

Contact a Family North West	
Type of service provided:	
Information, advice, support and promoting linking for parents to other parents, support groups and parent carer forums	
Age Range:	0-25
The Service:	<p>Contact a Family provides information, advice and support to families caring for children and young people with disabilities or additional needs.</p> <p>We have up to date information on local services and sources of support for families with disabled children.</p>
Who is the service for?	We support families with disabled children, no matter what their condition or disability.
Criteria for access to service	Our services are free and open to any parent/carer or family member. We also support practitioners working with families.
How this is provided:	<p>Our North West team offers:</p> <ul style="list-style-type: none"> • free information workshops for groups of parent carers including coping and support, behaviour that challenges us, helping your child to sleep, transition from adult to child services and information about benefits. • Local information on local services, sources of further and specialist advice and support • Information guides on everyday living such as financial help and benefits, accessing help and support, play and leisure activities for families and education, health and social care services. • Ways to meet other local parents through support groups, meetings, workshops and events. • free information sessions for professionals working with families with disabled children • resources for professionals, to help them point families to local services • advice, information and how to access local support is provided by our helpline • read more about we can offer <p>You can contact the team</p> <ul style="list-style-type: none"> • Email northwest@cafamilly.org.uk • Visit our website page
How can I access this service?	No eligibility criteria

<p>Do you need to pay for this service?</p>	<p>It is a free service.</p>
<p>Universal services</p>	<p>Our local services are backed up up by our central services including:</p> <p>Contact a Family helpline For information or advice on any aspect of caring for a disabled child contact our national freephone helpline</p> <ul style="list-style-type: none"> ○ Telephone ; 0808 808 3555 ○ Opening hours : Monday to Friday, 9.30am to 5pm, ○ Email helpline@cafamily.org.uk <p>Our team of trained advisers includes education specialists and a dedicated welfare rights team.</p> <p>Contact a Family website Our website offers up-to-date information on hundreds of medical conditions, extensive information on benefits and services as well as a wider range of support, information and advice for families. You can link with families going through similar experiences, down load our resources. www.cafamily.org.uk Parents can follow us on Facebook www.facebook.com/contactafamily or Twitter: www.twitter.com/contactafamily as sources of information and links to parents.</p>
<p>Confidentiality and Impartiality</p>	<p>Our services are confidential, Independent and impartial.</p> <p>Contact a Family is committed to safeguarding children and young people and will work cooperatively with other agencies to ensure that any risk to children and young people we have contact with is acknowledged and responded to professionally and without delay.</p>