

Participation and Family Support
Contact helpline enquiries report
Yorkshire and Humber
April – May 2022



Overview of this report

[Contact](#) is a charity for families with disabled children.

We work in partnership with the National Network of Parent Carer Forums (NNCPF), Council for Disabled Children (DCP), and KIDS in the Department for Education (DfE) funded Participation and Family Support contract.

This report aims to offer our partners a snapshot of the main current national and regional issues that families have sought advice about over the previous 2 months.

This report provides data on the top Issues (top-level topics) and Issue details (more detailed topic breakdown) presented in the enquiries dealt with by Contact's helpline. The report includes national and regional data.

We hope that this information will offer additional insight into the top priorities and changing needs of the families of children and young people with SEND that you work with, support, and represent both nationally, and at a regional level to enable you to identify any gaps, and focus and prioritise your work.

At the end of each report, you will also find links to relevant specific and general Contact resources for information and advice. You may also wish to share these with the families and young people you work with.



National top issues and issue details 1 April – 31 May 2022

Chart 1: Enquiries by Issue (Top 5)

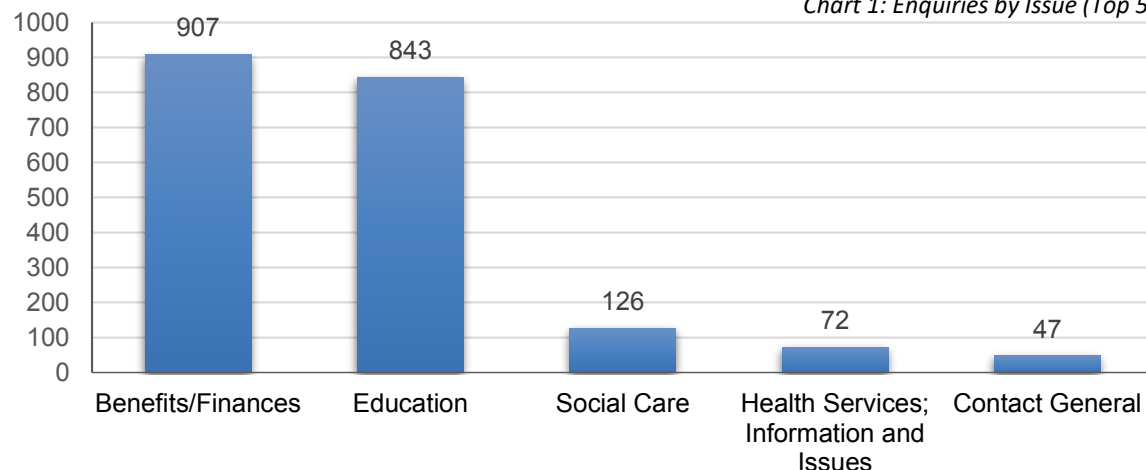
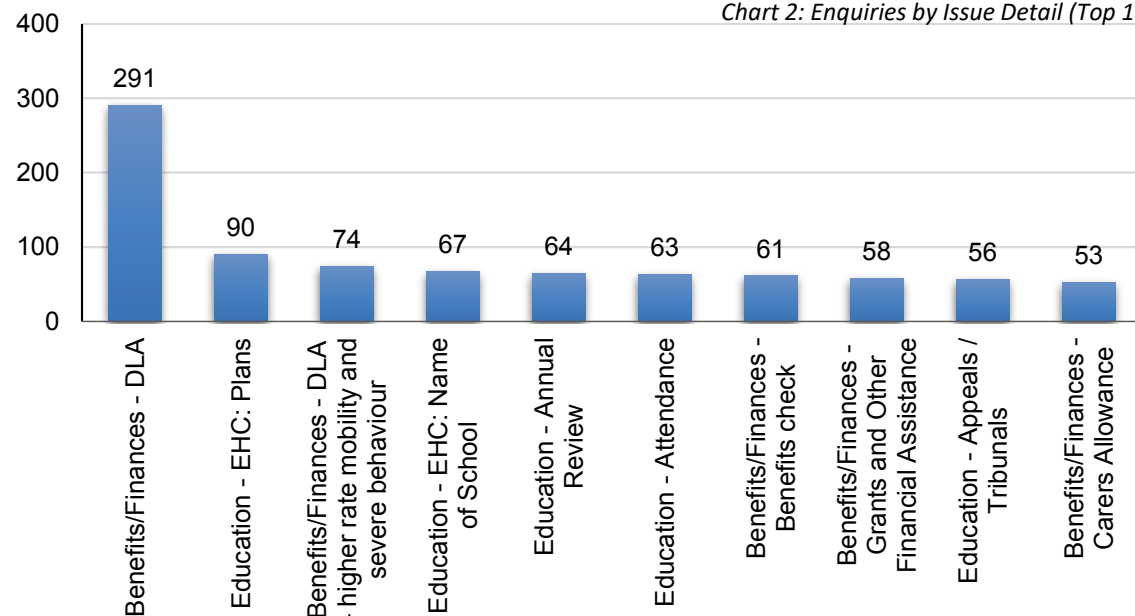


Chart 2: Enquiries by Issue Detail (Top 10)



The national picture with the top two issues of benefits/finance and education is consistent with our expectations. This report shows benefits/finances in top place, which reflects the financial challenges faced by families experiencing significant cost of living expenses.

Education enquiries are focussed on details relating to EHC plans but also includes school attendance issues. Social Care is back in third place, following Health and we see Contact general in fifth place. This reflects enquiries about our range of services and support available to parents of disabled children. Looking at the national top issue details, they relate to benefits/finances and education as in the national top five issues.

For benefits/finances the most popular topic is enquiries about Disability Living Allowance (DLA), requests for grants and financial assistance, benefits calculations, and Carers Allowance. Enquiries also concerned detailed advice on the rules on entitlement to DLA for children who have learning disabilities or autism spectrum conditions.

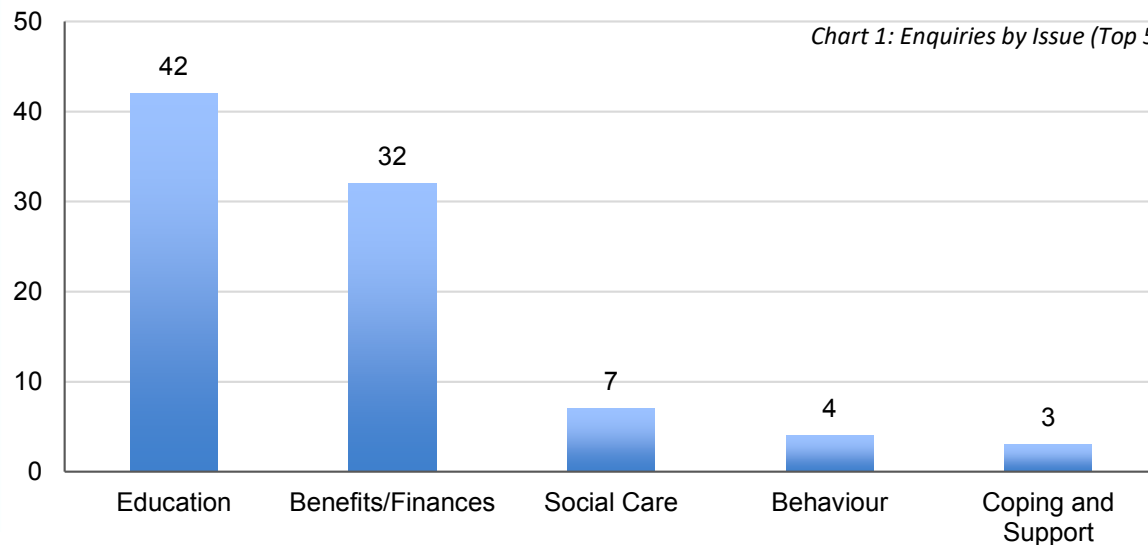
Education enquiries are business as usual including general advice on EHC plans, EHC naming a school and Annual Reviews. Attendance enquiries where schools are refusing to authorise absence when children are too unwell to attend, leading to penalty notices and legal action. Parents are telling us that their children are struggling with anxiety and other severe mental health problems which make them too unwell to physically attend school.

Note: Enquiries to the Contact helpline are marked with one or more **Issues** (top-level topic(s) of enquiry – an example would be *Education*), and one or more **Issue details** (a finer breakdown of the topics discussed – an example would be *Annual Review* under main **Issue** of *Education*). We occasionally create new Issues/Issue details in response to new areas of concern for families. One example is the **Issue detail** of *Covid-19*, which now appears under every Issue as parents' enquiries on different topics have a Covid focus.



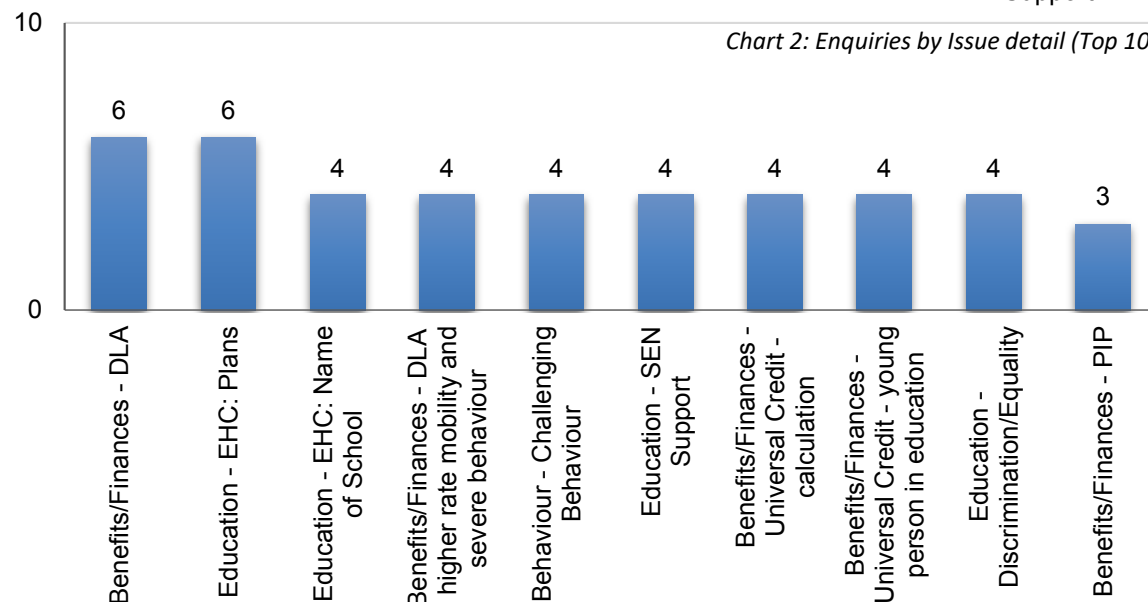
Regional top issues and issue details 1 April – 31 May 2022

Chart 1: Enquiries by Issue (Top 5)



Most of the top 5 issues (and top 10 issue details) are comparable between the regional and national data, though they may be ranked differently.

Chart 2: Enquiries by Issue detail (Top 10)



The number of enquiries for some issues/issue details is small, so we cannot draw strong conclusions about variances between the regional issues compared to the national picture.

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Contact resources

This report highlights that over the last 2 months, benefits (in particular DLA), education and social care enquiries were parent carers' top concerns. You will likely find the following information from Contact useful:

Benefits & Money Resources

- Read our [benefits](#) and [DLA webpages](#) and [parent guide to DLA](#). You can also find information about claiming [higher rate mobility component](#)
- Listen to our myth busting [DLA podcast](#)
- Use the [benefits calculator](#) to find out what benefits you might be entitled to or other funds using the [grants finder](#)

Education Resources

- Look at the [education section](#) of our website for information and advice
- Read our series of factsheets on education including [EHC plans](#)
- Read our advice on [absence from school](#)

Social Care Resources

- Take a look at our [Frequently Asked Questions Tool](#) and find answers to some of the most common questions about social care
- [Download our parent guide](#) to getting services and support from the LA

Support from Contact

[Website](#) - Provides a range of advice and information for parent carers and those supporting them

[Telephone Helpline](#) - 0808 808 3555 Advice and information on all aspects of raising a child with additional needs. Monday to Friday 9.30am – 5.00pm

[1-1 Listening Ear Service](#) - Telephone appointment with a family support advisor for parent carers looking for a listening ear and emotional support

[Charlie the chat bot & Live Chat](#) - to help navigate our website and find advice and information

[Facebook](#) - Q&A Sessions - Look out for dates, times and topics on our website, in your IASSN newsletter or [sign up to our free weekly e-newsletter](#)

[Twitter](#), [Facebook](#) and [Email](#) - information and advice.

[Contact's Helpful Guide for Families with Disabled Children](#) - Our helpful guide is our all-in-one book which includes key information and guidance for families

[Online shop](#) - offers a range of practical products for children with additional needs and their families

Look out for articles from Contact in the IASSN e-newsletter

