

# Neurodevelopmental Service

## COMMUNITY CONNECTOR SESSION

Libby Williams  
Joanne Challenger  
Sarah Halliday



# Who are we?



**Pilot** project funded by the Welsh Government

**Supporting** families/carers of children aged 0-11 who are **on the waiting list** for a Neurodevelopment assessment

Signpost to **services** and **support** that can be accessed **without a formal diagnosis**

Deliver **Drop-ins** specific to your **local area**



# **Services & Support**

**CARDIFF**

01

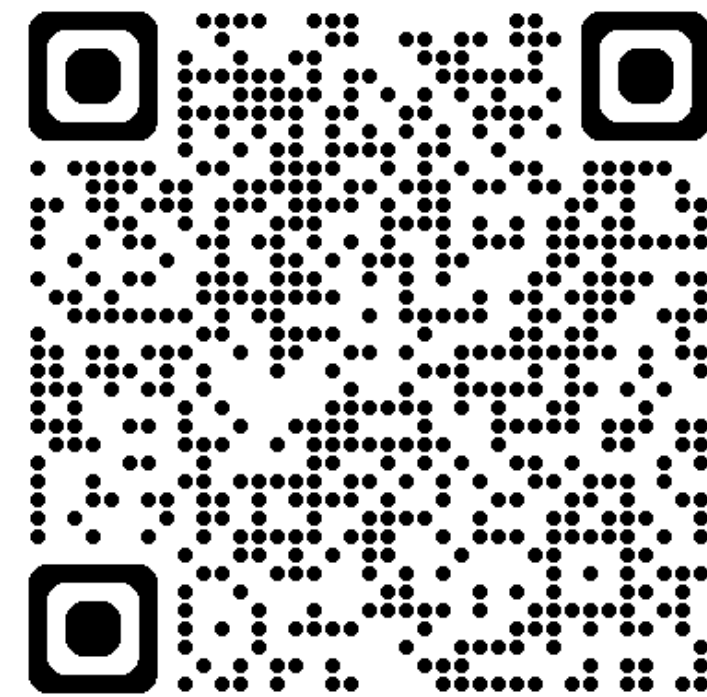
## Family Gateway

Tel: 03000 133 133

Can refer to many different services including, the family help disability team, parenting groups, financial help, housing, 1:1 support, stay and play groups.

[www.cardiffamilies.co.uk](http://www.cardiffamilies.co.uk)

## Cardiff Family Advice and Support

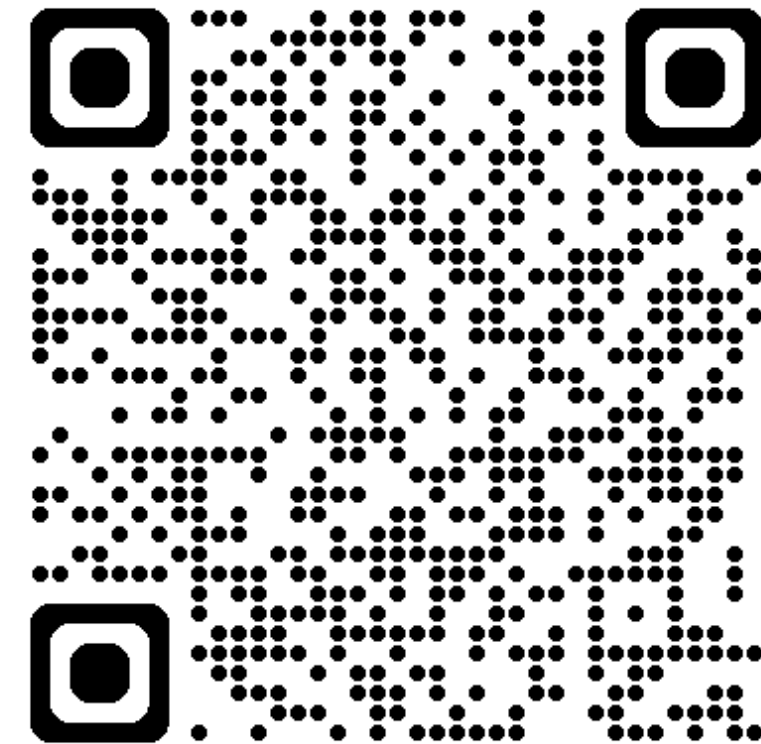


02

## The Index

Register of children and young people with additional needs and can keep families up to date with services, support and activities across Cardiff

[www.cardiffamilies.co.uk/  
the-index/](http://www.cardiffamilies.co.uk/the-index/)





## LOOKING FOR DISABILITY BENEFIT ADVICE?

If you have a child with a disability or are under 25 with a disability, our Families First Disability Benefit Support Team can offer a variety of specialist advice and support regarding:

- Child Disability Living Allowance
- Employment and Support Allowance
- Limited Capability for Work under Universal Credit
- Personal Independence Payment
- Carer's Allowance

We provide specialist advice and assistance with completing claim forms, Mandatory Reconsiderations and appeals, and where appropriate provide representation at Tribunal hearings.

We offer face to face appointments, telephone appointments and home visits.

For further information, email [disabilitybenefitsupport@cardiff.gov.uk](mailto:disabilitybenefitsupport@cardiff.gov.uk) or call our Advice Line on **02920 871 071**



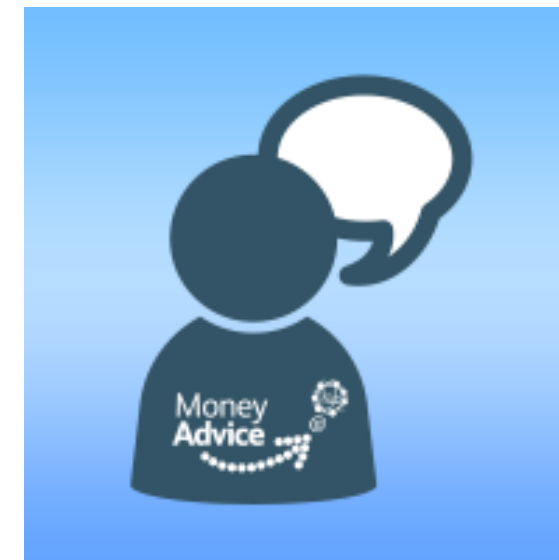
### Money Advice Cardiff

Cardiff Money Advice can offer help and support in a number of areas such as budgeting, income maximisation and managing debt.

 Cardiff Money Advice Service

tel:02920 871 071

[www.cardiffmoneyadvice.co.uk](http://www.cardiffmoneyadvice.co.uk)

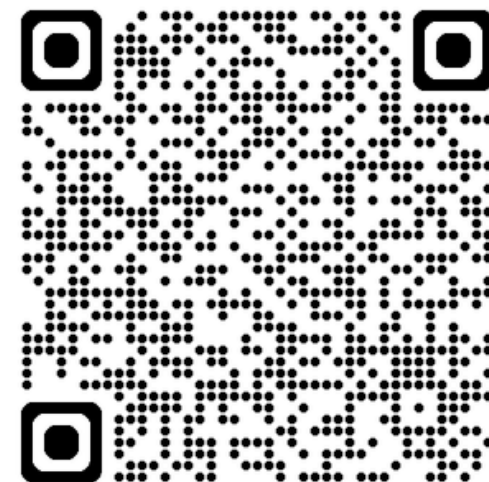




ALNHelpline@Cardiff.gov.uk

029 2087 2731

**ALN Information,**  
**Advice & Guidance**



# Education Help/Support

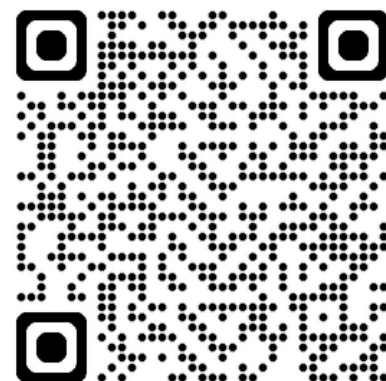


## Cardiff Independent Advocacy Service

Email:

**Cardiff.advocacy@snapcymru.org**

Provide your name and contact details and a member of the team will get back to you within 5 working days.



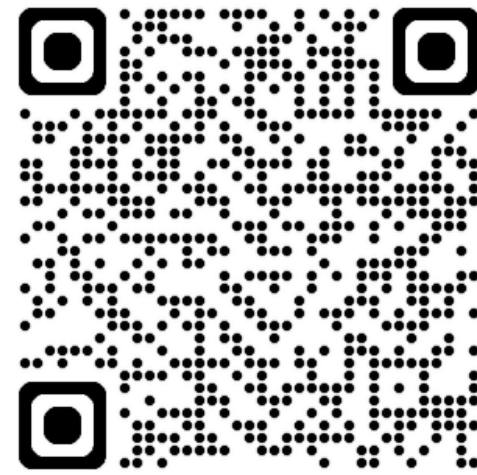
[www.snapcymru.org](http://www.snapcymru.org)



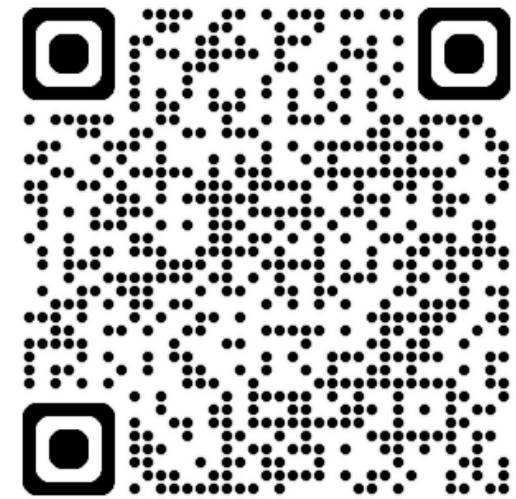
# Community Groups



[www.apcymru.org.uk](http://www.apcymru.org.uk)

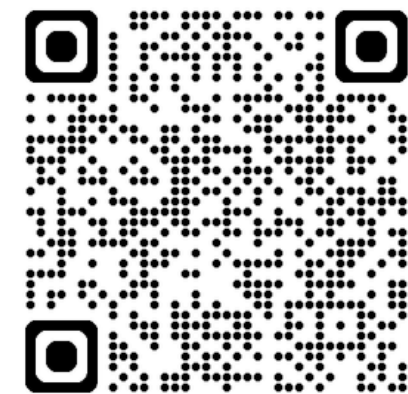


[valueinthevale.com/  
charities/life/](http://valueinthevale.com/charities/life/)



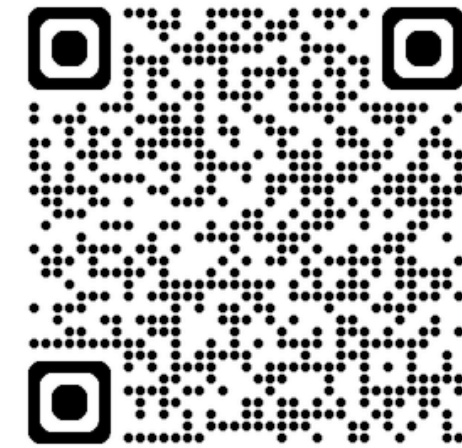
[https://www.thrivecardiff.org/  
index.php](https://www.thrivecardiff.org/index.php)

[Rewild Play](#)



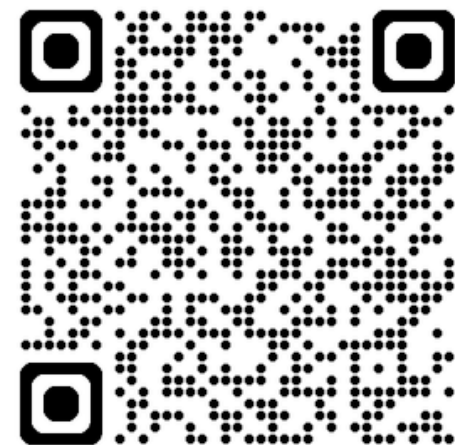
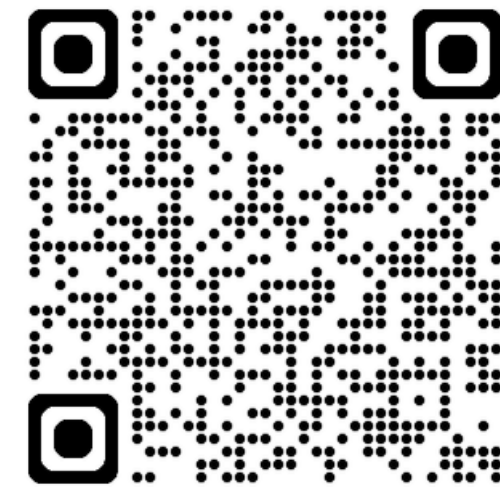
# Behaviour that Challenges Help/Support

Understanding Behaviour That Challenges Webinar



**Behaviour  
Support Hub**

[behavioursupporthub.org.uk](http://behavioursupporthub.org.uk)



**The Challenging  
Behaviour Foundation**

[www.challengingbehaviour.org.uk](http://www.challengingbehaviour.org.uk)

# Communication Help/Support

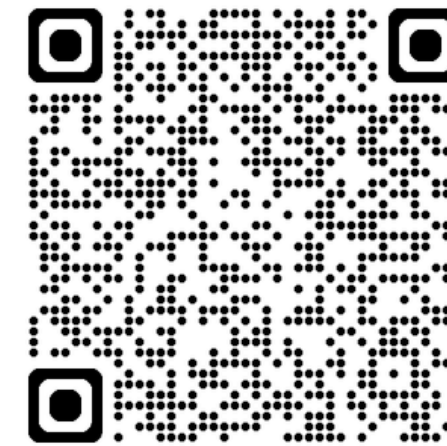
Children's Speech and Language Therapy



**Keeping Me Well**

Cardiff and Vale University Health Board

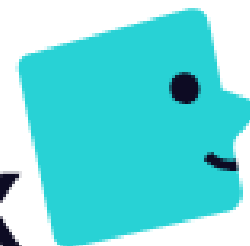
[keepingmewell.com/childrens-support-services/childrens-speech-and-language-therapy/](https://keepingmewell.com/childrens-support-services/childrens-speech-and-language-therapy/)



**Afasic**  
voice for life

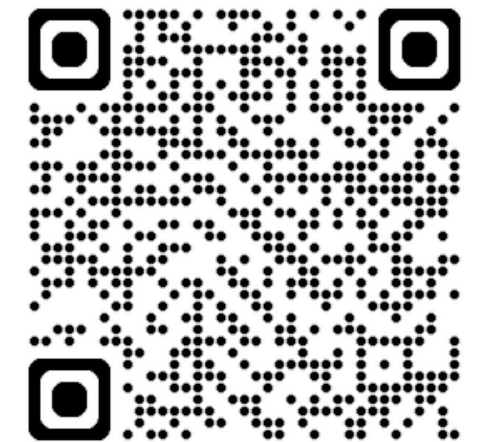
[www.afasic.org.uk/slcn/](http://www.afasic.org.uk/slcn/)

**Speech and  
Language UK**



Changing young lives.

[speechandlanguage.org.uk/help-for-families/](https://speechandlanguage.org.uk/help-for-families/)



# Occupational Therapy



[keepingmewell.com/childrens-support-services/occupational-therapy-for-children-and-young-people/](https://keepingmewell.com/childrens-support-services/occupational-therapy-for-children-and-young-people/)

We have developed resources to empower families with ideas and advice and also have produced two 30 minute video workshops:

Understanding How Children Develop Occupations

Understanding How Children Use Their Senses To Regulate For Learning And Play

Please scan this QR code to find out more about the service.

Occupational Therapy for Children & Young People  
Therapi Galwedigaethol i Blant a Phobl Ifanc

# Advice Line

Tel: 02921 836888



**Who can access the Advice Line:** Parents, teachers, health or social care professionals of children and young people who live in Cardiff and Vale and who want to find out how to support participation in, and development of occupational skills.

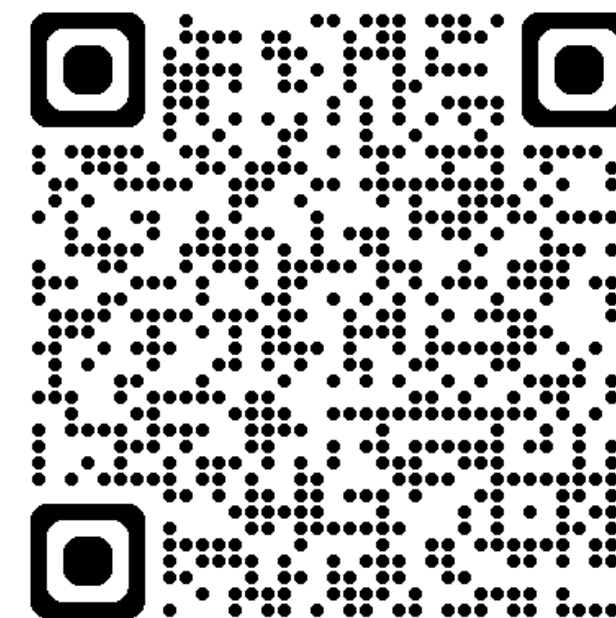
**What can I expect:** You will talk with an occupational therapist who will aim to provide you with practical advice, strategies, signposting and support which will enable you and your child to progress daily living skills.



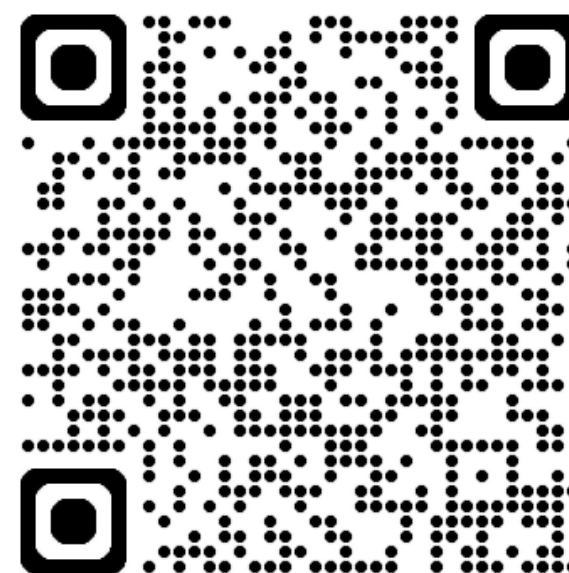
Before you call, scan the QR code to find out more about occupational therapy for children and young people and to access our online resources.

**When is the Advice Line available:** Tuesday and Thursday between 12.00 and 2.00pm

# Sleep Help/Support

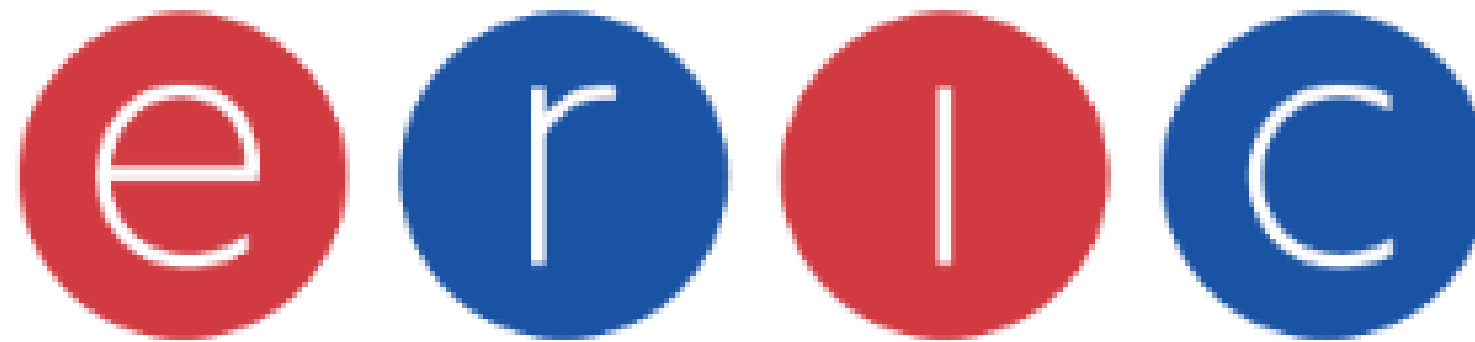
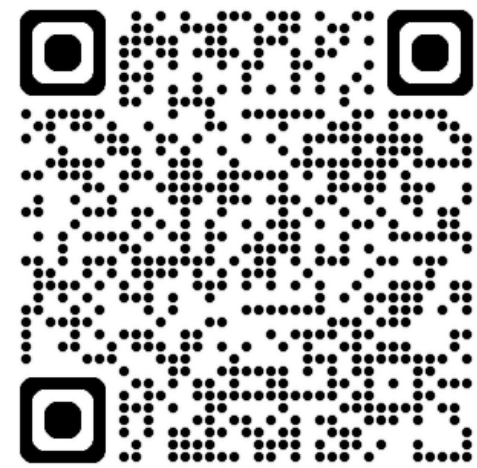


[cerebra.org.uk/get-advice-support/sleep-advice-service/](https://cerebra.org.uk/get-advice-support/sleep-advice-service/)



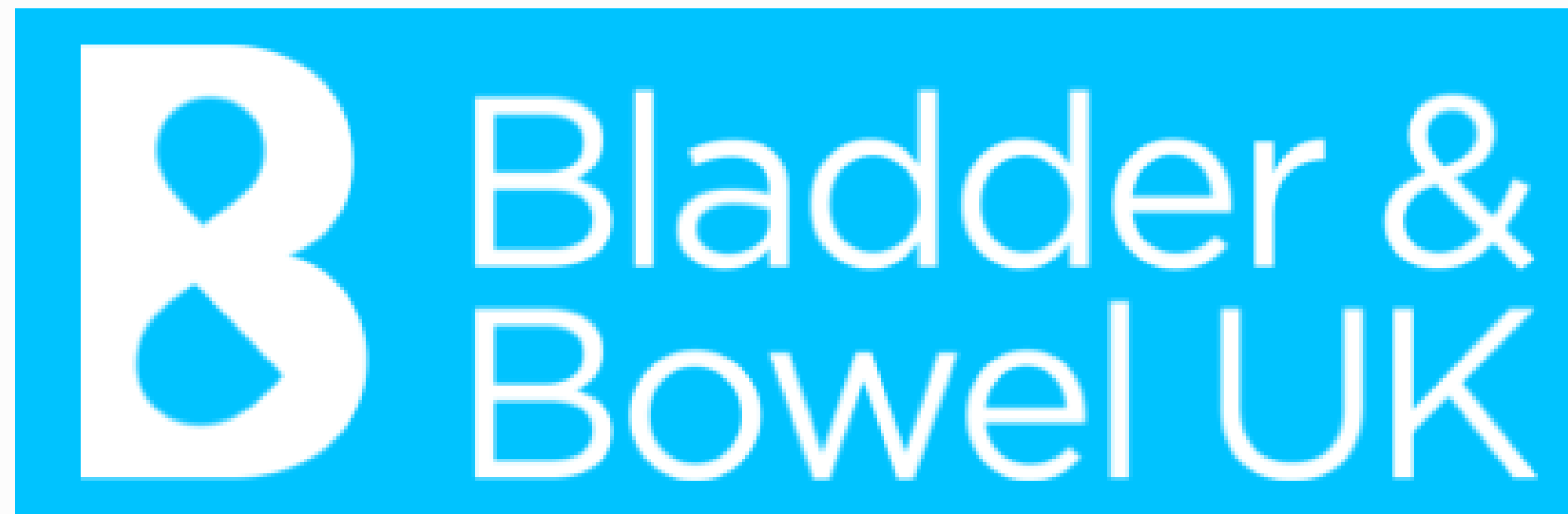
[thesleepcharity.org.uk/information-support/children/](https://thesleepcharity.org.uk/information-support/children/)

# Toileting Help/Support



The Children's Bowel & Bladder Charity

[eric.org.uk/children-with-additional-needs/](http://eric.org.uk/children-with-additional-needs/)



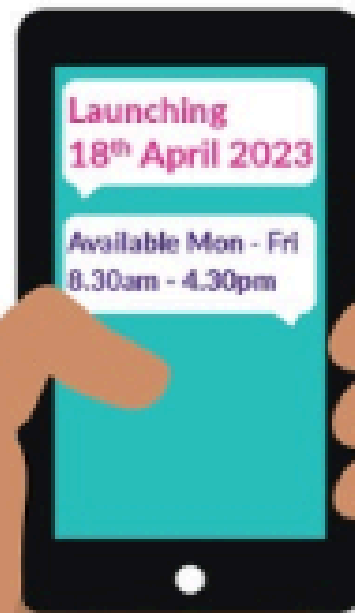
[www.bbuk.org.uk/children-young-people/](http://www.bbuk.org.uk/children-young-people/)

Nysio Ysgol | School Nursing  
BP Caerdydd a'r Fro | Cardiff & Vale UHB

# parent line

If you're a parent or carer of a 5-11 Year Old  
Text your school nurse on  
**07312 263178**  
For confidential advice and support

This will be a text in service for parent to access their school nurse to help with a wide range of health problems. This won't be a diagnostic service but we can give advice on....



emotional wellbeing  
soiling day and  
healthy night time  
eating behaviour wetting  
continence  
relationships

We might inform someone if we were concerned about your safety, but we would usually speak to you first. Your messages are stored and can be seen by other healthcare staff who follow the same confidentiality rules. We aim to reply to you within one working day and you should get an immediate message back to confirm we received your text. Texts will not be seen outside normal working hours. If you need help before you hear back from us, contact your GP, nearest walk in centre or dial 111. Our text number does not receive voice calls or MMS picture messages. We support messaging from UK mobile numbers only (which does not include messages sent from landlines, international mobile numbers and some 'number masking' mobile apps). To prevent the health professional from sending messages to you, text STOP to our number. Messages are charged at your usual rates.

ChatHealth

GIG | World School Primary  
NHS | Caerdydd a'r Fro  
Cardiff and Vale  
University Health Board



Gwasanaeth Niwroddatblygiadol  
Neurodevelopmental Service





# Wellbeing, parent/carer support



[Family Wellbeing Service Cardiff | Barnardo's](#)



[www.affinityhub.uk/1/Welcome.html](http://www.affinityhub.uk/1/Welcome.html)



<https://parents.actionforchildren.org.uk/about/parent-talk-cymru/>



[Home-Start Cymru | Because childhood can't wait \(homestartcymru.org.uk\)](#)



Caerdydd a'r Fro  
Cardiff and Vale  
**Coleg Adfer a Lles  
Recovery &  
Wellbeing College**

<https://cavuhb.nhs.wales/recovery-college>



# HOME START

## Cymru



### ND Support at Home Start Cymru



Mae Home-Start Cymru yn deall y gall fod yn gyfnod heriol pan fydd eich plentyn ar y llwybr Datblygiad Niwro. Gall ein staff ymroddedig gynnig cymorth 1-1 i'ch helpu i reoli rhai o'r heriau hyn gartref.

#### Rydym yn anelu at:

- Cefnogi rhieni/gofalwyr i ddeall eu hanghenion nhw ac anghenion niwroddatblygiadol eu plant
- Darparu cymorth ymddygiad 1-1 darparu gwybodaeth, adnoddau ac offer ymarferol i gefnogi'r teulu darparu cyfleoedd i wella lles emosiynol trwy gefnogaeth cyfoedion/rhieni gyda phrofiad a rennir.

Mae ein cymorth wedi'i deilwra i'ch anghenion a byddwn yn gweithio gyda'n gilydd i gefnogi'r hyn sy'n bwysig i chi a'ch teulu.

#### Beth rydyn ni'n ei wneud orau:

- Cefnogi rhieni i ddarparu'r gofal gorau i'w plentyn.
- Darparu cymorth ymddygiad anfeimiadol i deuluoedd â phlant niwroddatblygiadol.
- Cefnogi teuluoedd i helpu i wella eu lles emosiynol a mwynhau perthnasoedd iach.

Sylwch nad ydym yn arbenigwyr clinigol mewn iechyd meddwl ac nid ydym yn darparu Ymyrraeth Argyfwng.

#### Gwybodaeth Bellach

Os oes gennych unrhyw gwestiynau am Home-Start Cymru, neu os hoffech ragor o wybodaeth am ein gwasanaethau cymorth yn eich ardal, sganwch y cod QR trosodd neu e-bostiwch:

Am gefnogaeth benodol i niwroddatblygiadol, ffoniwch 07881483392 neu e-bostiwch ni ar [ndsupportcardiffandvale@homestartcymru.org.uk](mailto:ndsupportcardiffandvale@homestartcymru.org.uk)

Home-Start Cymru understands that it can be a challenging time when your child is on the Neuro Development pathway. Our dedicated staff can offer 1-1 support to help you manage some of these challenges at home.

#### We aim to:

- Support parents/carers to understand theirs and their children's ND needs
- provide 1-1 behaviour support provide information, resources and practical tools to support the family provide opportunities to improve emotional wellbeing through peer support/parents with shared experience.

Our support is tailored to your needs and we will work together to support what is important to you and your family.

#### What we do best:

- Supporting parents to provide the best care for their child.
- Provide non-judgemental behaviour support to families with ND children.
- Support families to help improve their emotional wellbeing and enjoy healthy relationships.

Please note that we are not are not clinical experts in mental health and we do not provide Crisis Intervention.

#### Further Information

If you have any questions about Home-Start Cymru, or would like more information about our support services in your area, scan the QR code overleaf or email:

For ND specific support, please call 07881483392 or email us at [ndsupportcardiffandvale@homestartcymru.org.uk](mailto:ndsupportcardiffandvale@homestartcymru.org.uk).

Registered Charity: 1105577 Company Number: 5199118

[homestartcymru.org.uk](http://homestartcymru.org.uk)

# contact

For families  
with disabled children



## Contact Cymru

Helpline 0808 808 3555

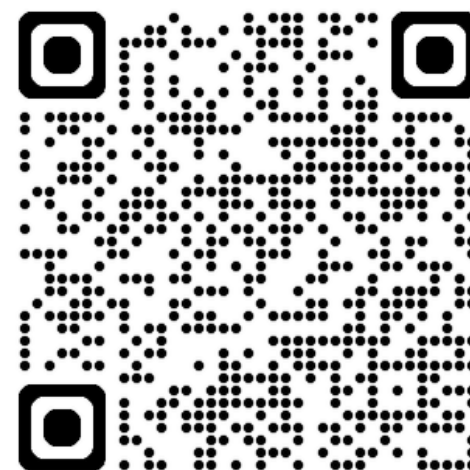
Eventbrite Page



Parent/carer free Workshops

[www.eventbrite.co.uk/cc/contact-cymru-3039619](http://www.eventbrite.co.uk/cc/contact-cymru-3039619)

Listening Ear Service  
Parent/carer emotional  
Support



ARE YOU A STRUGGLING PARENT CARER?



**Our FREE Building Resilience service is here for you!**

We provide emotional support, advice and ideas to help you cope.  
Appointments are free, confidential and over the phone or online with one of  
our friendly family support advisers.

**Emotional support | Signposting to local services**  
**Build resilience | Get motivated!**

Our parent advisers are all parents of children and young people with  
disabilities, plus they have a huge wealth of professional experience.

To find out more, please contact

 [sophie.barker@contact.org.uk](mailto:sophie.barker@contact.org.uk)  07990 234 440



contact For families with disabled children  
I deuluoedd gyda phlant anabl

Contact is a trading name of Contact a Family. Charity registered in England and Wales (264912) and Scotland (SC039169).



Self-Referral Form

## Do you need support with your child's emotional and mental health?



We offer support and a listening ear to help you navigate your families wellbeing and mental health.

### We provide:

- Free confidential one to one support from a trained parent volunteer over 6 to 8 weeks
- Advice, guidance and signposting as well as access to online services and group support

For more information about this service, please email [CharlotteW@familylives.org.uk](mailto:CharlotteW@familylives.org.uk) or call on 07739 788115

We build better family lives together

[www.familylives.org.uk](http://www.familylives.org.uk)

 @familylives



Family Lives is registered as a company limited by guarantee in England and Wales No. 3817762. Registered charity No.1077722. Registered address: The Annex York House, Salisbury Square, Hatfield, Hertfordshire, AL9 5AD



## Cardiff & The Vale Parent Carer Wellbeing Support Service

Online Workshops - Spring 2025

During the Spring term, Family Lives Cardiff & The Vale service will be running a series of free workshops aimed at helping parents support their children's emotional wellbeing and mental health.

### Child to Parent Aggression

Tuesday 11th February, 12pm-1pm

A workshop for parents and carers experiencing aggression or violence from a child or teenager.

### ADHD and Anxiety

Wednesday 19th February, 11am-12pm

A workshop for parents and carers to help understand ADHD in children and explore the overlap between ADHD and anxiety.

### Bringing Up Confident Children

Thursday 13th March, 10am-11am

A workshop to support parents and carers with the knowledge and tools necessary to raise confident, resilient children.

### Navigating Children's Anxiety

Monday 31st March, 1:30pm - 2:30pm

A workshop for parents and carers who want to understand anxiety and seek ways to support their children through it's challenges.

Simply scan the QR code to register your interest, and a MS Teams link will be sent to you a few days before your chosen workshop.

If you have any questions, or need an alternate route to register, please contact Emily Thomas on [EmilyT@familylives.org.uk](mailto:EmilyT@familylives.org.uk).





Llywodraeth Cymru  
Welsh Government

C.A.L.L.



## Cymorth Niwroamrywiol drwy Linell Gymorth C.A.L.L. Cymru

### Neurodivergence support via the C.A.L.L. Helpline Wales

Os oes gennych ofidiau neu bryderon yn ymwneud â Niwrowahaniaeth, mae'r tîm CALL yma i gynnig cefnogaeth emosiynol drwy'r Llinell gymorth.

Mae C.A.L.L. yn cynnig cefnogaeth emosiynol, clust i wrando, ac fe all eich cyfeirio at wasanaethau ledled Cymru, gwasanaethau lleol, ac anfon llenyddiaeth atoch.

P'un a ydych yn ffonio ar ran eich hun, ffrind neu aelod o'r teulu, mae CALL yno i wrando.

If you have worries or concerns relating to Neurodivergence, the team at CALL are here to offer emotional support via the Helpline.

C.A.L.L. Offers emotional support, listening support, can signpost to Wales wide services, local services, and can send out literature.

Whether you are calling on behalf of yourself, a friend or family member, CALL are there to listen.

 **Text/Testun:** Help a / Help to: **81066**

 **0800 132 737**

 **callhelpline.org.uk**

## Who will you speak to when your call is answered?

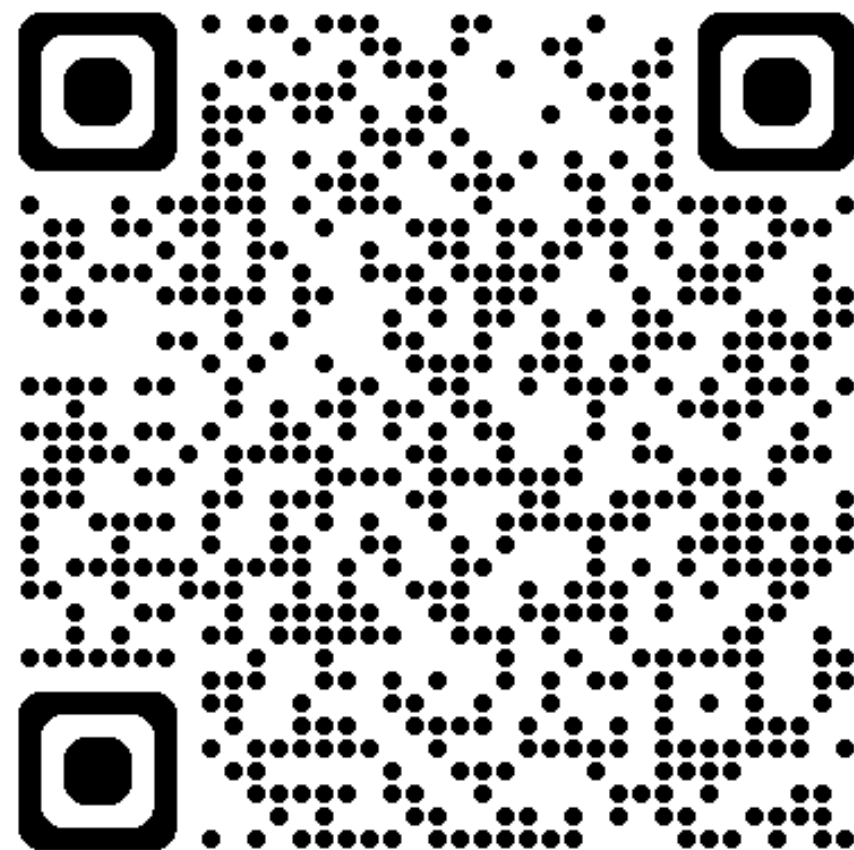
You will speak to a trained Helpline Operator. The Helpline Operator is trained to be able to help by listening, advising, signposting, or sending you literature (usually self-help booklets or service information booklets)

Subjects that Helpline Operators have had training in include:-

- Drugs and Alcohol.
- Mental Health First Aid.
- Mental health.
- Neurodiversity awareness.
- Suicide
- Dementia

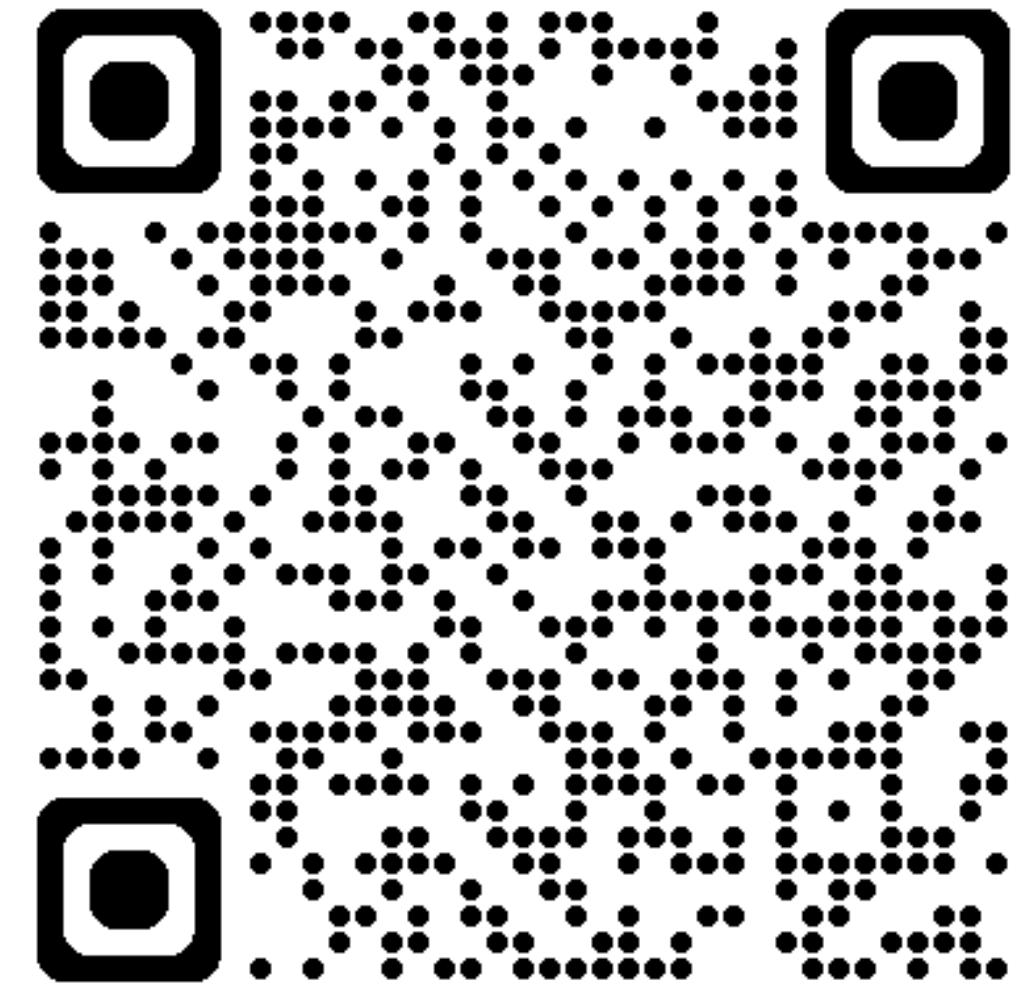


[neurodivergencewales.org/en/](https://neurodivergencewales.org/en/)



Parent & carer virtual  
advice sessions





<https://www.adhdfoundation.org.uk/>



Autism Globe

ACCEPT UNDERSTAND LOVE

Autism Globe is run by parents of autistic children. We welcome anyone who is looking for advice and support.

## OUR SERVICES:



### COFFEE MORNINGS

Meet other parent carers and share your experiences with each other.



### DROP-IN SESSIONS

Face to face advice and support for parent carers.



### PHONE SERVICE

An anonymous hotline for parent carers who prefer advice and support over the phone.



### WORKSHOPS

Gain new skills and knowledge.



### CHILDREN PLAY SESSIONS

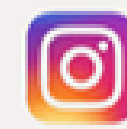
Autism friendly play sessions exclusively for children with autism.

Date and times to be confirmed.

For further information please follow us on:



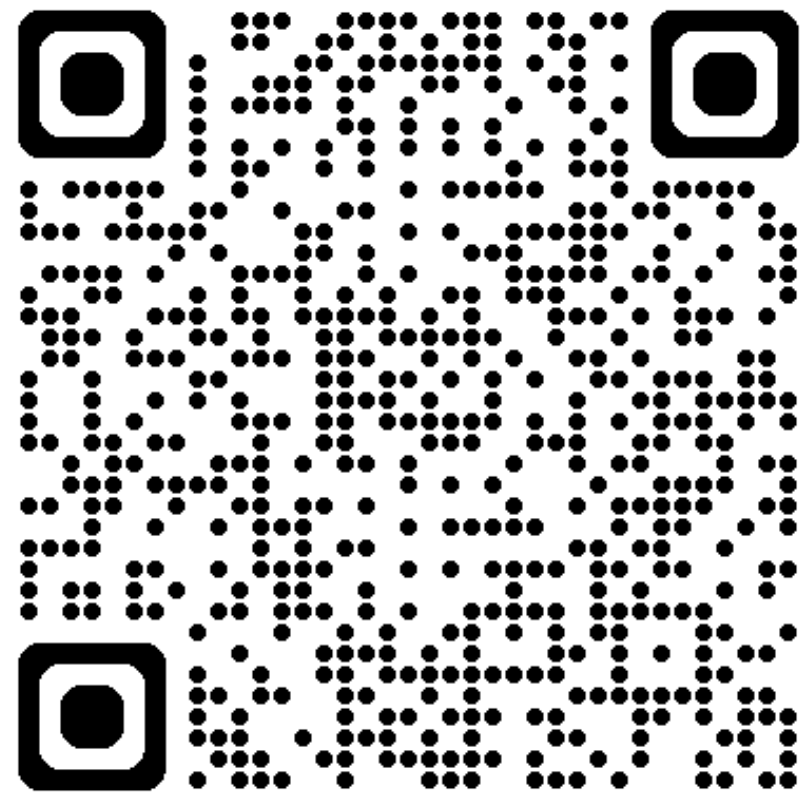
Autism Globe



autism.globe



# HIDDEN disabilities



A symbol for non-visible disabilities ([hdsunflower.com](https://hdsunflower.com))

**Radar Key**

**Blue Badge**

# Children Under 5



**One Group Grŵp Un**

Are you the parent or carer of a child, birth to five, with an additional need? If so, join us at one of our groups to meet new people and have a cuppa and a chat.

No diagnosis or referral needed!

It's fun, friendly and free!

These groups provide an opportunity to meet other parents and children and get advice from Health, Education, Social Care and more.

Groups are run **school term time only**

**029 20 872717**

<https://www.cardiff.gov.uk/ALN>

Find us on Facebook **Grwp 1 Group**

Find us on Instagram **Grwp1Group**

Cymraeg

Logos: Cardiff Council, GIG Cymru NHS, Makaton

## E-PAtS - Early Positive Approaches to Support

8-week programme for families raising a young child (5 years and under) where developmental delay has been suggested.

Contact Health Visitor.



Cardiff and Vale University Health Board, Children's Speech and Language Therapy team know that parents and carers are the best people to support children's speech and language skills.

**If you would like some tips on ways to help your child's communication skills, you can contact our advice line.**

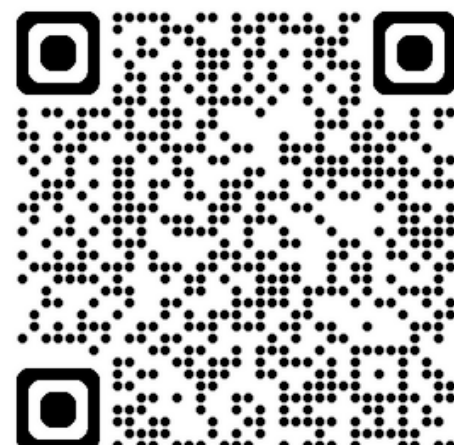
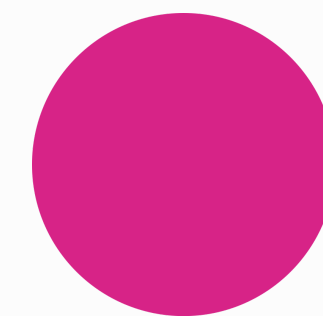
The Families First Speech and Language Therapist will be able to give helpful information about how talking develops and suggest activities which you can do to encourage play skills, understanding of language, using words and general communication.

Give us a ring on **02921 836 585** so we can get communicating together

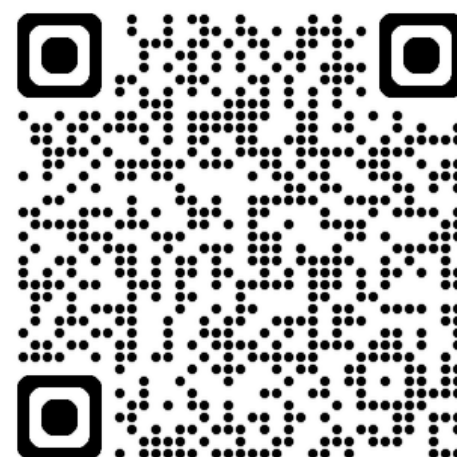
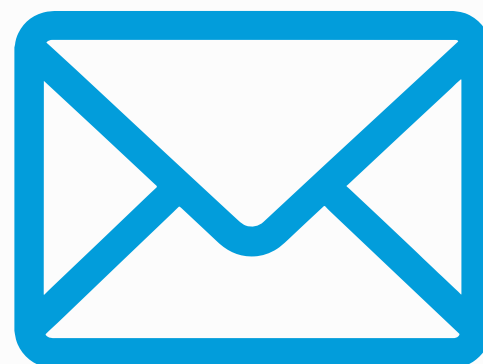
Logos: GIG Cymru NHS, Bwrdd Iechyd Prifysgol Caerdydd a'r Fro Cardiff and Vale University Health Board



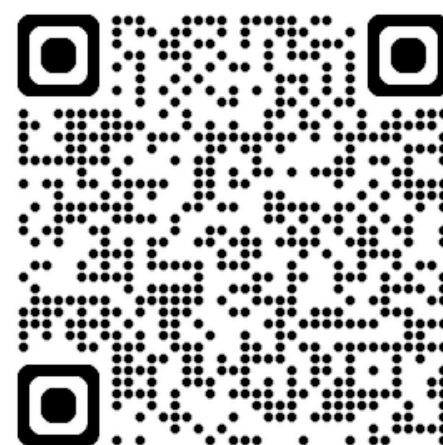
# Gwasanaeth Niwroddatblygiadol Neurodevelopmental Service



[cavyoungneurodevelopment.wales](https://cavyoungneurodevelopment.wales)



[Contact Form](#)

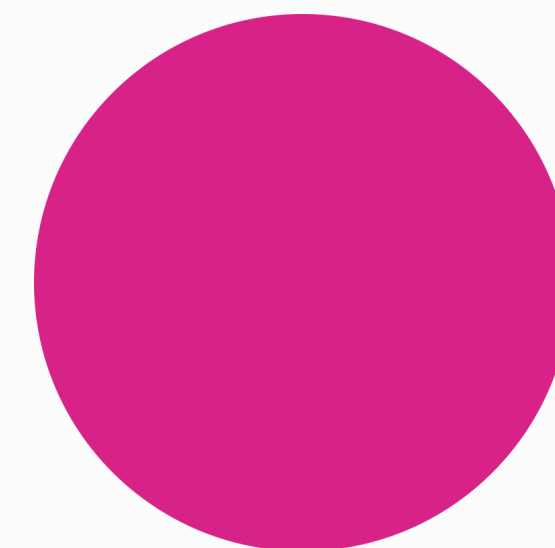
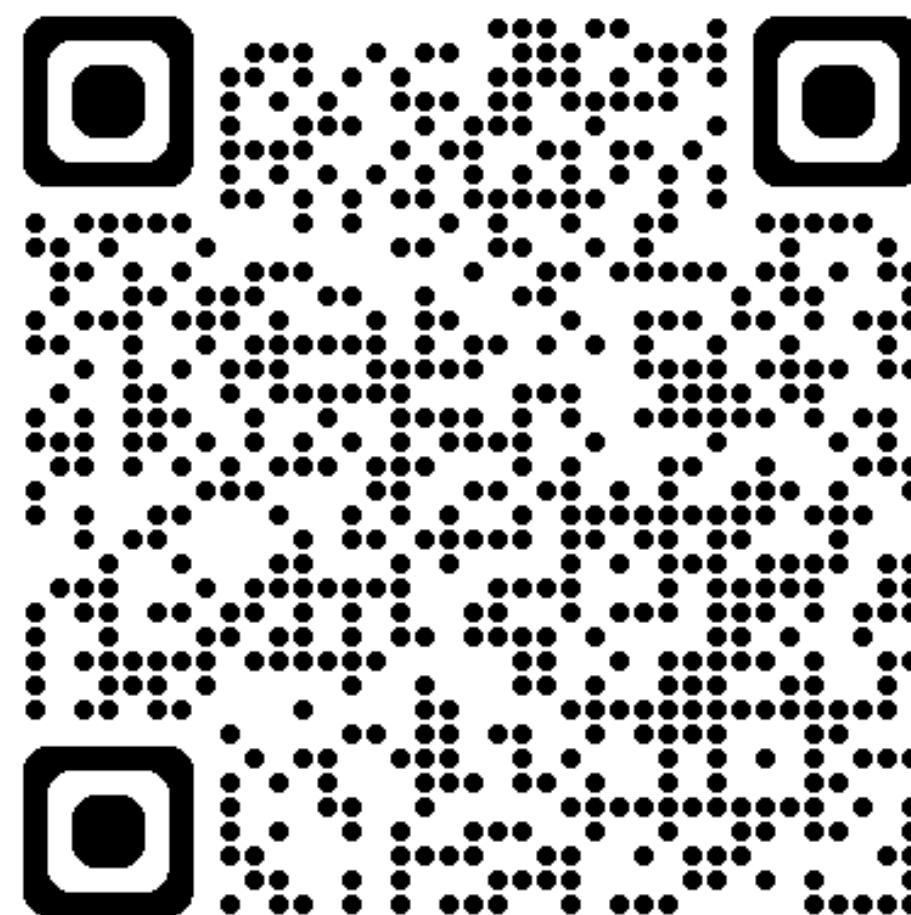


[Frequently Asked Questions](#)



# Gwasanaeth Niwroddatblygiadol Neurodevelopmental Service

Community Connectors 



Email:

[nd.communityconnections.cav@wales.nhs.uk](mailto:nd.communityconnections.cav@wales.nhs.uk)



Gwasanaeth **Niwroddatblygiadol**  
**Neurodevelopmental** Service

# Summary

There is support available whilst you are on the waiting list.

Your child does not need to have a diagnosis to access this support.

# Thank You!

Community Connectors -  
Neurodevelopmental Drop-in Post  
Session Survey 2024

