusions@gloucestershire.gov.uk)

<https://www.gloucestershire.gov.uk/education-and-learning/school-attendance-and-exclusions-and-welfare/what-to-do-if-your-child-is-excluded-from-school/>

## Part-time timetables for children with EHCP

Part time timetables need to be agreed with School and parent/guardian. They should last no longer than 12 weeks and should follow a clear timetable and reintegration programme. For those children and young people who have an EHCP it is recommended that a review takes place before a part time timetable is agreed. This is to ensure that this would be appropriate and that appropriate provision remains in place to meet needs. It may also mean that outcomes need to be adjusted for a period of time which can be recorded in the My Plan/My Plan + document that should underpin the EHCP. A clear understanding of next steps should be documented with a clear plan of reintegration so the child and young person are able to return to school full time as quickly as possible.

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## My young person has been offered a place at Harbour House. What can you tell me about it?

Harbour House is an exciting development for the county which has been developed by Gloucestershire College. There was an Information evening held at The Milestone School where information was provided to parent/guardians. Further events are planned for September. Information about Harbour House and other alternative provision in Gloucestershire, visit the Gloucestershire County Council website: <https://www.gloucestershire.gov.uk/education-and-learning/school-planning-and-projects/specialist-and-alternative-provision/>



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## If a school says that a child needs more support than they can provide what should I do as a parent?

Contact the Lead SEND Coordinator for the area or the Locality Lead as per the contact list for information

### **EHCP Locality Lead for Gloucester and Forest:**

Kate Barnes **01452 324071**

#### **Forest**

Lead SEND Coordinator: Gary Lancaster **01452 425179**

#### **Gloucester**

Lead SEND Coordinator: Shahina Bhaiyat **01452 42 7901**

**EHCP Locality Lead:** Kay Thomas **01452 427399**

#### **Stroud and Cotswolds:**

#### **Stroud**

Lead SEND Case Coordinator: Lisa Gair **01452 427569**

#### **Cotswolds**

Lead SEND Coordinator: Carolyn Talbot **01452 427538**

### **EHCP Locality Lead for Cheltenham and Tewkesbury:**

Kevin Nicholls 01452 328378

#### **Cheltenham**

Lead SEND Coordinator: Natalie Taylor (Mon-Thurs) **01452 328267**

#### **Tewkesbury**

Lead SEND Coordinator: Luke Wilson-Kilgour **01452 427643**

Families are concerned that schools are stating that they cannot meet needs because finances are not detailed on EHC Plans. Who should families speak to?

It is not appropriate for schools to be having discussions with parents/carers regarding resources allocated to an EHCP. This is an agreement between the Local Authority and the School and should be raised with the EHCP Service from the school directly. Parents should only be concerned with the provision that is detailed in the EHCP and the appropriate delivery of this in the setting.

The Schools Forum meet each financial year to set the level of high needs funding that is allocated to schools to support SEND provision in schools which includes resources attached to EHCPs. On this forum there is representation from both primary and secondary schools.

Contact your Caseworker or the Lead Coordinator or Locality Lead for your area to discuss your concerns and they will pick this up with the school on your behalf.

# Education (contd.)

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## How far might my child reasonably be expected to travel to a special school?

There are no maximum distances for home to school travel support as any education setting named on a young person's EHCP will reflect the nearest that can meet the young person's needs. For more specialist settings, this may be some distance away and possibly in a different county.

Government guidance based on best practice states that the maximum journey time for a child of primary school age is 45 minutes each way and for a young person of secondary school age it is 75 minutes each way, although the County Council does try to keep journey times for students of all ages within one hour where possible. This can be difficult due to the rural nature of the county and when students need to attend a special school that is some distance from their home. For some students with special educational needs and/or a disability, journey times may need to be kept even shorter than the guidance.

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## How does flexi-schooling differ from part time timetables?

Flexi-schooling is different from temporary part-time attendance arrangements which the school or parent/carer may seek to make (for example when a child has been away from school for a long time through illness and is reintegrating back to full time attendance).

Such arrangements are monitored and reviewed with the intention that the child be returned to full-time attendance as soon as possible. A child following a flexi-school arrangement, although not in school everyday, is receiving full-time education.

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## How does flexi-schooling differ from Elective Home Education?

Flexi-schooling is different from Elective Home Education in that a child remains on the school's roll, but in consultation between the parents and the school, the child receives education on the school site part of the time with parents taking responsibility for the education the remainder of the time.

Whereas parents have a legal right to choose Elective Home Education they do not have the same right in regard to flexi-schooling. Parents can request a school supports flexi-

schooling, but the school is under no obligation to agree to this, it is the Head Teacher who makes the final decision.

The DfE sets out that:

*1.3 Although children being home educated are not normally registered at any school or college, you may choose to make arrangements for a child to receive part of his or her total education at a school ('flexi-schooling') - or at an FE college or other 16-19 provider if the child is aged 14 or above. The purpose of this will often be to provide education in specific subjects more easily than is possible at home. Schools and colleges are under no obligation to agree to such arrangements, but some are happy to do so.*

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/791528/EHE\\_guidance\\_for\\_parentsafterconsultationv2.2.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/791528/EHE_guidance_for_parentsafterconsultationv2.2.pdf)

Further Information on flexi-schooling can be found at:

[https://www.gloucestershire.gov.uk/media/2090231/svrshir160-lnutland-desktop-flexi\\_schooling\\_info-revised-june-2019.pdf](https://www.gloucestershire.gov.uk/media/2090231/svrshir160-lnutland-desktop-flexi_schooling_info-revised-june-2019.pdf)

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**I haven't been offered a place for my child to start secondary school in September. They have an EHC Plan. What should be happening now?**

The Local Authority takes its duties very seriously. We are facing exceptional challenge as schools increasingly respond to consultations stating they are unable to meet the needs of a young person. The LA, in discussion with parents agrees next steps and will provide robust challenge to schools where appropriate, unfortunately this process sometimes takes longer than we would like and we would like to assure parents and guardians that we are working as quickly as we can to ensure that placements or type are named as soon as possible.

Your Caseworker will update you should you have any questions.

If your child is newly issued with a Plan, we will look to name the school as soon as possible.

There may also be cases where we have had to go back to schools to hold a Reasonable Adjustments Meeting. Due to the current situation this has not been as timely as we would have liked.

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**If my Caseworker isn't available, who can I speak to?**

The EHCP Service (Casework) have phone 'hunt groups' set up so that if the phone number of the Caseworker you are trying to contact is busy or the Caseworker is unable to answer due to being in a meeting, the call will go through to another team member within the 'hunt group'. Parents should be able to talk to someone or leave a voicemail which is checked everyday.

Parents should always try to speak to the Casework officer who is dealing with the case if possible as they will be best placed to give any updates, however it is not the case that they can't speak to anyone in the team as our files on individual pupils should be up to date and anyone can see what is happening at any one time and should be able to provide any information they are requesting. If this is a recurring problem then speaking to the Lead or Locality Lead may be a useful next step so this can be addressed with individual Case Coordinators.



# Education (contd.)

## **I'm still waiting for an EHC Plan despite the fact that legal timescales have now been exceeded. How can I be sure my child will have a school place for September?**

The LA takes its statutory timescales very seriously. Prior to COVID-19, 94% of EHC Needs Assessments (EHCNA) were completed within the statutory deadline. The unprecedented situation we are currently in has meant that we have on occasion missed our legal timescales. In recognition of this for a period of time between 1st May 2020 and 25th September 2020 modifications were made by the DFE to the legal deadlines.

We are working hard with our other stakeholders involved in the process to ensure we meet deadlines as quickly as we can. Where possible, The LA is dealing with outstanding EHCNA in chronological order, believing that this is the fairest way to ensure that those young people who have been waiting longest receive additional support first.

As a LA we ensure that EHCNA remain at 100% therefore decisions made at week 6 remain within timescales and have not been affected by COVID-19.

## **What is the LA doing to understand why so many families proceed to tribunal to access support?**

Whilst the LA would always much rather come to an agreement without legal proceedings there are occasions where a tribunal still happens. All of our cases are considered on an individual level. The LA works with its legal team to triage each case at the earliest point to consider whether it is appropriate to proceed to tribunal.

The LA always seeks to come to agreement with parents through informal discussion, interim review meetings and mediation.



Unfortunately the LA is not always in a position to agree to parent's request, because in some cases to do so would be in breach of the LA's duties as set out in the Children and Families Act 2014 Section 39

For example, where,

- (a) the school or other institution requested is unsuitable for the age, ability, aptitude or special educational needs of the child or young person concerned, or
- (b) the attendance of the child or young person at the requested school or other institution would be incompatible with—
  - (i) the provision of efficient education for others, or
  - (ii) the efficient use of resources.

Gloucestershire Parent Carer Forum are working with the Local Authority to better understand the EHCP process. If you would like to be involved with this project get in touch by email [info@glosparentcarerforum.org.uk](mailto:info@glosparentcarerforum.org.uk) There will be some upcoming events for Parent Carers which will be advertised on the Forums Facebook Page Gloucestershire Parent Carer Forum | Facebook

# Health

## What's happening with the Autism pathway?

It is an exciting time with significant developments taking place for the autism pathway in Gloucestershire. The NHS in Gloucestershire and Gloucestershire County Council have been working closely with parent carer representatives from Gloucestershire Parent Carer Forum to improve services for children and young people with social communication difficulties who may have autism and their families. We know that children and young people are waiting too long for an autism assessment, with COVID-19 and the additional pressures on the health care system significantly adding to this. The NHS is investing in additional resources to deliver long term improvements to the children's autism pathway but we are aware this will take some time to have an impact.

A short-term contract has been put in place with a private provider, The Owl Centre, to temporarily increase the capacity for autism assessments, working in partnership with the NHS, so that the children and young people currently on the NHS waiting lists can be seen in a timely way whilst our Gloucestershire team is being developed. The Owl Centre clinicians will be working as part of the health, education and social care system to ensure that the diagnosis and recommendations given are recognised and deliverable within

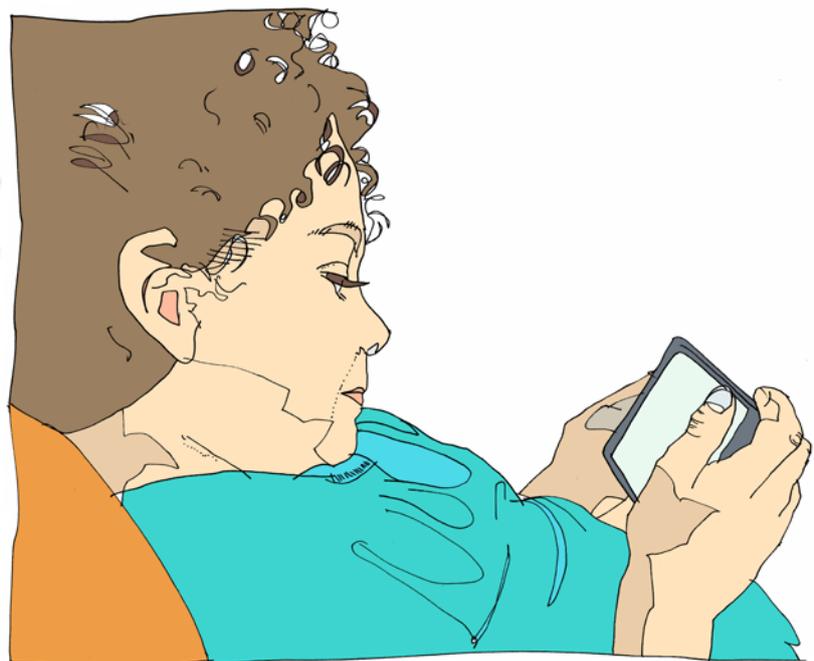
Gloucestershire. On behalf of local NHS Services the Owl Centre will take a Developmental History, then complete an observational assessment (Autism Diagnostic Observation Schedule (ADOS)) which is designed to understand if your child is on the Autism Spectrum. A multi-disciplinary team will review the evidence gathered leading to a decision as to whether a diagnosis of Autism is indicated. The Owl Centre will then contact you to share the diagnosis and answer any questions you may have.

If you have any concerns about your child and their social communication difficulties please speak to your Health Visitor (if your child is under 5) or GP in the first instance.

If you have any queries regarding referrals to the Owl Centre please contact

[vicky.townsend@gloucestershire.gov.uk](mailto:vicky.townsend@gloucestershire.gov.uk)

The Gloucestershire Social Communication and Autism Assessment Team is in development. An Autism Pathway Development lead is currently being recruited, they will then recruit the rest of the multi-disciplinary team, including a Clinical Psychologist, Speech and Language Therapist and Occupational Therapist as well as an Administrator to support the process. These new posts will join with professionals currently working as part of the Autism Diagnosis Pathway to form the Gloucestershire Social Communication and Autism





Assessment Team with an aim to create a fully inclusive, NICE compliant 0-18 pathway over the next few years. More of our experienced Gloucestershire Speech and Language Therapists are accessing ADOS training so that they can undertake autism assessments.

We are also working to explore the opportunity of developing a digital solution to support the Autism Diagnosis pathway to increase co-ordination, reduce delays and empower parents to be part of the process. We will be working with Gloucestershire Parent Carer Forum to identify parents who would be able to support this project by sharing their experiences and what they would need from a digital solution.

We are also increasing the support we offer following an autism diagnosis. The Advisory Teaching Service are providing a training course, "An Introduction to Autism", so that parents can find out more about autism and ask any

questions they might have. The Advisory Teaching Service also offer the National Autistic Society's advanced training courses Early Bird Plus and are due to launch Teen Life soon. More Advisory Teachers are being trained to deliver these courses.

We will continue to work co-productively with Gloucestershire Parent Carer Forum as we deliver the Gloucestershire All Age Autism Strategy 2018-2021 and support the on-going development of services in Gloucestershire.

We have also been successful in the bid for the Learning Disability and Autism Keyworker pilot. The pilot will deliver a new and holistic way of supporting Children and Young People with a learning disability and/or autism and their families. Through early intervention and joined-up working across the system the Keyworker function will enable Children, Young People and their families to receive the co-ordinated support at the right time. This will be a small team

who will work directly with families and with professionals across health, social care and education to support a system wide change in holistic support for children and families. We will be working with Gloucestershire Parent Carer Forum as a strategic partner to ensure this pilot meets the needs of families in Gloucestershire.

Additional funding is also coming into Gloucestershire from NHS England to support people with learning disability and autism, we are planning to invest some of this in Occupational Therapists to meet demand for sensory assessments for children and young people with autism and those with sensory difficulties as well as more Speech and Language Therapists to support children and young people with social communication difficulties. We also plan to work with the voluntary and community sector to ensure there are support groups for children and young people with autism and their families across Gloucestershire.

# Mental Health

**My child has Mental Health difficulties and is really struggling, school attendance is low and they are unable to work independently. They were referred to CAHMS but other options were suggested first. Those aren't working for us. How do we access support?**

If a child is currently receiving a first line intervention such as TiC (Teens in Crisis)/Young Minds and the parent feels this is not meeting the child's needs then the parent should discuss this with the practitioner providing the intervention and agree next steps together. It is important that specific detail of an individual piece of therapy will not be shared with a parent due to confidentiality agreements with your child.

TiC has a parent helpline that can you contact for further advice – **0800 6525675**

If a child has previously accessed first line interventions and these have finished and progress has not been sustained or difficulties have returned/ worsened the parent should return with their child to their GP. They should discuss with the GP that the help offered to date has not been successful and the child's apparent mental health need continues without improvement. The GP can then re-refer to CAMHS. CAMHS now make a triage call to families referred in and appropriate help that includes everything from self help, first line interventions through to CAMHS interventions can be considered together and a plan agreed.

**Support for children and young people - Gloucestershire County Council**

<https://www.gloucestershire.gov.uk/covid-19-information-and-advice/looking-after-your-wellbeing/wellbeing-support-for-all-gloucestershire-citizens/national-and-in-county-mental-health-services/support-for-children-and-young-people/>



# Additional resources and support

## Teens in Crisis (TiC)

Parent Support & Advice Line:

0800 652 5675



**PARENT SUPPORT & ADVICE LINE**

**Are you worried about your child's mental health, emotional wellbeing or behaviour?**  
Parenting can be hugely rewarding but it can also be really hard work, especially if you think your child is unhappy or you are worried about them.

**FREE - CONFIDENTIAL - ANONYMOUS**



**TIC+ cares – we're here to help!**  
If your child is 0-25 years old and lives in Gloucestershire, drop-in to our free, anonymous, confidential helpline during open times and talk to one of our trained parent support advisors.

**YOU ARE NOT ALONE**

**PARENT SUPPORT LINE**  
**0800 6525675**

**PARENT SUPPORT WEB CHAT**  
[www.ticplus.org.uk/parents-carers](http://www.ticplus.org.uk/parents-carers)



**The TIC+ parent support advisors can help, they care, won't judge, and will take you seriously.**

*If your child lives in Gloucestershire and is between the ages of 0 and 25 and you would like support please get in touch.*

**To make it easier to reach out for help we offer a choice of ways to contact us:**

- Parent Support Line:** You can call our Freephone number from your mobile or home phone.
- Parent Support Web Chat:** We recognise that sometimes it's difficult talking when things aren't going so well. Providing you've got access to the internet, web-chat allows you to live message a member of our team.

**Whichever option you choose, there is no need to make an appointment, drop-in anytime during our open hours:**

**OPEN TIMES:**  
Monday & Wednesday: 5pm – 9pm  
Tuesday & Saturday: 9.30am - 1pm

*Open times may be subject to change - check our website for up to date information*

**[www.ticplus.org.uk](http://www.ticplus.org.uk)**

TIC+ is a mental health charity founded in 1993. Our mission is to improve, preserve and promote, good mental health and wellbeing among children, young people and families.  
Charity number 1045429

## Gloucestershire Parent Carer Forum

Gloucestershire Parent Carer Forum is a voice for those with lived experience of being a Parent Carer (This means parents and/or carers of children with any disability, SEN, condition, impairment or additional need). We can create a bridge to the providers of statutory services to help build better services for all families of disabled children in Gloucestershire.

### You can get in touch with us in the following ways:

You can call or leave a message via: **07494 704564**

Email: [info@glosparentcarerforum.org.uk](mailto:info@glosparentcarerforum.org.uk)

Sign up FREE to be a member:

<https://glosparentcarerforum.org.uk/join-the-forum/>

You can follow us on Facebook or join the discussion group here:

Facebook: <https://www.facebook.com/Gloucestershireparentcarers/>

Online discussion group (for parent/carers only):

<https://www.facebook.com/groups/glosparentcarerforumdiscussiongroup/>



## SENDIASS Gloucestershire

SENDIASS Gloucestershire provides information, advice and support on matters relating to children and young people with special educational needs and disabilities (SEND). The service is offered to parents and carers of children and young people aged between 0 and 25 years old, as well as young people aged between 16 and 25. The service is free, confidential and impartial.

The service operates a 'self-referral' process. However, on occasions it may be considered appropriate for a professional to make contact with the service on behalf of the parents/carers or young person. The service will act upon such requests only on the full understanding that consent has been given.

SENDIASS has a free enquiry line **0800 158 3603** which has a 24 hour voicemail facility. Callers who are using a mobile phone can dial **01452 427566/7** as an alternative.

Emails can be sent to:

[sendiass@gloucestershire.gov.uk](mailto:sendiass@gloucestershire.gov.uk) or messages can be submitted via the 'Contact Us' page on our website: <https://sendiassglos.org.uk>



## Future Me Gloucestershire

### What is Future Me Gloucestershire?

Future Me are a team of young people from across Gloucestershire - We came together as Future Me Youth Representatives in August 2020 to be representative of young people across the county, but more importantly to connect with other young people to allow them to share their views and experiences of growing up in the county. Information is power, and we want to transform the way young people aged 14-25 years access information and inspiration to help them on the road to becoming adults.

Our mission is that Future Me Gloucestershire is for young people, about young people and by young people.

As Youth Representatives, we are producing interactive resource packs designed to share information and links to helpful support, resources and information on a range of topics, such as:

- » Mental Health and Wellbeing (available now)
- » Education, Training and Employment (to be released in May)
- » Building Independence (next on the list!)

You will find our Mental Health and Wellbeing resource pack, Newsletter and video introducing the team here: <https://www.gloucestershire.gov.uk/future-me>



“I couldn’t have done it without you” – Callers to Contact’s helpline do benefit. The family finances team on our freephone helpline speak to over a thousand families each year, helping with benefits claims and explaining how to challenge decisions when things have gone wrong.

Making a call to our helpline can mean the difference between getting a benefit award and not. Read how one family benefited from advice about Universal Credit payments for their teenage son who is still in education.

### Get your free copy of our Helpful Guide sent to your letterbox

Our all-in-one book has all the information and help you need to enjoy family life. Get your free copy of our Helpful guide for families with disabled children straight to your letterbox.



Co-produced by Gloucestershire County Council **Children and Families Commissioning Team**  
and **Gloucestershire Parent Carer Forum**.