



Training and consultancy for professionals

Helping you support children and young people with additional needs

contact
For families with disabled children



The UK is home to more than one million children with a disability or special educational needs. Up and down the country, their families face unique challenges that can be difficult to overcome unless the right awareness and support is in place.

That's why, alongside our free services for families, Contact also offers expert training, consultancy, and advice to help practitioners understand how best to support parent carers – whatever their child's disability or medical condition, and regardless of whether they have a diagnosis or not.

How we can help you

- Training and CPD-accredited workshops
- Consultancy and service design
- Co-production training
- Free online advice and resources.

Why choose Contact?

We are a national pan-disability charity with nearly 50 years' experience helping families with disabled children. More than 413,000 families turn to us every year for our trusted information, advice and support.

We understand parent carers and use our expertise to help practitioners develop the skills and resources they need to enhance their services for families.

The benefits of working with us

Feedback from parents and commissioners we've worked with shows that:

- Parent carers are better equipped to support their children and less likely to need additional support from statutory services
- Services function more effectively and appeal to a wider customer base
- Staff feel more confident supporting families.

Our support services for the families you work with

Families with disabled children often miss out on the services and support they are entitled to due to a lack of reliable information.

Practitioners can make a big difference by signposting parents and carers to Contact's free information, advice, and support.

Our website **contact.org.uk** contains up-to-date and trusted guidance on topics including:

- Money and benefits
- Education
- Health and social care
- Preparing for adulthood
- And much more!

We also offer emotional and practical support to families via our:

- Free helpline
- Listening Ear service
- Workshops and family events.

Online training for professionals

Our workshops and webinars will help you support disabled children and their families more effectively.

Co-produced and delivered by parent carers with lived experience, these sessions are packed with valuable insights and practical strategies that you can immediately implement in your workplace.

As well as lived experience, many of our trainers have additional qualifications relevant to their professional background.



Online workshop

CPD-certified

Live

Building positive relationships with parent carers of children with additional needs & disabilities

IDEAL FOR: Early years practitioners, childminders, school staff, educational psychologists, family support workers, health visitors and medical practitioners.

This training will provide valuable, real-world insights into the lives of families with disabled children along with an essential toolkit for supporting them. It will help you to:

- direct families to the additional support they need
- better understand the emotions and challenges families may be experiencing
- communicate more effectively with parent carers
- recognise good practice and how to implement it
- enhance your knowledge of SEND legislation (England).

2.5-hour online workshop plus Q&A, handouts, CPD certificate

£50 pp (+VAT) – discounts available for group bookings

Pre-recorded webinar

CPD-certified

Toilet training children with additional needs and disabilities

IDEAL FOR: Early years practitioners, childminders, health visitors, and family support workers. It provides valuable insights and information for professionals working with children of all ages.

Toilet training a child with additional needs can take more time and require specialised support strategies. This workshop will help you to:

- determine if a child is ready for toilet training
- implement toilet training plans in your setting
- manage challenges such as sensory needs and anxiety
- support families dealing with bedwetting.

80-minute pre-recorded online workshop with handouts and CPD certificate

£40 pp (+VAT) – discounts available for group bookings

This can also be delivered as a live 2-hour workshop with a Q&A for an additional cost



Pre-recorded webinar

CPD-certified

Supporting children with anxiety

IDEAL FOR: Healthcare practitioners, dentists, school staff, family support workers and early years practitioners.

This workshop will equip you with the knowledge and practical strategies needed to:

- identify the signs and causes of anxiety in children
- recognise and manage different types of anxiety
- understand how a child with anxiety is feeling.

1 hour 45-minute pre-recorded online workshop with handouts and CPD certificate

£40 pp (+VAT) – discounts available for group bookings

This can also be delivered as a live 2-hour workshop with a Q&A for an additional cost

“I left the training with loads of ideas about how I can improve my practice.”
Workshop attendee



Other workshops for your team or setting

You can commission us to host our workshops for the practitioners in your team or setting. We can also facilitate training opportunities for practitioners and parent carers to learn alongside each other.

All of our workshops can be delivered face-to-face or virtually for small or large groups.

Subjects include:

- Building positive relationships with parent carers of children with additional needs and disabilities
- Toilet training children with additional needs
- Understanding children's behaviour
- Understanding sensory processing needs in children
- Supporting children with anxiety
- Supporting children with speech, language and communication challenges

Virtual delivery (up to 20 participants): from £750 + VAT

Face-to-face delivery: from £1,400 + VAT

100%

of practitioners who attended our CPD-certified workshops in 2023 agreed that they will be able to make improvements to their service to better meet the needs of families with disabled children.

To book a place at an upcoming workshop, or to commission one of our workshops for your setting, visit: contact.org.uk/practitioner-workshops



Commission us to run a workshop for the families you support

Contact has a long history of supporting parent carers through our transformative workshops.

We can deliver workshops on essential topics such as:

- Early years entitlements
- Money and benefits
- Behaviour
- Sleep
- Toilet training
- Anxiety
- Sensory processing
- Speech, language and communication
- Educational support
- Relationships & growing up
- Preparing for adult life
- Parent carer wellbeing
- Handling meetings with practitioners

That's why a variety of organisations, including charities and local authorities, ask us to run workshops for the families they serve.

You can commission us to deliver a workshop on one of these topics for the families you work with. Or our experienced team can design and deliver a bespoke workshop tailored to suit their unique needs.

All of our family workshops can be delivered face-to-face or virtually.

Virtual delivery (up to 20 participants): from £750 + VAT

Face-to-face delivery: from £1,400 + VAT (charity discount available)

View the full range of workshops at:
contact.org.uk/parent-workshops



North East Lincolnshire Council commissioned us to deliver a series of workshops to help parent carers of autistic children improve their confidence in areas such as sensory processing, behaviour, anxiety and wellbeing.

92%

of parents said they felt confident about how to support their child after attending the anxiety workshop – **compared with just 20% before the workshop.**

“The quality of content and delivery of the workshops we commissioned were consistently excellent. We would recommend Contact to other organisations and departments within our organisation.”

NHS Service Manager

“The information, knowledge and understanding was amazing.”

Parent carer

Bespoke training, consultancy, and service design

We work with practitioners on bespoke solutions to help them deliver high-quality and supportive services for families with disabled children.



Service development and implementation

Our consultancy team can help your organisation to design and implement frontline services that respond to the needs of parent carers and their children.

We can provide custom intelligence-gathering solutions, such as focus groups and surveys, to assist with service planning and design, and our extensive network of family support workers can help fill any gaps in service delivery.

We have partnered with charities, local authorities, and public sector services that recognise the need for extra expertise and resources to effectively support families with disabled children.

Get in touch and our friendly team will work with you to understand your particular needs and budget.

Bespoke training materials and workshops

We have been commissioned by voluntary and public sector organisations to create tailored workshops and training materials to improve their team's skills and confidence in supporting families with disabled children.

All our content can be delivered in a format to suit your organisation's requirements. This includes bespoke workshops or webinars, whether pre-recorded or live, and with accompanying handouts.

Please get in touch and we will provide a quote based on your requirements

Virtual workshop (up to 20 participants): from £1,200 + VAT

Face-to-face workshop: from £1,500 + VAT



Keynote speakers and facilitators at your event or conference

Our expert trainers have been invited to speak at events across the UK to share their knowledge on a range of specialist topics such as benefits, education, preparing for adulthood, and parent carer wellbeing. In addition to presentations, we can also facilitate mini-workshops, roundtables, and breakout rooms.

“Contact delivered an informative and engaging presentation at our conference alongside breakout sessions on education and finance. These were highly valued by our attendees, who found them to be invaluable sources of knowledge and guidance.”

We wholeheartedly recommend Contact to other organisations and charities seeking professional services and expert advice. We eagerly anticipate future collaborations with Contact, as we recognise the immense value they bring to our projects.”

The Children's Hyperinsulinism Charity

Specialist equipment and disability aids

We help nurseries, schools, local authorities, and medical practices find transformative products for the families they support. Our non-profit shop, Fledglings, stocks a wide range of sensory equipment and toys, learning aids, and other products designed for children and young people with additional needs.

Every penny raised through our Fledglings shop is reinvested into our vital support services for families.

“The resources really have made such an impact on our children and we appreciate all of the support that Fledglings has given us. It really has enriched their experience, giving a safe and calm space where the children can relax and regulate their emotions. The parents have also been so positive, sharing how their home life has improved.”

SENCO at Boreham Primary School



Sensory-friendly environments

As well as providing you with sensory aids and specialist equipment through our non-profit Fledglings shop, we can suggest ways to improve spaces for people with sensory processing differences and help you implement the changes needed.

We recently partnered with Alder Hey Children's Hospital to help them create a more sensory-friendly environment for visiting children. We provided staff training and sensory equipment to help soothe and engage children, including ear defenders and sunglasses to combat loud noises and bright hospital lighting.

Staff gained a greater understanding of sensory processing differences, leading to smoother hospital visits and stays for children and their families.

“It was the best experience we have had in three years of going to Alder Hey.”

Parent visiting the hospital with their son



Co-production advice, training and facilitation

We have supported the development of parent carer forums across England since 2008 as a delivery partner of the Department for Education. With a membership of almost 128,000 parent carers, co-production is integral to the way forums work – as equal and reciprocal partners with education, social care, and health organisations.

Parent carer forums feed in the views and experiences of local families of children and young people with special educational needs and disabilities, which

enables providers to ensure that services better meet their needs.

As a charity, our work is co-produced with the families we serve, and we're keen to share our knowledge and experience of co-production with you.

Two half-day virtual workshop: from £3,000 + VAT

Face-to-face workshop: price on request

“ We really enjoyed our co-production training. They were such engaging and passionate presenters and it was great to hear the trainer's experience and perspective as a parent carer herself. The session was informative but relaxed, with plenty of opportunity for group discussion and questions. We are now looking forward to exploring the Four Cornerstones approach in more depth in our future co-production work. ”

NHS Lewisham and Greenwich

Get in touch

We would be very happy to have a chat to understand more about the support you're looking for and how we can help.

You can contact our team via phone, email or find us on LinkedIn:

0207 608 8795

services@contact.org.uk



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Free online advice and resources

Our website is packed with advice, resources, and news for practitioners:
contact.org.uk/practitioners

Get the latest updates and access to exclusive offers by signing up to our newsletter for practitioners by scanning the QR code below or visiting:
contact.org.uk/practitioner-newsletter





HELPFUL GUIDE

Our Helpful Guide for families with disabled children is packed with essential information and advice on just about everything – from their child’s early years all the way through to adulthood.

We can send you a free reference copy along with bookmarks to hand out to the parents you work with, letting them know how to order their free copy. Or we can provide a quote for you to purchase multiple copies.

Order yours today by visiting contact.org.uk/helpful-guide-order



The prices in this brochure were accurate at the time it was printed in September 2024. For up-to-date prices visit contact.org.uk/professionals-brochure

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