

Contact's summary of enquiries to the Advice Service Helpline and local teams comparing enquiries from 1st July 2016 to 31st January 2017 and from 1st February 2017 to 31st August 2017, two comparable 7 month periods

This is additional information to help inform parent carer forums of the issues that parents and carers across England are raising nationally, based on enquiries to Contact's Helpline and local teams. We are also able to provide a breakdown of the main issues in your region, and in your local authority area (when callers specified which area they were from.) This will allow forums to compare how their local area fares against national and regional trends.

We hope that forums will find this information useful and be able to use it in addition to their own feedback from parent carers about key issues in their local area. The data will help inform, direct and assist forums' evidence base for participation and co-production activities and enable them to plan future priorities for action.

Please note that the number of enquiries in an individual area can vary depending upon the presence and visibility of Contact within an area.

Please also note that some callers to the helpline discuss more than one issue during any one call, if this is the case all reasons are recorded, therefore this data represents the number of reasons given for enquiries, rather than the actual number of enquiries.

- **The first 2 charts shows the top 10 reasons for enquiries to Contact's Helpline and local teams from across England from 1st July 2016 to 31st January 2017 and from 1st February 2017 to 31st August 2017**

- **The 3rd and 4th charts show the top 10 reasons for enquiries to Contact's Helpline and local teams in your Region from 1st July 2016 to 31st January 2017 and from 1st February 2017 to 31st August 2017**

- **The 5th and 6th charts shows the top 10 reasons for enquiries to Contact's Helpline and local teams in your Local Authority Area from 1st July 2016 to 31st January 2017 and from 1st February 2017 to 31st August 2017**

[We would appreciate any feedback that you have on the information contained within this report and whether your parent carer forum found this of interest and benefit. Please send feedback to parent.participation@contact.org.uk](mailto:parent.participation@contact.org.uk)

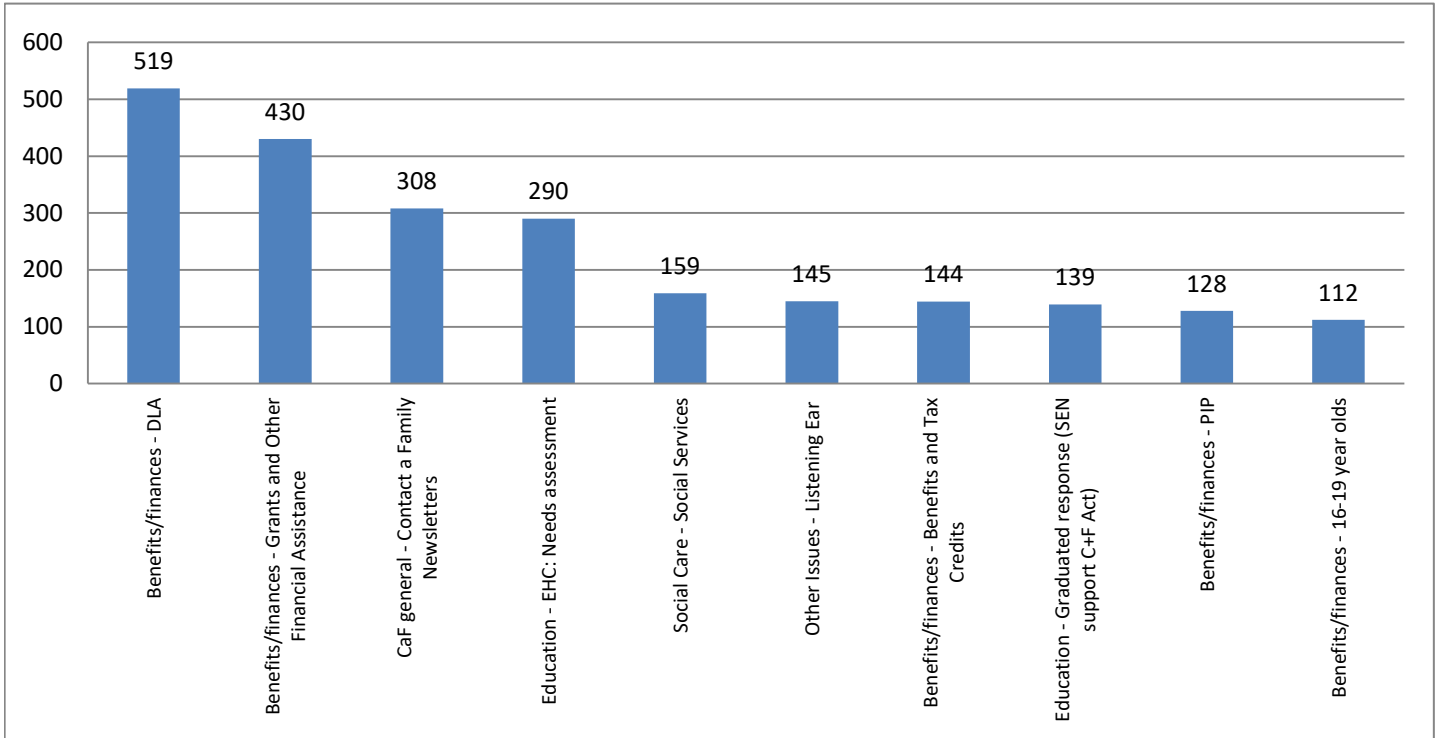
National Picture



Enquiries in England from 1st July 2016 to 31st January 2017

Total reasons recorded for enquiries during this period in England - **5,534**

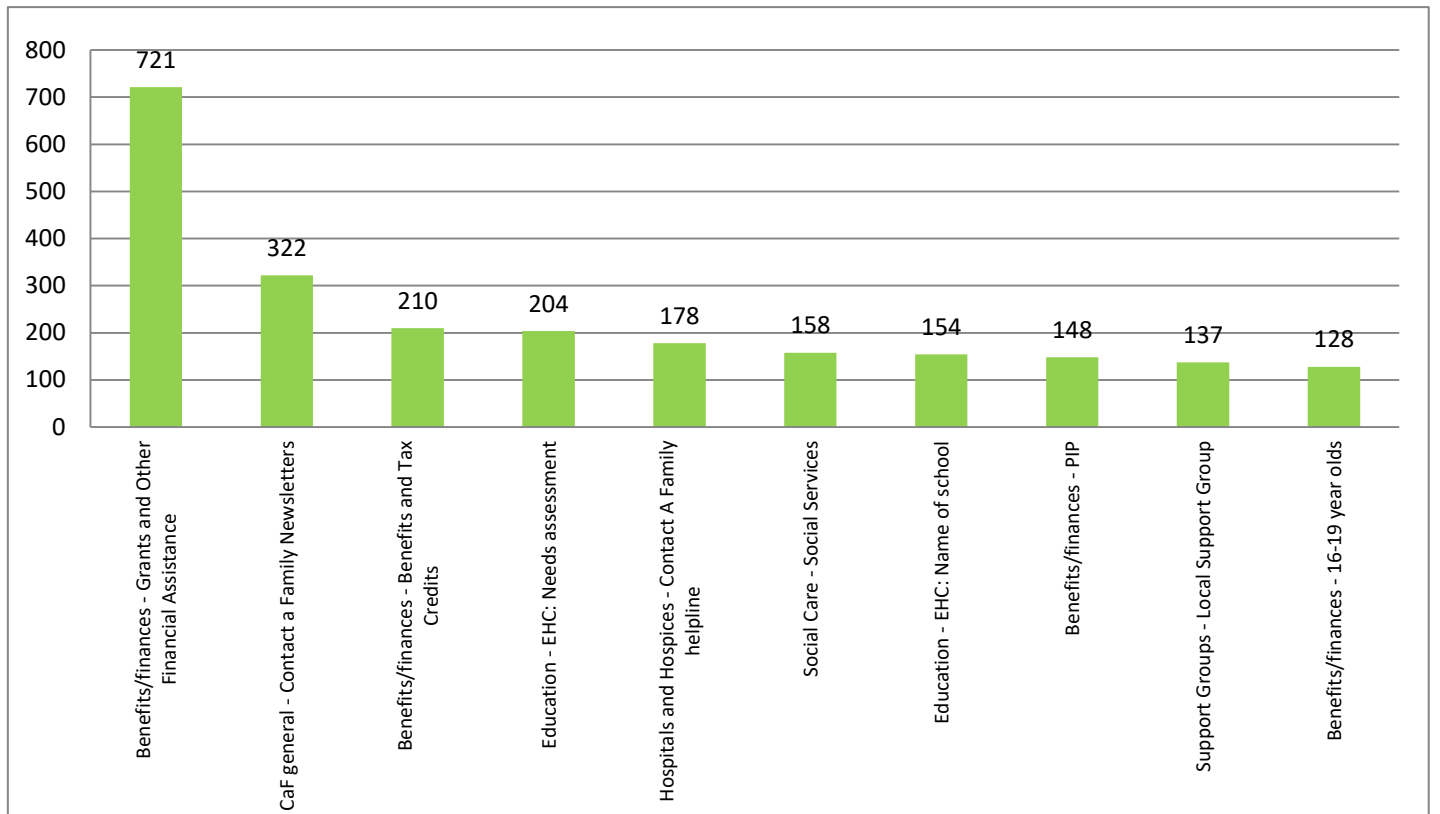
Please note that the below table shows only the TOP TEN reasons for calls



Enquiries in England from 1st February 2017 to 31st August 2017

Total reasons recorded for enquiries during this period in England - **6,281**

Please note that the below table shows only the TOP TEN reasons for calls



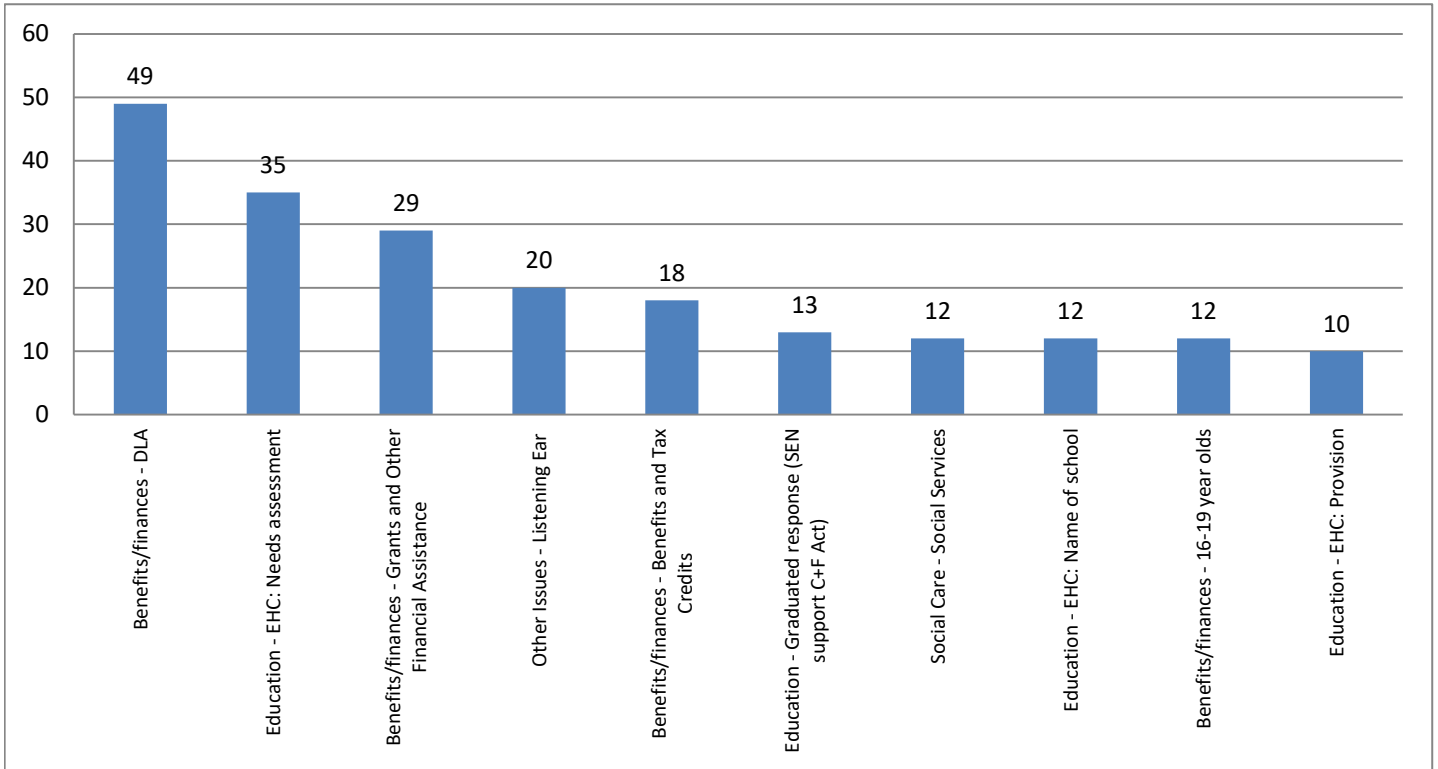
Regional Picture



Top 10 enquiries from East of England 1st July 2016 to 31st January 2017

Total reasons recorded for enquiries during this period from this Region - **447**

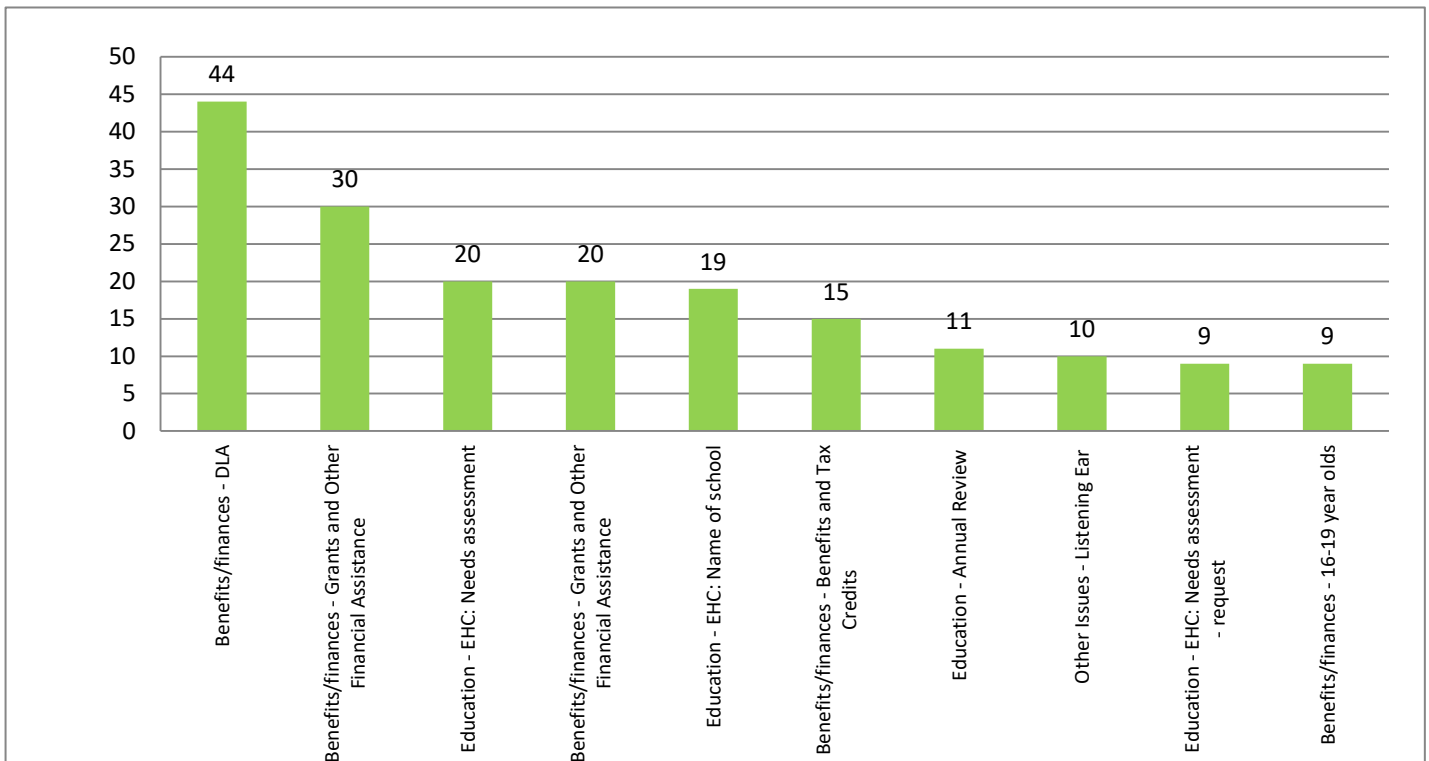
Please note that the below table shows only the TOP TEN reasons for calls



Top 10 enquiries from East of England from 1st February 2017 to 31st August 2017

Total reasons recorded for enquiries during this period from this Region - **497**

Please note that the below table shows only the TOP TEN reasons for calls



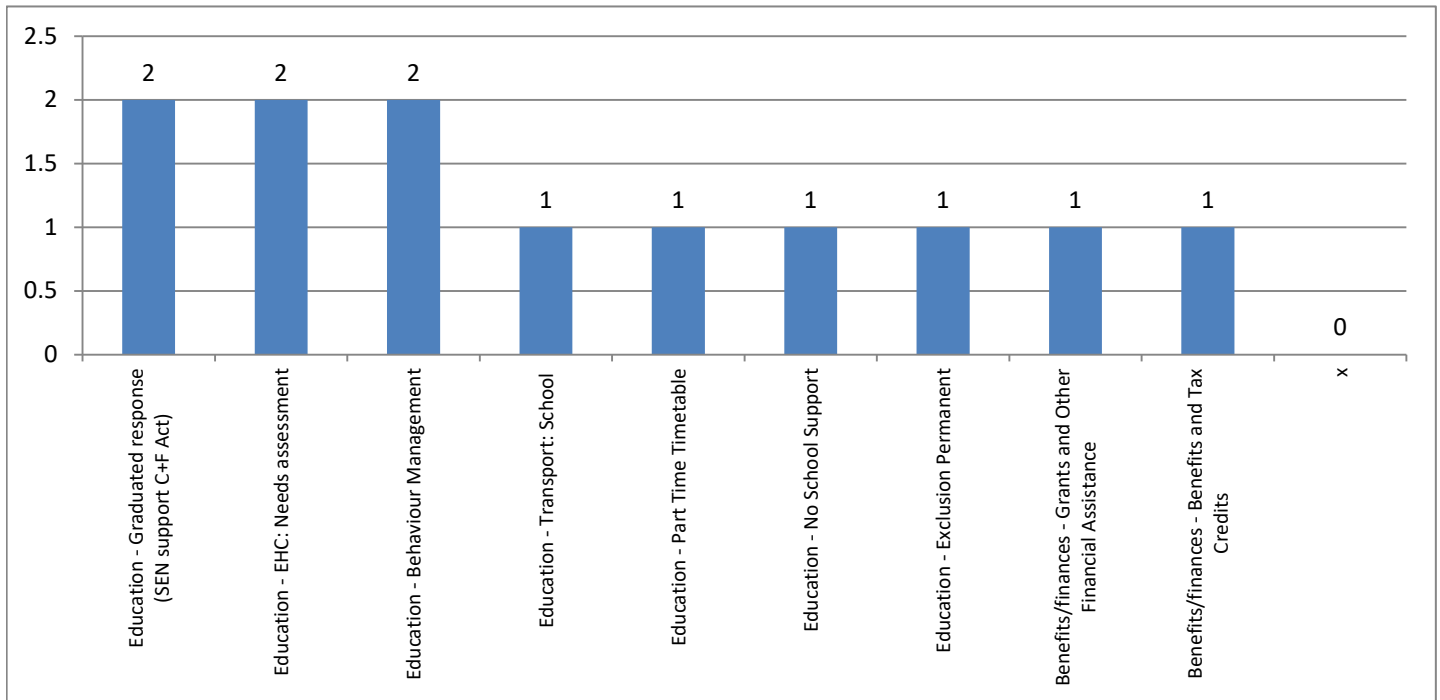
In your Local Area



Top 10 enquiries from Peterborough, City of 1st July 2016 to 31st January 2017

Total reasons recorded for enquiries during this period from this Local Authority area - **12**

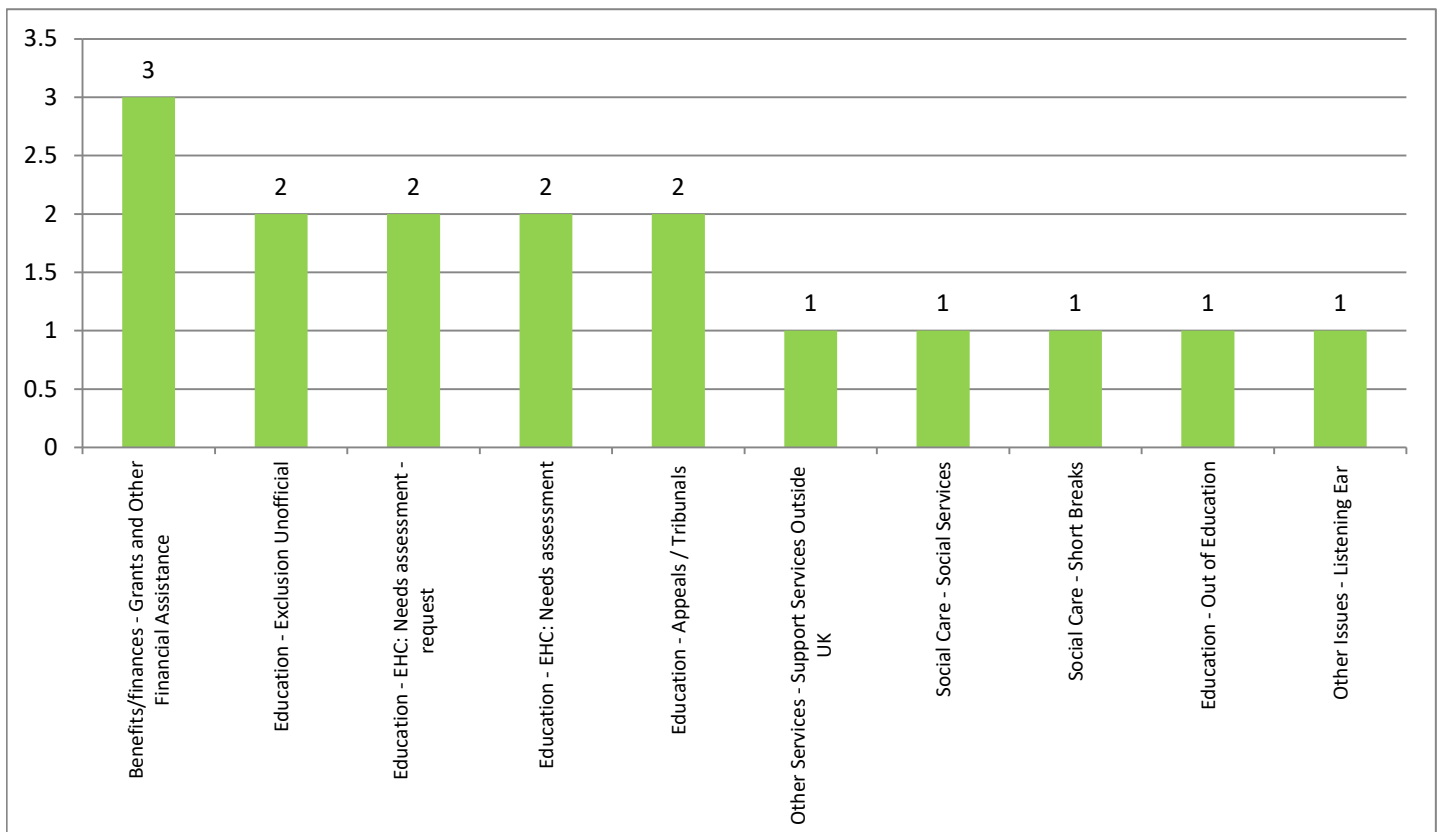
Please note that the below table shows only the TOP TEN reasons for calls



Top 10 enquiries from Peterborough, City of from 1st February 2017 to 31st August 2017

Total reasons recorded for enquiries during this period from this Local Authority area - **23**

Please note that the below table shows only the TOP TEN reasons for calls





We are Contact, the charity for families with disabled children

We support families with the best possible guidance and information. We bring families together to support each other. And we help families to campaign, volunteer and fundraise to improve life for themselves and others.

[About us](#)

[Find out more about our history and our aims for the future](#)

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[Would you like to work for Contact? Browse through our current vacancies](#)

[Our services](#)

[Read more about how we help families of disabled children](#)

[Contact us](#)

[We would love to hear from you!](#)

Our helpline

Contact is the national charity for families with disabled children. For information and advice on any aspect of caring for a disabled child:

- Freephone: 0808 808 3555 9.30am-5pm, Monday-Friday; free from UK landlines and UK mobiles. Answer within five minutes
- [Facebook: facebook.com/contactfamilies](#)
- [Twitter: @contactfamilies](#)
- [Email: helpline@contact.org.uk](mailto:helpline@contact.org.uk)

How we can help you

Our parent advisers will help you with any issue around raising a disabled child, whatever your concern or question.

We offer families confidential advice on any issue, including:

- benefits and sources of financial help
- education advice for additional needs
- sources of support - including groups set up by parents
- services that you might be entitled to - for example, aids and equipment.

We have access to a translation service.

[Listen to a parent talk about the help we gave or watch our helpline advisers explain the support they offer.](#)

[For more information on confidentiality and data protection see more information on our helpline](#)

[Contact is a member of the Helplines Partnership, and the helpline is accredited to their quality standard.](#)

Related information

- [Find out more about the services we offer.](#)
- [Find out about local support that Contact offers in your area.](#)
- [Read our family life advice.](#)

[Get involved](#)

[Find out what you can do to help us to improve the lives of families with disabled children](#)

[Connect with families](#)

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[Parent support groups](#)

[Local support groups](#)

[Why join a local support group?](#)

[Find a local support group](#)

[How we support local groups](#)

[Training courses](#)

We offer a range of training courses for professionals to take themselves, for professionals to commission for the parents they work with, and courses for networks, groups, and parent carer forums.

We have nearly 40 years' experience of working directly with disabled children and their families, providing information, advice and support. Our training programmes build on this experience.

Our training courses are for three groups:

[Professionals - to support your continuous development](#)

[The families you work with - to be commissioned by you](#)

[Networks, groups, and parent carer forums](#)

Bespoke training is available on request

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