

The Rainbow Pack

Shropshire Family Information Service (0-19)



Information for parents
and carers of children
with disabilities and
additional needs





Section 1

People You May Meet



If your child has a disability or additional needs, you may find that you need to see a number of different people in many different places.

This can be very confusing, especially when you are dealing with a new baby or a young child.

The following pages provide information about the different services and people who may be involved with helping your child.



Child and Adolescent Mental Health Services (CAMHS)

Who do they work with?

CAMHS works with families with children and young people up to their 18th birthday, when there are serious concerns about aspects of their behaviour, emotions, development and disability which have not been resolved by professionals who work in primary care (eg school, GP, Social Worker, Multi-Agency Team etc).

What do they do?

- The team currently includes professionals in Psychiatry, Clinical Psychology, Social Work, Mental Health Nursing, Cognitive Behaviour Therapy and Family Therapy
- The service they offer is based on listening and discussing matters with the child or young person and their families/carers
- They aim to assess and clarify concerns and problems and to find ways of working with the family to achieve change. This may involve liaising with other services and working in partnership with them. This is only done with consent other than where a child/young person is assessed as at risk of significant harm: in these instances consent is not required under the Safeguarding Procedures.

How do they work?

- The first appointment usually lasts an hour to one and a half hours. After that, they will make other appointments with you as appropriate
- They can work with individuals, but prefer to involve the family/carers
- They use a wide range of therapeutic approaches, using the skills and experience of all the professional staff.

For more information

If you think that an appointment with CAMHS would be helpful then you need to discuss this with a professional involved with your child. Children can be referred by professionals (such as GP's, Social Workers, Teachers etc.) They make a referral after they have done an assessment and after discussion and agreement with the family.



Child and Adolescent Mental Health Services (CAMHS)

For general information contact:

www.telfordpct.nhs.uk - follow links to Services for Children & Young People, then links to CAMHS where information leaflets are available.

Or contact: **Peter Sloan, Team Leader, Shropshire CAMHS**

Coral House, 11 Longbow Close, Harlescott Lane, Shrewsbury SY1 3GZ

Telephone: **01743 450800**



Child and Adolescent Mental Health Services – Learning Disabilities Team (CAMHS-LD)

Who do they work with?

This service aims to help families of learning disabled children who have significant mental health difficulties including behavioural problems. Learning Disability is defined by 'Valuing People', the government strategy paper (2001) as:

- A significantly reduced ability to understand new or complex information and to learn new skills (ie impaired intelligence)
- A reduced ability to cope independently (ie. impaired social functioning) which started before adulthood, with a lasting effect on development.

What do they do?

The service offers assessment of mental health and emotional/behavioural problems, including:

- The diagnosis of conditions such as Autistic Spectrum Disorders and ADHD (Attention Deficit Hyperactivity Disorder)
- Assessment and intervention for challenging behaviours (only for children with learning disabilities)
- Psychological and psychiatric treatment
- Liaison and consultation with other professionals (health, education, social services and the voluntary sector)
- Health education and time-limited support for families
- Home-based behavioural programmes, organised in liaison with school.

How do they work?

- Children can be seen at home, at school, at nursery or playgroup, at the Monkmoor Campus or at a community clinic
- They are assessed by a member of the CAHMS-LD team to identify the particular areas of difficulty and how they can be addressed
- Any treatment, care or intervention is fully discussed with and agreed by parents and carers and also with the child wherever possible.



Child and Adolescent Mental Health Services (CAMHS)

For more information

If you think that an appointment with CAMHS-LD would be helpful then you need to discuss this with a professional involved with your child. Children can be referred only by professionals (such as doctors, social workers, teachers etc).

Referrals to the Consultant Child and Adolescent Learning Disability Psychiatrist in the team must be from a GP or a Professional who knows the child well.

For general information contact:

Contact: **CAHMS-LD**

Coral House, Harlescott Lane, Shrewsbury, SY1 3GZ

Telephone: **01743 450800**



Child Development Centre (CDC)

Who do they work with?

The Shrewsbury Child Development Centre (CDC) works with children under 5 years of age with additional needs to provide support, assessment and treatment.

What do they do?

Friday morning group

- This is an informal drop-in group for children under 3 years of age referred to the group by their Paediatrician. Parents, carers and children can attend until the child's third birthday
- Parents can get access to information, advice and support and can use the multi-sensory room with their child
- Parents are offered 6 monthly Friday Morning Meetings where parents and staff involved with their child meet to share information and help coordinate services. The meeting when the child is 2 years – 2 years 6 months of age is a nursery planning meeting to plan for nursery placement. Where needed, staff arrange specific appointments with the child prior to this meeting to obtain up to date information on progress.

Short assessments

- These are mainly for children who are thought to have difficulty with at least one area of development (often speech and language), but not with attention or cooperation
- The assessment is carried out in one visit by the associate specialist (a community paediatric doctor), occasionally a relevant therapist (eg Speech & Language Therapist) is also involved
- The assessment is made by playing specific games with the child
- Parents receive a written report with results and recommendations after the assessment.

Full assessments

- These are for children aged between two years and five years of age, who may have developmental problems
- Children come to the Centre for five visits spread over three weeks
- They attend in groups of six and spend most of their time in the playroom with nursery nurses



Child Development Centre (CDC)

- Members of the team talk with parents, observe the children in the playroom and often see the child individually
- After the last visit, parents are given an appointment to discuss the results of the assessment and possible sources of help for the child (such as speech and language therapy or nursery placements)
- Parents are also offered a follow-up appointment with the Consultant Paediatrician in the paediatric out-patient clinic about two months later.

Specialist language nursery groups

These are for children who have severe speech and language difficulties. The therapy groups are run by a Speech and Language Therapist, a Teacher and Nursery Nurses.

Outreach visits

These are visits in the home by Nursery Nurses to support specific areas of need eg development of a visual timetable.

How do they work?

- Consultant Paediatricians are responsible for the overall medical care of children attending the Centre
- An Associate Specialist Paediatrician will see children and parents and provide a written report of assessments for parents and medical staff
- A full range of therapists (including Speech and Language Therapists, Occupational Therapist and Physiotherapist) are available at the Centre, as well as an Educational Psychologist, Clinical Psychologist, Orthoptist (to test vision), Social Workers specialising in children with additional needs, Nursery Nurses and a Teacher
- When a child is referred to the Friday morning group the Centre's Social Worker makes contact with the family and may arrange to visit
- The Social Worker is also available to see parents while their child is at the Centre, and will make follow-up home visits if required.



Child Development Centre (CDC)

For more information

Referrals to the Centre are reviewed by the referral panel to ensure the Centre is the most appropriate service for the child (and redirect if not), to allocate places for assessment and to request information from other services involved.

For general information contact:

Contact: **Child Development Centre, Multi Agency Child & Family Support Service**

Monkmoor Campus, Woodcote Way, Monkmoor, Shrewsbury, SY2 5SH

Telephone: **01743 282374**



Community Midwife

Who do they work with?

A Midwife is specially trained to care for mothers and babies throughout pregnancy, birth and up to a month after birth of your baby.

What do they do?

Their work includes:

- Physical health care
- Help and advice with feeding, settling in at home and coping with all the changes and demands a new baby brings
- Talking through any worries or concerns you may have
- Providing information about tests or procedures
- Working with your health visitor and other professionals to make sure your family is given the best possible advice and support
- Give guidance regarding who to contact about financial concerns.

How do they work?

Community midwives work both in hospital and in the community to provide better continuity of care. If your baby has been born in hospital the community midwife will visit you when you come home. You can always contact your nearest maternity unit for advice and guidance at any time.

For more information

For direct referral to a midwife please ring **01743 261085** or **07797 800025** or contact your local GP surgery. If you need to find a GP surgery to register with, then you can contact NHS Direct.

Telephone: **0845 4647**

Website: **www.nhsdirect.nhs.uk**



Consultant Community Paediatrician

Who do they work with?

The Consultant Community Paediatrician is a doctor who specialises in working with babies and children. They are often the first point of contact for families who find out their child has an impairment or disability. A Consultant Paediatrician with an interest in neurodisability has been specifically trained to look after children whose development, for whatever reason, is causing concern. A Paediatric Neurologist is a doctor who specialises in how the brain works in very young children.

What do they do?

- Offer advice and information about a child's medical condition(s)
- Supervise medical treatment and investigate possible causes for delayed development
- Review progress
- Refer on to other specialists that your child needs to see and co-ordinate their medical care.

How do they work?

Paediatricians sometimes work in hospitals and sometimes for community health services. They usually see children at out-patient appointments.

For more information

If you have any concerns about your child's health or development you should speak to your Health Visitor or your GP. They will discuss with you whether your child should see a Consultant Paediatrician.



Continence Advice

You should discuss any concerns that you have about your child's toilet training and continence with the Health Visitor, GP or School Nurse. If you have any concerns about disposing of nappies and other waste then you should contact your local council. The following organisations are also able to give advice.

Continence Foundation

For people of all ages with bowel or bladder problems

Telephone: **0845 345 0165**

Email: **continence-help@dial.pipex.com**

Website: **www.continence-foundation.org.uk**

Enuresis Resource and Information Centre (ERIC)

Advice and information about bedwetting and day-time wetting and soiling.

Sells literature, bedwetting protection and alarms.

Telephone: **0845 345 0165**

Website: **www.eric.org.uk**

National Advisory Service for Parents of Children with a Stoma (NASPCS)

Charity for parents of children who are incontinent or have a stoma. Provides a contact and information service for parents on the practical aspects of caring for a child with a colostomy, ileostomy and urostomy or any other bowel or bladder problems.

Telephone: **01560 322024**

Website: **www.naspcs.org.uk**

Promocon

They help people to make informed choices about products suitable for their needs. They also provide booklets, leaflets and general advice about wetting and soiling and offer practical solutions for toilet training.

Helpline: **0161 834 2001**

Website: **www.promocon.co.uk**

Many organisations concerned with particular conditions, such as the Association for Spina Bifida and Hydrocephalus (ASBAH) and Scope, produce leaflets on incontinence. See the list in the "Organisations" section for contact details.



Dental Care

The general advice for all children is:

- Brush teeth and gums twice a day with fluoride toothpaste
- To prevent tooth decay (rotten teeth) try to keep foods with sugar in to meal times only. The best snacks are fruit and vegetables
- The only safe drinks between meals are milk and water. Even sugar free or very dilute juice will wash away teeth
- Visit your dentist for a check up at least once a year.

To find a dentist ring Shropshire Community Health NHS Trust. They have a full list of NHS dentists that are currently accepting patients and can explain how the system works. They can also advise what to do in the case of an emergency.

You should also phone NHS Direct if your child needs urgent dental treatment and you are not registered with a dental surgery.

Telephone: **0845 4647**

Website: **www.nhsdirect.nhs.uk**

If it is difficult for your child to go to your own dental surgery because they have special requirements, then you can ask your dentist, Health Visitor, GP (doctor) or any other health professional to write a referral. The letter should go to Shropshire Community Health NHS Trust, Dental Service to make an appointment to see your child for an assessment. This service has special experience of treating children with special needs.

The person referring you should contact:

Shropshire Community Health NHS Trust, 71 Castle Foregate, Shrewsbury, SY1 2EJ

Telephone: **0845 345 0165**

Email: **continence-help@dial.pipex.com**

Website: **www.continence-foundation.org.uk**

This service has clinics in other areas, details will be given.

This service will also see unregistered patients in pain for emergency treatment only. You need to call at 9am in order to book an emergency appointment.

For general Oral Health Promotion Advice contact:

Shropshire Community Health NHS Trust, 71 Castle Foregate, Shrewsbury, SY1 2EJ

Telephone: **0845 345 0165**



Educational Psychologist

Who do they work with?

Educational Psychologists (EPs) aim to maximise the learning and development of children and young people and work with parents, schools and other organisations to this end. An EP may work on whole school issues, training teachers and other professionals, work with groups of young people, or consult about individual issues.

What do they do?

The service carries out a range of work, which may include:

- Advising schools, nurseries, parents and education officers on individual children's needs
- Playing a part in assessing children who may need a Statement of Special Educational Needs
- Offering training to individuals and organisations on issues such as child development, inclusion and organisational change
- Involvement in action research projects with schools and other partners.

How do they work?

- Pre-school children may be seen by an Educational Psychologist at the Child Development Centre
- Children attending a nursery or school may be the subject of a consultation when they have reached Early Years or School Action Plus
- Your child's pre-school leader or teacher will discuss such a request with you and obtain your permission before asking for a consultation with the service
- Your child will only be discussed with an Educational Psychologist with your consent
- You will be sent a copy of any summary that is produced as a result of the Educational Psychology Service working with the school setting.



Educational Psychologist

For more information

If you are concerned about your child's learning and development in nursery or school, talk to their teacher first. You may want to ask them if they think a consultation with an Education Psychologist would be helpful. The Educational Psychology Service receives requests for consultation from schools or partners, but at the present time not directly from parents. This is because they feel it is always important to co-ordinate work with the school setting to identify possible solutions together.

For general information contact:

Contact: **The Educational Psychology Service**

The Glebe Centre, Glebe Street, Wellington, Telford TF1 1JP

Telephone: **01952 385216**

Email: **admin@telford.gov.uk**

Website: **www.inclusion.taw.org.uk**



Extended Schools

An extended school is one that works in partnership with other schools and agencies to provide a range of services and activities, often beyond the school day, to help meet the needs and improve outcomes for children, young people, their families and the wider community.

In Shropshire, all schools work together with partners, other schools and the local authority, as well as with pupils, parents and the community to provide access to the following range of extended services:

- Wrap-around childcare/providing children with a safe and supervised place to be between 8am and 6pm
- A varied menu of activities eg study support, sport, dance, art and craft etc...
- Parenting support eg parenting programmes, family learning sessions, links to the Family Information Service, parents' evenings and regular newsletters
- Swift and easy referral to specialist support services eg speech and language therapy family support, mental health services and sexual health services for young people
- Community Access to school facilities eg ICT, sport, adult learning and links with other community facilities and organisations such as Sure Start Children's Centres.

Recognising the value that a great number of developments have brought to children and families, many schools continue with their aim to develop access to services according to the needs of their communities.

For more information

Website: www.shropshire.gov.uk/extendedschools.nsf



Inclusion Services (Shropshire Council)

Who do they work with?

Parents, schools and organisations in relation to inclusion of all children in education.

What do they do?

This team is involved with assessment and placement of children with statements of special educational need. It also has responsibilities relating to exclusions and “education otherwise” (home education).

How do they work?

Inclusion services are involved with:

- the assessment of a child's special educational need
- the educational placement of pupils with statements of special educational need
- the provision of education otherwise than in school eg in small groups, home tuition, hospital
- financial advice to schools on management of special needs budget
- monitoring of special educational needs provision in schools maintained by Shropshire Council
- advice to schools and parents on pupil exclusion procedures
- support and advice for pupils who are in danger of exclusion
- the raising of educational achievement for all Shropshire Looked After Children.

For more information

Telephone: **01743 254395**

Email: **la-inclusion-services@shropshire.gov.uk**

Website: **<http://shropshire.gov.uk/inclusion.nsf>**



Learning Support Advisory Teacher (LSAT)

Who are they?

They are a team of specialist teachers with experience and additional qualifications eg Dyslexia, Autistic Spectrum Disorders.

What do they work with?

Schools and nursery classes who want advice about helping children, or a particular child, to learn.

What do they do?

- A LSAT may observe your child or carry out assessments of your child's skills
- They advise your child's teacher on your child's education, and may suggest other sources of help.

How do they work?

- A school or nursery invites a LSAT if they are concerned
- This is always done with your permission and you will be invited by the school to come in and discuss your child with the LSAT
- If any tests are done with your child these are designed to be interesting for the child and not to put pressure on him or her. They are usually done in a quiet place to help the child concentrate so they can do the best they can. Observations are done in the class when the child is working with the teacher or in a small group, and sometimes in the playground
- The LSAT will write a report with some advice for you and your child's teachers. You will have a copy of this report and it will be a good idea to meet up with a teacher to talk about the report
- A date might be set to review and monitor progress.

For more information

Learning and Behaviour in the 21st Century
Station House, Barkers Court, Madeley, Telford, TF7 5AL

Telephone: **01952 385485**

Email: **learningand.behaviour@telford.gov.uk**



Shropshire Children's Occupational Therapy Service

Who do they work with?

Occupational Therapists work with children who might need help to be as independent as possible in their everyday lives.

What do they do?

They work with children through purposeful activity and play in order to help them attain the highest quality of life. The Occupational Therapist can offer advice on:

- developing independence skills (dressing, feeding, toilet skills)
- hand skills
- gross motor skills
- handwriting and perceptual skills
- environmental changes (such as seating and positioning)
- sensory processing and integration.

How do they work?

- First appointments usually take place in a clinic. There are clinics in Shrewsbury and Ludlow
- Your child may also be seen at a CDC, nursery, at school or at home
- At your first appointment the therapist will talk to you about your child and will carry out assessment activities
- The therapist will give individual advice and will decide if your child needs to be seen again.

For more information

The Occupational Therapy Service has an open referral system which means that anyone can refer – parents, carers, doctors, psychologists, other therapists or teachers. The parent or carer is always contacted for permission to see their child.

Contact: **The Occupational Therapy Service**

Specialist Services for Children and Young People, Coral House,
11 Longbow Close, Harlescott Lane, Shrewsbury SY1 3GZ
Telephone: **01743 450800**



Parent Partnership Officer

Who do they work with?

Parents/carers who:

- have a child who has, or may have, special educational needs
- live in Shropshire, Telford & Wrekin, or have a child at school, nursery or college in one of these areas
- need information, advice or support about their child's education.

What do they do?

Parent Partnership Service (PPS) is a free local service for parents and carers of children and young people with special educational needs (SEN). They can give you information, guidance and support to help you to take an active part in your child's education. They are separate from the local councils, although they receive funding from them, so you can be sure that they are impartial and confidential.

How do they work?

Your local Parent Partnership Officer can help you with:

- information about rights and responsibilities
- paperwork
- putting your views to the right people
- preparing for an education meeting or appeal (and may be able to go with you)
- contacting other organisations for information.

They also work with local support groups and arrange drop-in meetings and training events.

For more information

Telephone: **01952 457176**

Email: **info@pps-shropshireandtelford.org.uk**

Website: **www.pps-shropshireandtelford.org.uk**



Physiotherapist

Who do they work with?

The service is available to children aged 0 – 16 (19, if in full time education) with varied medical conditions and who have been referred by a Consultant, GP or other medical professional.

What do they do?

- The Children's Physiotherapy Service is a Community based service made up of highly specialised Paediatric Physiotherapists and appropriately trained technical instructors and assistants
- Physiotherapists will assess children/young people referred and may provide therapy programmes to meet their individual needs, to help improve development of physical and motor skills (eg posture, movement etc)
- They may also advise on the use of equipment, mobility aids and seating
- The service works closely with parents and carers and also with other health professionals and/or other agencies who may be involved with the child, to help the child make the most of their ability.

How do they work?

- They see children in the most appropriate environment for each child – at home, nursery, school, clinic or Child Development Centre
- At the first appointment the Physiotherapist asks for your consent to treat your child. They will ask you to agree to support and help with the treatment. They suggest, if treatment is required. They will agree a programme with you and arrange the next appointment. They may also suggest appropriate therapy equipment
- Alternatively, treatment may not be necessary and they will discharge your child
- The amount of physiotherapy they suggest depends on your child's needs - input may be frequent to begin with but will reduce over time.

For more information

If you would like to ask if Physiotherapy would help your child then speak to your child's GP, Consultant or any health professional that works with them.



Physiotherapist

For general information contact:

Contact: **Community Paediatric Physiotherapy Service, Services for Children and Young People, Telford & Wrekin Primary Care Trust**

11 Longbow Close, Harlescott Lane, Shrewsbury SY1 3GZ

Telephone: **01743 450800**



Portage Home Visitor

Who do they work with?

Portage is a home-visiting educational service for pre-school children with additional needs and their families.

What do they do?

The aim of portage is to support the development of young children's play, communication, relationships and full participation in day to day life within the family and beyond the home and their inclusion in the wider community.

- They believe that parents are the key figures in the care and development of their child
- They emphasise the positive – finding out and building on what a child can do
- They design activities to boost the child's development in those areas where help is needed – from very early motor skills to the more complex task of using language.

How do they work?

- The Portage Home Visitor will usually make weekly visits to the child's home
- They will ask about your child's development and using a small steps to learning approach introduce appropriate activities for you to practice with your child which will help bring on their development
- One activity is left each week for you to practice with you child and progress is monitored on the return visit before introducing a new activity'.

Children are eligible for portage from the age of 6 months to 4½ years. All request for the service come from Paediatricians based at The Child Development Centres in Shrewsbury and Telford or in the Community.

The service stops when a child has received visits for 2 years or the Child enters other types of early provision with additional support or funding.

For more information

Contact: **The Senior Portage Home Visitor**

Strickland House, The Lawns, Crescent Road, Wellington TF1 3BX

Telephone: **01952 385421**



Portage Play Worker

Who do they work with?

Play using Portage Principles is a home-visiting service run by Children Centre Services and Supervised by the Portage Service. It is designed for pre-school children (between the age 6 months and 5 years) who are struggling to reach some of their developmental milestones eg feeding, communication or mobility.

Portage Play Workers can visit up to a year, however this will depend on the need of the child and family and what other intervention is being offered.

What do they do?

- Like Portage they believe that parents are the key figures in the care and development of their children. They emphasise on the positive – finding out and building on what a child can already do
- Together with the parent they look at what area of development the child is struggling with and then design activities for the family to practice with their child. These activities will aid the child's learning and development.

How do they work?

- At the first meeting the Portage Play Supervisor (Senior Portage Home Visitor) will ask about the child's development and areas of concern. They will then give ideas and information on how to help
- This will be followed up by visits from an allocated Children's Centre Family Support Worker who has been trained to deliver Portage Play. They will make regular home visits which can range from fortnightly to monthly depending on the need of the child and family. The visit usually lasts about an hour
- They leave an activity for the family to practice on a regular basis with their child throughout the week
- On each consecutive visit they will look at your child's progress and leave further activities to develop the child's skills.

Play Using Portage Principles offers an open referral system, this means anyone who has a concern about a child's development can refer with parental permission.



Portage Play Worker

This includes:

- Parents
- Health Visitors
- Settings
- Any other professional working with a pre-school child.

For more information

Contact: **The Senior Portage Home Visitor**

Strickland House, The Lawns, Crescent Road, Wellington TF1 3BX

Telephone: **01952 385421**



Shropshire Youth Information, Advice, Guidance (IAG)

Who do they work with?

They work with 13 to 19 year olds and can work with young people with disabilities up to age of 25.

What do they do?

- Offer independent and impartial information, advice, guidance and support to young people to help to find further education, training and employment opportunities, higher education, other sources of personal development and support links with local employers, schools, colleges and training providers putting young people and parents/carers in touch with others who can help
- up-to-date information through one-to-one discussions, our publications and website.

How do they work?

A free service, part of Shropshire Council's Shropshire Youth, with teams of professional Personal Advisers working in partnership with many other agencies and professionals.

For more information

Bridgnorth	01746 765001
Ludlow	01584 873725
Market Drayton	01630 654138
Oswestry	01691 659111
Shrewsbury	01743 258850
Whitchurch	01948 662309

Website: www.shropshireyouth.com



Shropshire Youth Targeted Youth Support (TYS)

Who do they work with?

Targeted Youth Support provides a range of support to vulnerable young people in order to help them gain the resilience and skills they need to progress into adult life.

How do they work?

The service is designed to support young people experiencing difficulties. Shropshire TYS aims to engage young people at the earliest sign of difficulties by providing tailored services which reduces vulnerability and provides positive outcomes. TYS professionals can offer a range of one to one and group work activity based in schools and youth centres, working collaboratively with key agencies within our community.

For more information

Shropshire Targeted Youth Support Service may receive referrals from parents/carers, practitioners from a wide range of agencies and self referrals from young people.

North Shropshire **01948 662309**
Central Shropshire **01743 364 655**
South Shropshire **01584 874723**



Special Educational Needs Co-ordinator (SENCO)

Who do they work with?

- An Area SENCO works in pre-schools, playgroups and nurseries (known as “settings”). There must be a SENCO for every area
- A school SENCO works in mainstream primary and secondary schools. Every school (including private providers) must have a SENCO. In some schools this is the head teacher
- Colleges do not have a SENCO – they will usually have a Learning Support Advisor or a similar post.

What do they do?

A SENCO is a teacher (sometimes the head teacher) who is responsible for co-ordinating the inclusion of children with special educational needs in mainstream education. The SENCO will make sure that pupils with special educational needs receive the help they need to make progress.

How do they work?

A SENCO will:

- Ensure liaison between the setting and parents and carers
- Ensure that individual educational plans (IEPs) are in place
- Advise staff about special educational needs and the school policy for dealing with children with special educational needs
- Plan a system to meet children’s special educational needs.

For more information

Ask at your child’s pre-school setting or school office.



Sensory Inclusion Service

Who do they work with?

Children and young people with visual impairment (VI) or hearing impairment (HI) aged 0–19+ (including those with dual sensory impairment) and their families/carers. They aim to enable children and young people with a sensory impairment to have high self-esteem, be independent and successfully included within the community.

What do they do?

- Support parents and carers
- Work with schools and other agencies to support learning, development and inclusion
- Provide audiological services
- Provide visual services including mobility, rehabilitation and social inclusion services
- Teach specialist skills such as Braille and touch typing
- Provide, evaluate, monitor and maintain specialist equipment in homes, settings and schools
- Provide counselling and guidance services
- Monitor the provision and needs of children and young people with sensory impairment in out-of-county placements
- Arrange appropriate provision for children and young people with dual sensory impairments.

How do they work?

Most children with sensory impairment are identified at the pre-school stage.

New early screening procedures mean that many children now come under the care of SIS within the first few weeks of life.

They work with families and other agencies to ensure the best possible development, learning and curriculum access for children and young people with additional/multiple disabilities.



Sensory Inclusion Service

For more information

Children are usually referred to SIS by a health worker. General advice is available on request.

Contact: **Team Leaders for VI or HI, Sensory Inclusion Service**

The Glebe Centre, Glebe Street Wellington, Telford, TF1 1JP

Telephone: **01952 385269**

Fax: **01952 385215**

Website: **SIS@telford.gov.uk**



Severndale Specialist Outreach Service

Who do they work with?

- Supporting mainstream schools to meet the diverse needs of pupils Complex Learning Needs
- Assisting schools to implement successful interventions
- Enable pupils to reach their potential and to be included in the life of the school
- Provide a range of training opportunities.

What do they do?

The Outreach Service can support individual pupils or groups of pupils who are significantly underachieving. Where schools identify a need the outreach service will:

- Use baseline data to assess underlying reasons for learning difficulties
- Advise on Individual Education Plan targets
- Support on curriculum access and differentiation
- Loaned resources and strategies to support curriculum access
- Resources and activities to develop skills for learning
- Transition support and liaising with SENCo in receiving school
- Modelling and coaching
- Whole School Support – to include school audit
- Loan ICT and other equipment for pupils with physical disabilities and/or recording difficulties
- Assessment of learning need to support statutory processes
- Risk Assessments for Manual Handling
- Training programme of half day and twilight courses.

They also signpost to other professionals and/or agencies where appropriate.

For more information

Contact: **Severndale Specialist School Outreach Service**

Hearne Way, Monkmoor, Shrewsbury, SY2 5SL

Telephone: **01743 281633**

Email: **outreach.severndale@gmail.com**



Social Work Teams

For more information

Disabled Children's Team, Monkmoor Campus, Woodcote Way,
Monkmoor, Shrewsbury, SY2 5SH
Telephone: **01743 282370**

Other Social Work Teams

What do they do?

There are three other social work teams around Shropshire who work with Children which are the Assessment Team, Children in Need Team and Child Protection Case Management Team. They are there to ensure the safety and welfare of all children.

They are particularly concerned if there are issues around:

- Protecting children from harm and neglect
- Problems linked to mental health needs, alcohol or substance misuse
- Offending and criminal activity
- Young people with significant caring responsibilities for other family members
- Any other reasons which have a serious and possibly damaging impact on the family life and welfare of the children living within a family.

For more information

If you think that your child's safety or welfare have become affected then you should contact any of these social work teams.

Telephone: **0345 678 9021**



Speech and Language Therapist

Who do they work with?

They work with children who have a wide variety of speech, language or communication difficulties.

What do they do?

They assess and offer advice or therapy programmes for:

- Speech difficulties (for example, problems in making certain sounds or pronouncing words properly)
- Language difficulties (for example, problems in understanding what is said, or difficulty in putting sentences together)
- Social communication (for example interacting with other people).

How do they work?

- After they receive a referral you will be sent a letter asking you to call the office to make an appointment at your local clinic, or you may receive a phone call directly from a therapist to arrange an assessment appointment
- Some assessments take place in clinics, others in early years settings or in schools
- At the first appointment the therapist will talk to you about your child and ask about his/her child's health and development. It is helpful if brothers and sisters are not brought along
- For young children, it is useful to bring the personal child health record book (the red book) to this appointment
- The therapist will then spend some time with your child to get to know them a little and to informally and formally assess his/her communication skills
- If your child has speech, language or communication needs the Speech and Language Therapists may directly offer support to your child and may support you and any staff working with your child with information, advice and coaching.



Speech and Language Therapist

For more information

If you are concerned about your child's speech, language or communication you should discuss your worries with your Health Visitor, nursery, playgroup or school.

Ask them to provide information to send to the Speech and Language Service.

You can also contact the service yourself for advice.

Contact: **Speech and Language Therapy Service, Shropshire Community health NHS Trust. Children & Specialist Services,**

Coral House, 11 Longbow Close, Harlescott Lane, Shrewsbury. SY1 3GZ

Telephone: **01743 450800**



Surestart Children's Centre Services

If you have a child under five, it's good to know that there are services around you – and this is as important if you have a child with an additional need or disability. As part of national developments, Shropshire Council continues to develop Children's Centre Services to improve the outcomes for all young children and in particular to close the gap between the outcomes for the most disadvantaged children and others. Outcomes and options for children, their parents and communities will be enhanced by increasing the availability of high quality integrated childcare and early learning, health and family support services.

All of the Sure Start Children's Centre areas in Shropshire work in Partnership to offer the following services to children under 5 and their families:

- Early Learning and Childcare
- Childminding
- Child and Family Health
- Family Support
- Parental Outreach Services
- Support for Children and Parents with Special Needs
- Jobs, training and money
- Information and advice to parents
- Family Drop In Sessions (including fathers).

To achieve this, Sure Start Children's Centre Services are available to all families – including those who have a child with additional needs. Sure Start Children's Centre Services are working closely with colleagues in the Child Development Centre and the Multi Agency Child and Family Support Services at the Monkmoor Campus, to ensure that there are good quality services developed for young children with additional needs and their families. This includes providing Makaton training for parents and professionals, sharing information and resources and making sure that parents are aware of opportunities like Play Pals monthly drop-in groups in Shrewsbury and around the county, which are run using Portage principles and facilitated by staff who can communicate in Makaton. One to one family support is also available, as is support to attend local settings. Parental consultation takes place, using the infrastructure of the Parent and Carers Council, in addition to local focus groups.



Surestart Children's Centre Services

Sure Start Children's Centre Services also support families where an adult may have additional needs, working closely with adult services to provide access to family activities and support.

For more information

To find out more about the range of services, please contact
Sure Start Children's Centre Services on:

Telephone: **01743 452400/01691 656513** or **01694 723465**

Website: **www.shropshire.gov.uk/childrenscentres.nsf**



Transition support worker (adult social care)

Who do they work with?

From 14 years - if your child is likely in future to get services from the Adult Learning Disability Team then your family will be offered Transition Support.

What do they do?

A representative of a team will contact you and other practitioners to:

- Attend School and where appropriate Looked after Children's reviews whenever possible
- Gather information about needs, hopes and wishes for the future
- Share information with the adult social care team
- Give information about adult social care services and what opportunities are available for young adults.

How do they work?

- They aim to provide information to young people who are likely to be eligible for a service and their family carers at the 14+ Transition Review. They will then help with planning future services and opportunities
- Attend transition events to provide information updates
- Arrange for a Community Care Assessment prior to the individual's 18th birthday.

For more information

Most of the young people who will have a Transition Support Worker will be known to the Disabled Children's Team, so ask your Social Worker for more information. If your child does not have a Social Worker, and you would like to know more about whether this can be arranged, then contact the **Disabled Children's Team** on **01743 282370**.



Wheelchair & Posture Service

Who do they work with?

People with restricted mobility.

What do they do?

- Assess whether people would benefit from the provision of a wheelchair
- Issue wheelchairs with seating system if appropriate if someone will need a wheelchair permanently
- Give advice and information about the purchase of alternative wheelchairs
- Loan out wheelchairs for short-term or occasional use.

How do they work?

- The Wheelchair and Posture Service accepts initial requests from professionals who are “Accredited Referrers” (this means that they are trained to be aware of services offered so appropriate referrals can be made)
- The service can sometimes decide from the form what someone needs, otherwise they may arrange an appointment at your home or at a clinic
- They will discuss with you and agree what kind of wheelchair would be appropriate (including self-propelled, pushed and electric wheelchairs)
- They may also provide special seating in the wheelchair, if it is required, for people who use a wheelchair all the time
- It is your responsibility to clean and look after the wheelchair and to contact the wheelchair repair service for repairs and maintenance (details from Wheelchair & Posture Service)
- If you would prefer to buy another kind of wheelchair that they do not provide they can give you a voucher (for the value of the wheelchair prescribed) to put towards the cost.

For more information

Ask for advice from your GP or a health professional who sees your child.

For general information contact: **The Wheelchair & Posture Service,**

Shropshire Rehabilitation Centre, Lancaster Road, Harlescott,

Shrewsbury. SY1 3NJ

Telephone: **01743 444051**



Woodlands Outreach Service

Who do they work with?

Woodlands Outreach Service offers support for schools to enhance inclusion for children on the Autism Spectrum and for children experiencing behavioural or learning difficulties.

What do they do?

In agreement with parents, schools make referrals to the service. Support usually begins with an initial visit by a Specialist Advisory Teacher. Following this visit, further support could include:

- a written assessment report with advice for school
- individual or small group support sessions, including social skills groups
- providing resources
- providing training for school staff
- modelling direct support of children for school staff
- liaising with other agencies, such as Inclusion Services, Child & Adolescent Mental Health services, Occupational Therapy, Speech and Language Therapy and the Educational Psychology Service
- attendance at meetings, including annual reviews and team around the child meetings as requested by school
- review visits.

How do they work?

Schools purchase sessions which pay for the support provided.

For more information

Contact: **Woodlands Outreach**
Telephone: **01939 236181**
Email: **outreach.woodlands@shropshirelg.net**



Section 2 Benefits and Money



As parents/carers of a child with a disability or additional need you may be entitled to claim welfare benefits and also to apply for other financial assistance.



Benefits and Money

Benefits

This is only a brief introduction to the benefits that you may need to know about. We do suggest that you get advice before making any major decisions or applying for benefits.

Thank you to Chris Westwood from the Customer Care & Involvement Team, Shropshire Council for checking the following Benefits Information.

Disability Living Allowance (DLA)

Children must have needed help for at least three months and be expected to need help for at least another six months to qualify for Disability Living Allowance (DLA). If your child's needs change, you can ask for their DLA to be re-assessed. DLA is not means tested (this means that the amount paid is not dependent on how much you earn or have in savings). It is tax-free. The idea behind awarding DLA is that it can be spent to enable the disabled person to take part in daily life. It is for people with an illness or disability who need:

- Help with personal care
- Help with getting around
- Help with both these things.

It is made up of two parts:

- A care component which can be paid at one of three weekly rates (higher, middle or lower)
- A mobility component which can be paid at one of two weekly rates (higher or lower).

The rate your child receives will depend on their needs. To qualify, children must need more help than is usually required at their age.

The care component looks at the amount of help or supervision your child needs in connection with their 'bodily functions'. It looks at things like washing, dressing, using the toilet and taking medicine. It will also take into account any supervision your child may need to prevent them harming themselves or other people. The mobility component is paid at the higher rate to children aged three or over who have severe walking difficulties. If you are awarded the higher rate of care component you may be able to get the higher rate of the mobility component if your child is aged three or over and has challenging behaviours that make it difficult to go out.



Benefits and Money

It is paid at the lower rate to children over the age of five years who can walk but need supervision out of doors (this may include children with learning difficulties, epilepsy or hearing or visual impairments).

To claim DLA you can

- Ask for a DLA claim pack from your local Job Centre
- Write to Disability Living Allowance Unit, Warbreck House, Warbreck Hill, Blackpool FY2 0YE
- Telephone the Benefits Enquiry Line - **0800 882200**
- Download from the Dept of Work and Pensions Website: **www.dwp.gov.uk**

If you call in, write or phone for a form they will date stamp it. You then have 6 weeks to complete and return it. This means that you will be paid from the date the form was requested. If you download the form there will not be a date stamp, so you will be paid from the date they receive your completed form. You can ask for help in filling in the form from one of the organisations listed in the next section “Where to get advice”. The more information you can give on the form, the better. The parts that are most difficult to fill in are when it asks “how many times” you do something, but it is very important to fill this in accurately. Some parents find that keeping a diary of their child’s needs for a couple of weeks before doing the form (for example, showing how often someone has to get up to them in the night) can help to give a clearer idea of how much help their child needs.

If you are turned down for DLA or are given DLA at a lower rate than you expected you can appeal. It is always worth getting some help with this from one of the advice organisations listed at the end of this section.

Carers Allowance

Carers Allowance is a weekly benefit for anyone looking after a severely disabled person. To qualify you must:

- Be spending at least 35 hours per week caring for a person who receives Disability Living Allowance care component at either the higher or middle rate
- Not be earning more than a specified amount per week (in 2011/2012 this is £100 per week after taking off any tax, national insurance and half of anything paid into a works pension).



Benefits and Money

You cannot be paid Carers Allowance at the same time as State Pension, Maternity Allowance, Incapacity Benefit, Unemployability Supplement, Contribution-based Jobseekers Allowance, Widows Benefits, Bereavement Benefits or state training benefits. This is called the overlapping benefits rule. However, if the amount you get from these benefits is less than the basic rate of Carers Allowance, then you can apply for Carers Allowance to top up the amount.

Carers can claim Income Support. As this is means tested then you get the amount of Carers Allowance taken off your Income Support. There are reasons for applying for Carers Allowance as it does bring with it other benefits and assistance. You can collect a Carers Allowance Form in the same way as a DLA application.

For further information phone the **Carers Allowance Unit**

Telephone: **01253 856 123**

Tax Credits

You can claim Child Tax Credit if you have a dependent child, whether or not you work. You may receive increased Child Tax Credit if you have a child with a disability. You can claim Working Tax Credit if you have a child and you, or your partner, is working at least 16 hours a week. (From April 2012, couples must be working for at least 24 hours per week to qualify for Working Tax Credit. These 24 hours can either be done by one member of the couple alone or shared between both of you – **but one of you must be working at least 16 hours per week**). This can sometimes include some help towards paying for registered or approved childcare.

Eligibility for tax credits depends on your income.

To claim Tax Credits you need to get form TC600.

You can get this from your **Jobcentre Plus** office or by contacting the

Inland Revenue Tax Credit

Telephone: **0845 3003900**

Website: **www.hmrc.gov.uk/taxcredits**



Benefits and Money

Working Families

Everyone who has a child usually has to consider their options for caring for their child whilst maintaining financial security. If you are finding it difficult to decide what to do for the best then it is worth checking what benefits and tax credits you are entitled to, or would be entitled to if you make changes to your working life. If you would like to talk this through you can contact one of the organisations mentioned above, or try the organisation “Working Families”.

Telephone: **020 7253 7243**

Website: **www.workingfamilies.org.uk**

Other benefits

You may be able to get:

- Income Support
- Jobseeker’s allowance
- Housing Benefit
- Council Tax Benefit
- Community Care Grant.

You can also get in touch with any of the organisations at the end of this section as they will be able to give you up-to-date information and help you work out what you may be entitled to.

Road Tax Exemption

If your child gets the Mobility Component of Disability Living Allowance at the Higher Rate you should automatically be sent a Vehicle Excise Duty (Car Tax) exemption form. If you have not, then contact: **Disability Living Allowance Unit** Warbreck House, Warbreck Hill, Blackpool FY2 0YE Benefits Enquiry Line: Telephone: **0800 882200**

The Motability Scheme

The Motability Scheme provides a simple and affordable way for disabled people to lease a car, scooter or powered wheelchair. Anyone who receives the Higher Rate Mobility Component of the Disability Living Allowance and has at least 12 months’ award remaining is eligible. Customers simply exchange this allowance for a car,



Benefits and Money

scooter or powered wheelchair of their choice. There's a wide range of cars to choose from, including automatics and low emission models, available from all the major manufacturers. A range of affordable Wheelchair Accessible Vehicles and car adaptations are also available.

Telephone: **0800 093 1000**

Website: **www.motability.co.uk**

Blue Badge Parking Scheme

The Blue Badge Scheme is for people who receive the higher rate of the mobility component of DLA and registered blind or people who have severe walking difficulties or a severe disability in both arms. Badges are not normally issued to people who have a temporary disability eg broken leg or who are recovering from surgery where it is reasonably expected that their mobility is very likely improve as a result. Sometimes it is possible to apply for a badge for a child over the age of 3 who needs constant supervision due to a diagnosis of a condition leading to challenging behaviour but this will be subject to meeting one or more of the set National criteria. Also if child with complex disabilities or health needs a lot of equipment with them at all times, then they will sometimes be granted a Blue Badge until the age of 3 years (at which time an application for the higher rate of the mobility component of DLA can be submitted).

Telephone: **0345 678 9014**

Fax: **01743 210844**

Website: **www.shropshire.gov.uk/disability/bluebadgepermit**

Further information can also be obtained by visiting:

www.dft.gov.uk/bluebadge or www.direct.gov.uk/bluebadge



Benefits and Money

Utility providers may be able to offer some discount schemes to families who have a child with a disability or additional need. It would be worth contacting your electricity supplier or gas supplier to check whether they can offer you any discounts such as reductions to your bill. Your water supplier may be able to offer you a water meter which could reduce your bill.

You may be able to get a reduction to your Council Tax if you have a child with a disability. To find out more information:

Telephone: **0345 678 9002**

Travel costs to health appointments and visiting a child in hospital

You can get help with the cost of travelling to receive NHS treatment. If you get Income Support, Income Based Jobseeker's or Employment & Support Allowance or the Guaranteed Pension Credit then you can ask for a refund at the hospital if you take proof of benefits with you.

You may also get help if you are on a low income but you will need to fill in form HC1 to get a low income certificate. If you pay for anything in the meantime you may get a refund if you claim on a form HC5. You can get these forms from a hospital, from **Jobcentre Plus** or by ringing **0300 123 1002**.

People who are getting Income Support, Income Based Jobseeker's or Employment & Support Allowance or the Guaranteed Pension Credit may get a grant to visit a relative who is in hospital. The help comes from the Social Fund, part of Jobcentre Plus. Contact your local Jobcentre for a claim form.

For more information see:

<http://www.patient.co.uk/health/Help-with-Travel-Costs-to-Hospital.htm>



Benefits and Money

If your child is approaching age 16

Once your child reaches age 16 they may be able to claim benefits in their own right (such as Employment and Support Allowance). If they do so then Child Benefit and Child Tax Credit for them will stop. You should seek advice from one of the organisations at the end of this section before deciding what to do; they will be able to work out which of the two options is best for you.

Child Tax Credit and Child Benefit end when your son/daughter reaches 16 unless he/she stays in education - when it is paid until age 19 (or age 20 if the course started before the 19th birthday).

Disability Living Allowance - When the young person is nearly 16, DLA will write to ask if you the money should be paid to him/her in future, or if it should still be paid to you. If you do not receive this letter, contact the Department of Work and Pensions to check. If he/she is not going to manage money then you can apply to be their appointee which means that you will be responsible for the claim. At aged 16 a DLA claim is normally reviewed and the form will be different. It is worth getting some help to complete it to make sure the award is not reduced.

Other benefits

As your son/daughter moves into adulthood the range of benefits and support that they can claim in their own right becomes more complex depending on circumstances, such as:

- Jobseekers Allowance
- Employment and Support Allowance (ESA)
- Community Care Grant
- Council Tax Benefit
- Help with Health Costs
- Housing Benefit
- VAT Relief on Products and Services
- Social Fund
- Working Tax Credit.

It is worth getting an up-to-date assessment of entitlements for your son/daughter and for your family from a specialist benefits advice service.



Benefits and Money

Cinema - ceacard (Cinema Exhibitors association) is a card you can get if you get Disability Living Allowance (DLA). For a small charge it allows a free ticket for a parent/carer.

Telephone: **0845 123 1292**

Website: **www.ceacard.co.uk**

Where to get advice

Shropshire Council Welfare Advice Officers

If you have a social worker you can ask them to make a referral to this team, or you can contact them directly. They can offer benefits advice and assist with making claims and appealing decisions.

Telephone: **01743 253771**

Shropshire Citizen's Advice Bureaux (CAB)

Citizens Advice Shropshire is a registered charity and is part of a national network of independent CAB which give free, confidential and impartial help and advice to anyone.

Telephone: **08444 99 11 00**

Website: **www.cabshropshire.org.uk**

Department for Work and Pensions

This has up-to-date information about benefits entitlements and they can send out claim forms. You can also apply for some benefits online or download forms. The initial benefits advice line is for people who are sick, disabled or are full time carers. Parents can phone on behalf of children.

Initial Benefits advice line

Telephone: **0800 882200**

Website: **www.direct.gov.uk/en/DisabledPeople**

Contact a Family

Information and guidance for families and young people up to the age of 19. Booklet "Benefits, tax credits and other financial help" is free to parents/carers.

Telephone: **0808 808 3555**

Website: **www.cafamily.org.uk**



Benefits and Money

Other Financial Assistance

If, after applying for all the benefits that you are entitled to, you need some extra financial support for your child or your family, there are some private and voluntary organisations that can sometimes help. Some of these organisations will only take applications if they are supported by a professional working with your family so it is a good idea to talk to them first.

Family Fund

Family Fund is an organisation set up to ease the stress on families who care for severely disabled children under 17, by providing grants and information related to the care of the child. They help families lead ordinary lives by providing grants for things that families tell us they need and that make life easier for the disabled child, young person and their family. They can help with essential items such as washing machines, fridges and clothing but can also consider grants for sensory toys, computers and much needed family breaks together.

Contact: **Family Fund**

Unit 4, Alpha Court, Monks Cross Drive, York YO32 9WN.

Telephone: **08449 744 099**

Email: **info@familyfund.org.uk**

Website: **www.familyfund.org.uk**

Other grants and trusts

There are a wide range of grants and trust that you may be eligible to apply to. Some of these are national ones that are there to help families deal with disability and poverty, some are for people with particular disabilities and additional needs and some are for Shropshire people.

FunderFinder

The Community Council in Shrewsbury can search the FunderFinder database to find out if there are any Trusts or Grants that you could apply for.

Telephone: **01743 360641**

Email: **enquiries@shropshire-rcc.org.uk**

Website: **www.shropshire-rcc.org.uk** go to Community Activities/
People in Need



Benefits and Money

Please contact the charities below by either visiting their website or telephoning them for further information about grants.

Caudwell Children

Provides equipment, therapy programmes & specialist treatment.

Telephone: **0845 300 1348**

Website: **www.caudwellchildren.com**

BDF Newlife

Grants available for essential medical equipment.

Telephone: **0800 902 0095**

Website: **www.newlifecharity.co.uk**

Cerebra

Provide grants for a wide range of items.

Telephone: **01267 244200**

Website: **www.cerebra.org.uk**

Children Today

Provide specialist equipment for youngsters with a disability aged up to 25 years.

Telephone: **01244 335622**

Website: **www.children-today.org.uk**

Promise Dreams

Applications open for children with a disability up to the age of 18 years.

Telephone: **0845 052 1231**

Website: **www.promisedreams.co.uk**

Whizz Kidz

Provide mobility equipment to children under the age of 18 years to enable independence.

Telephone: **0845 052 1231**

Website: **www.whizz-kidz.org.uk**



Section 3

Having Fun



In this section you will find ideas and information on activities for your child and your family.



Having Fun

Contact a Family

A good starting point for information is Contact a Family. They produce a free factsheet – “Holidays, Play and Leisure” which contains information about specialist companies, access, accommodation, insurance and financial help. It also gives information about getting more detailed guidance about holidays for people with particular disabilities.

Telephone: **0808 808 3555**

Email: **www.cfamily.org.uk**

RADAR

RADAR is a national network for disability organisations and disabled people. They co-ordinate a national key scheme and have a holiday accommodation website.

Telephone: **020 7250 3222**

Email: **www.radar.org.uk**

Holiday Play-schemes

Some play-schemes are able to provide additional support and special facilities for children with additional needs. Unfortunately some of them do get full up, so do phone up to find out if they have spaces, or if there is a waiting list.

Contact: **Shropshire Family Information Service**

Telephone: **01743 254400**

Email: **ShropshireFIS@shropshire.gov.uk**

There isn't room to put everything that is going on for families in these pages.

Activities do change all the time, however, we have included some ideas for how to get information about what is going on in your area.

If you have any concerns about access, or about whether your child would be able to take part in these activities, it is a good idea to phone up first. If your child is likely to need extra support you may have to stay with them or arrange something yourself, although some groups may have extra helpers. If you would like to find out more about how to arrange support – look at the Section on Childcare.



Having Fun

Short Breaks

Short Breaks is a government funded programme which supports families with children and young people who have a disability or additional needs who have or would experience difficulty attending an activity without support.

The programme aims to:

- 1) Enable carers of children with a disability to have a break from caring, supporting education, training, leisure and other day-to-day activities
- 2) Enable children to participate in activities that are fun and rewarding, that develop confidence and independence away from home and that give opportunities to make new friends.

The programme offers support for families with a child, up to the age of 18, who has a disability. (However, some Short Breaks, for example the Youth Service activities, cater for young people above this age limit). 'All In' is part of Shropshire's wider Short Breaks programme.

How can a family access a Short Break?

You can call the **Disabled Children's Team** on **01743 282370**.

How does it work? Who can have a Short Break?

You will need to give information about your child's needs, your needs as a carer, as well as your family environment. This enables them to assess whether Short Breaks is able to help. They will assess your needs to determine your level of support. They will then establish what type of Short Break is appropriate. The type of Short Break they can offer will depend on your eligibility and your preferences. Activities are divided into five levels of support. The level of support they offer will depend on your eligibility.

How can I find out more?

For further information regarding Short Breaks, the Short Breaks Statement and 'All In' please contact the Disabled Children's Team on:

Telephone: **01743 282370**

Website: **www.shropshire.gov.uk/childrenstrust.nsf**
(then follow the Short Breaks link)



Having Fun

Family Information Service (FIS)

The FIS has information on a range of activities including out of school clubs, holiday play schemes and events.

Telephone: **01743 254400**

Website: **www.shropshirefamilyinfo.co.uk**

The Family Grapevine Newsletter

This free magazine comes out three times a year and has a great deal of general information for families about activities in Shropshire. It covers Newport, Shifnal, Much Wenlock, Cressage, Condover, Dorrington, Wem, Shawbury, Hadnall, Bomere Heath, Baschurch, Ruyton-XI-Towns, Westbury, Worthen, Minsterley, Pontesbury and Hanwood. Look for the Family Grapevine in surgeries and libraries when it comes out - in March, July and November. Or visit their website at **www.sandtfamilygrapevine.co.uk**

Libraries

The local library is a great free resource for families, often running activities that your family will enjoy, including baby rhyme sessions, toddler story sessions, and activities for older children. Libraries offer free access to computers and the internet, and will also have information about other services and activities available in your area. If you are not near a branch library, then mobile libraries visit villages throughout the county.

Children with disabilities can apply for concessionary membership, which gives more flexibility in terms of fines and ordering and returning books. For information about library services in your area contact: **Shropshire Libraries 01743 255000**.

For general information about the Shropshire Libraries go to:

Website: **www.shropshire.gov.uk**



Having Fun

Swimming and leisure centres

Leisure centres often have regular family swim sessions plus a smaller pool for beginners. Most leisure centres have concessions on prices for people getting benefits (such as Disability Living Allowance or Income Support), or if you live in a Sure Start area. Sports England have a web-site which searches for sports facilities in your area. Go to **www.activeplaces.com**

Contact numbers for local swimming pools and leisure centres:

- Bishops Castle **01588 630243**
- Bridgnorth **01746 761541**
- Ellesmere **01691 622543** Lakelands
- Ludlow **01584 874620**
- Market Drayton **01630 655177**
- Newport **01952 382740**
- Much Wenlock **01952 727629**
- Oswestry **01691 677150**
- Shrewsbury (Quarry) **01743 257870**
- Wem **01939 232460**
- Whitchurch **01948 662187**

For children who need to wear a nappy whilst swimming - try "swimnappies" (aged 3 months – adults) from a company called Incy Wincy:

Telephone: **0845 365 3645**

Email: **info@incywincy.net**

Website: **www.incywincy.net**

Toy Libraries

Toy libraries are a great way to test toys out, or borrow some specific larger types of toys or play equipment that you wouldn't necessarily buy. For information on local toy libraries, please contact the **Family Information Service** on **01743 254400**.



Having Fun

Specialist toys and games

There are many companies supplying toys and educational games that local parents have suggested. Some of these are listed below. Contact them directly for their catalogues.

Galt education	08451 203005	www.galt-educational.co.uk
Rompa	0845 2301177	www.rompa.com
SpaceKraft	01274 581007	www.spacekraft.co.uk
TFH Toys	01299 827820	www.tfhuk.com
Learning Materials	01902 454026	www.learningmaterials.co.uk

Baby and toddler groups

These groups give you the chance to meet other parents (and babies/toddlers) in your area. For information on baby and toddler groups in your area:

Contact: **Shropshire Family Information Service**

Telephone: **01743 254400**



Having Fun

Activities for children with disabilities and additional needs

In this section there is more detail about the activities that are specially designed or accessible for children with disabilities and additional needs. We have tried to include everything that is going on, but if we have missed anything do let the Family Information Service know. Some groups arrange regular sessions, whilst others arrange things at different times so you need to contact them to find out what is going on. There may be a small charge to take part in some activities and there may be a waiting list to join, so do phone up first to check. Families are also usually responsible for arranging transport. We have given the name of the town where the activity is based, but many of these welcome children from other parts of the county so do check if you see something interesting.

Basketball

Wheelchair Basketball:

Telephone: **01902 335075**

Website: **www.wolverhamptonrhinos.com**

Down Syndrome Association, Shropshire

Regular meetings and family events

Telephone: **Denise & Kevin Glover 01948 880110**

Louise & Pete Banford 01588 640319

Website: **www.dsa-shropshire.org.uk**

Empathy

Provides supported social opportunities, aims to combat isolation via access to an empathic social network. For further information:

Telephone: **Sam Goddard-Cockaday 07790 584987**

Ican2 project Telford

For further information on activities in the Telford and surrounding areas, please contact:

Telephone: **01952 567300**

Website: **www.ican2.org.uk**



Having Fun

Marches Family Network (South Shropshire)

Local independent charity that works with and for children who have a disability and their families, including arranging family activities. They cover Herefordshire and South Shropshire (Ludlow and Bridgnorth areas).

Telephone: **01568 614908**

North Shropshire Special Olympics, Oswestry

Sporting activities for children and adults with learning disabilities.

For further information about activities:

Telephone: **Valerie Hanover 01691 670774**

Play Pals

Fun, stay and play sessions for children with additional needs and parents who may have concerns about their child's development. For further information about groups in your area:

Telephone: **North Shropshire 01691 656513**
Central Shropshire 01743 452400

Pedal Power Cycling Project – Wrexham

Supervised cycle trips for disabled children and adults. Adapted bikes available.

Telephone: **07908 325508**

Riding for the Disabled incorporating Carriage Driving & Vaulting

There are 10 groups throughout Shropshire.

For more information about what's available in Shropshire:

Telephone: **Mrs McGregor 0845 4507056**

Sharks Swimming Club, Shrewsbury

Swimming club for children with disabilities and additional needs (ages 3 and over) and their families. A parent or carer must stay with the young person at each session. Open throughout holidays. Annual fee for child but free for carers.

Priory Pool, Shrewsbury, Thursday evening: 5.00-7.00pm

Telephone: **Julie Crumpton 01743 236960** (evening only)



Having Fun

Spectrum Support Group (Shrewsbury)

A group run by and for parents & carers of children with Autism Spectrum Disorders, ADHD, or similar undiagnosed challenging behaviours.

Meet on the 1st Thursday monthly at the Lord Hill Hotel, Shrewsbury at 8pm with regular relevant speakers. Also meet socially and on family outings. Contact to go on the mailing list.

Telephone: **Jeannette Griffiths 07852691774**

Email: **netgriffiths@gmail.com**

Website: **www.spectrum.t83.net**

Taking Part

Creative opportunities for young people with learning disabilities aged 12-18 years.

Art Cart (Oswestry, Bridgnorth, Shrewsbury).

Telephone: **01743 363399**

Email: **takingpart@takingpart.co.uk**

For information about Shropshire Youth opportunities and services in your area please:

Telephone: North Shropshire **01948 667186**

Central Shropshire **01743 344800**

South Shropshire **01746 763967**



Having Fun

Family Days Out

Acton Scott Farm – near Church Stretton

Telephone: **01694 781307**

Website: **www.actonscott.com**

Attingham Home Farm – near Shrewsbury

Telephone: **01743 709243**

Website: **www.homefarmattingham.co.uk**

Hoo Farm Animal Kingdom, Preston, Telford

Telephone: **01952 677917**

Website: **www.hoofarm.com**

Park Hall, the countryside experience – near Oswestry

Telephone: **01691 671 123**

Website: **www.parkhallfarm.co.uk**

Rays Farm, Billingsley - near Bridgnorth

Telephone: **01299 841255**

Website: **www.raysfarm.com**

Attingham Park (park and gardens), near Shrewsbury

Telephone: **01743 708123**

Website: **www.nationaltrust.org.uk**

Hawkstone Park Historic Follies

Caves, tunnels and challenging walk. Free for people in wheelchairs, although only some areas are accessible.

Telephone: **01948 841700**

Website: **www.hawkstone.co.uk**

Telford Town Park

Telephone: **01952 382340**

Weston Park near Shifnal

Telephone: **01952 852100**

Website: **www.weston-park.com**



Having Fun

RAF Cosford Museum near Shifnal

Telephone: **01902 376200**

Website: **www.rafmuseum.org**

Ironbridge Gorge Museums - near Telford

Telephone: **01952 433424**

Website: **www.ironbridge.org.uk**

Mythstories Museum – Wem

Museum of myth and fable with storytelling sessions.

Telephone: **01939 235 500**

Website: **www.mythstories.com**

Secret Hills – Craven Arms

Nature trails, displays and cycling.

Telephone: **01588 676 000**

Website: **www.shropshire.gov.uk/shropshirehills.nsf**

Wroxeter Roman City, near Shrewsbury

Telephone: **01743 761330**

Website: **www.english-heritage.org.uk**

Stapeley Water Gardens, Palms Tropical Oasis – near Nantwich

Wheelchair access, and warm and dry in bad weather.

Telephone: **01270 623868**

Website: **www.stapeleywg.com**

Chester Zoo

Telephone: **01244 380280**

Website: **www.chesterzoo.org**

Dudley Zoo (West Midlands)

Telephone: **0844 474 2272**

Website: **www.dudleyzoo.org.uk**



Having Fun

AMF Bowling – Shrewsbury

Wheelchair access to lanes, with bumper lanes and frame to assist rolling for people who need “extra help”.

Telephone: **0844 826 3032**

Website: **www.amfbowling.co.uk**

UCI, Odeon Telford

Telephone: **0871 2244007**

Website: **www.uci.co.uk**



Having Fun

Places with specialist facilities

[Albrighton Hall - Albrighton](#)

Albrighton Trust aims to provide sports, arts, education and recreational facilities for people of all ages who have disabilities. Includes a sensory garden, nature trail, birdwatching, picnic areas, fishing. Book in advance.

Telephone: **01902 372441**

Website: **www.albrightontrust.org.uk**

[Adventure Playground for Special Needs – near Newcastle under Lyme](#)

A specialist adventure playground for children and young adults - with outdoor play equipment, soft play barn and specialist play workers.

Telephone: **01782 717612**

Website: **www.specialadventureplayground.co.uk**

[Wingate Special Children's Trust - Nantwich](#)

Holiday and activity centre offering holidays and activity sessions (including a gym) for children and young people with disabilities and special needs.

Telephone: **01270 780456**

Website: **www.thewingatecentre.co.uk**

[The Lyneal Trust – near Ellesmere](#)

Canal boat trips and holidays for people with disabilities, their families and friends from its base at Lyneal Wharf, near Ellesmere. Boats can be used and steered by wheelchair users.

Telephone: **01743 252728**

Website: **www.lyneal-trust.org.uk**

[Vale of Llangollen Canal Boat Trust \(Canal Boats for Disabled People\)](#)

Boats have facilities designed for people with disabilities.

Telephone: **01978 861 450**

Website: **www.canalboattrust.org.uk**

For information about local access for people who use wheelchairs see: "The Wheelchair User's Guide to Accessible Tourist Attractions for Shropshire" - a free booklet available from Tourist Information Centres or visit the Disabled Holiday Information website at **www.disabledholidayinfo.org.uk**



Having Fun

They also provide:

- Wheelchair Users Guide to accessible activities in and around Shropshire
- Wheelchair Users Guide to accessible transport in Shropshire
- Wheelchair Users Guide to accessible countryside sites and trails in Shropshire & Borderlands.



Section 4

Early Years
and Childcare



This section has information about childcare provision and education settings in Shropshire.



Shropshire's Family Information Service

Shropshire's Family Information Service (FIS) is a free and confidential service providing impartial information, advice and guidance on a wide range of subjects relating to children and young people aged 0-19 years.

There is a wealth of information available to families, some of which is easy to find, if you know it exists. Sometimes it's helpful to know who to ask and where to contact if you would like to know a little more about a subject, or even if you have a question and are not sure where to start.

The Family Information Service has dedicated Information Assistants who are here to help you and your family. Below is an outline of just some of the information we can provide, although we can assist you with much more.

Some of the main requests for information we receive include:

- Places to go and things to do – we aim to provide information on as many free and low cost venues as possible
- Tailored information on registered childcare including childminders, day nurseries, out of school clubs, holiday play schemes and preschool playgroups
- Support for parents in making the right childcare choices for their child and family, including tips on how to find good quality, affordable childcare and activities. We can suggest questions to ask when visiting settings, and offer support on what makes a quality settings. We can also give you information on how to pay for childcare
- For families unable to find suitable childcare or early years provision, we can offer a brokerage service. Brokerage is more individual support from an Information Assistant who can offer support to enable access to childcare and early years services. This might include accompanying families on visits to settings or telephoning settings on their behalf
- Information on parent and toddler groups plus lots of children and young people's activities, sports and hobby clubs
- Provide information packs, publications, leaflets and DVDs on related issues such as health, leisure activities, special needs, benefits, relationships, behaviour. We can provide these in different languages and formats on request
- A database of family support organisations and a signposting service to other sources of information



Shropshire's Family Information Service

- We have a dedicated team of Information Assistants working within your local community to deliver outreach services and to provide face to face appointments, county wide.

Please feel free to contact us:

Telephone: **01743 254400** (we can ring you back if you prefer)

Email: **ShropshireFIS@Shropshire.gov.uk**

Website: **www.shropshirefamilyinfo.co.uk**

Twitter: **@ShropFamilyInfo**

We have also set up a facebook page where we post news and events. It's also an online community where you can connect and share with other parents.

Join our facebook family by visiting **www.facebook.com/shropshirefamilyinfo**



Sure Start Children's Centres

Shropshire Council leads on a universal Children's Centre offer for those who are pregnant or have a child under five. Services are available throughout Children's Centre areas across the county. For details of your nearest centre, please contact them.

Telephone: **01743 452400, 01691 656513 or 01694 723465**

Website: **www.shropshire.gov.uk/childrenscentres.nsf**

All Sure Start Children's Centre services aim to be inclusive and children with additional needs are included in every aspect of the mainstream support. There is also specific support for families who have children with additional needs or disabilities, which may take the form of support in the home, working with the child and parent/carer to help and encourage specific development skills and milestones. Staff work closely with colleagues from the Portage Service, Speech and Language Therapists, Occupational Therapists, Physiotherapists, the Child Development Centre and the Multi Agency Child and Family Support Services.

Many staff are trained to deliver Portage using play principles and can communicate using Makaton. In addition, in some areas there are Stay and Play sessions tailored to meet the needs of families who have a child with a disability.

Children's Centres work in partnership to provide the following services to children under 5 and their families:

- Early Learning and Childcare
- Childminding
- Child and Family Health
- Family support
- Parental Outreach Services
- Children and Parents
- Support with Special Needs
- Links with Job Centre Plus
- Information and advice to parents
- Family Drop-in sessions (including fathers).



Shropshire Childminding Network

The Childminding Network is a group of registered quality childminders who provide an excellent standard of care, fun and learning for children and families in Shropshire, especially those children with disabilities or additional needs.

Each childminder has attended extra training in their own time to enable them to offer a quality service for children aged 0 -19yrs. Many are also accredited which means they are in receipt of funding and so can provide the free early years education entitlement for 3 and 4 year olds.

What are the benefits of using Shropshire's Childminding Network?

As a parent or carer you will receive:

- Support and guidance from the Network Co-ordinator when seeking a childminder
- A guarantee that Network Childminders have all agreed to provide a high standard of care as laid out in the 'code of practice'
- Assurance that the Network Childminders will be monitored by the Co-ordinator every 10 to 12 weeks
- Commitment from Network Childminders to continue training to develop their skills
- Continuity of care through holidays, sickness etc.

What if I don't want full-time childcare?

Network Childminders can offer a range of flexible care to meet the needs of parents, carers and children, including full day care, care before and after school in term time, holiday cover, short sessions, emergency care and overnight care.

What about cost?

The Network Co-ordinator can advise you on cost. You may be eligible to apply for help through Tax Credit, where you could get some help towards costs. Look at the section on Benefits and Money for where to get advice on this.

For more information about Childminding Network contact: **Sue Carroll**

Mobile: **07582 002386**

Email: **sue.carroll@shropshire.gov.uk**



Pre-school Learning

Children with special needs can attend mainstream nurseries, playgroups and schools alongside other children of their age. If your child has special needs you should start looking at possible schools and nurseries as soon as possible.

Contact the schools and nurseries you would like to visit and ask for an appointment to meet with the head teacher, nursery teacher or Special Educational Needs Co-ordinator. It will be useful if you can take along some information about your child (such as a report from the Child Development Centre or Paediatrician) to help the teacher understand your child's needs.

If your child has a Statement of Special Educational Needs, then the Local Authority (LA) will be involved in helping you select the right school or setting for your child.

For information about playgroups and pre-school nurseries in Shropshire:

Family Information Service: **01743 254400**

Website: **www.shropshirefamilyinfo.co.uk**



Section 5 Education



In this section you will find information on Education.
It covers assessments children may need before
support can be agreed for school aged children.
It also has information as children grow up and leave school.



Education

Education

The information in the first part of this section is provided by Parent Partnership Service (PPS) for Shropshire, Telford & Wrekin and by Shropshire Youth.

For more information about developments go to the government Website: **www.direct.gov.uk** or contact **PPS** for local information.

Telephone: **01952 457176**

Email: **info@pps-shropshireandtelford.org.uk**

Website: **www.pps-shropshireandtelford.org.uk**

What are Special Educational Needs?

All children are different and learn in their own way. In a class of children of the same age in a mainstream school there will be a wide range of abilities and skills. If your child has greater difficulty in learning than the majority of children of the same age then this is a special educational need (SEN). This may be because of a disability. Other reasons include social, emotional or behavioural difficulty, a medical or health condition, developmental delay or difficulty with one area of learning (eg reading).

Schools and local authorities have a duty to follow special educational needs procedures from the government's SEN Code of Practice. You can download this by going to the Department of Education:

Telephone: **0845 60 222 60**

Email: **dfes@prolog.uk.com**

Website: **www.education.gov.uk/childrenandyoungpeople**
and search on SEN Code of Practice



Education

Early Years (ages 0 – 5)

If you are worried about your child's progress at nursery or playgroup speak to the teacher or playgroup leader. They may be able to reassure you or discuss how best to help your child's progress. They may suggest additional support. This is called Early Years Action.

Early Years Action

The teacher/playgroup leader and the Special Educational Needs Co-ordinator (SENCO) for your area should meet with you to discuss a plan of action, usually called an Individual Education Plan (IEP). This should include short-term targets and show how the school, nursery or playgroup will help your child to reach them. For pre-school children this should be reviewed at least three times a year.

Early Years Action Plus

Your child may be placed on Early Years Action Plus if advice from other professionals is needed. The school, playgroup or nursery will ask for advice from an education professional (such as an advisory or outreach service, or an Educational Psychologist).

They may also get advice from a health professional who sees your child, such as a Speech and Language Therapist or an Occupational Therapist. You should receive copies of any reports. If you do not receive one then ask for a copy. After reports are received the area SENCO, teacher/playgroup leader and parents may meet to discuss a new IEP.

If your child is not making progress at Early Years Action Plus, he or she may need a more detailed assessment (a Statutory Assessment). There is more information about this later in this section.



Education

For children with disabilities and complex needs

If your child has complex needs or a disability which makes it very likely that they will need a high level of support in education they may have an assessment at the Child Development Centre (CDC) - see section "People you may Meet".

If it is likely your child will either go to a special school, or will need a lot of support to take part in mainstream school from an early age, then a Statutory Assessment will be requested at this stage. There is more information about this later in this section.

Following an assessment at the CDC your child may be offered a place at Severndale Assessment Nursery which is based at Severndale School in Shrewsbury and follows the Early Years Foundation Stage.

The Nursery is staffed by teachers and teaching assistants who have specialised training. A range of other professionals, such as the Speech and Language Therapist, Physiotherapist, and teachers from the Sensory Inclusion Service, have regular input into the Nursery.

The Nursery links with other pre-school settings which allows children to benefit from interaction with friends in their local areas where appropriate.

When children reach school age some attend their local schools, while others continue to attend Severndale School.



Education

School Years (ages 5 – 16)

Special School

The Local Authority (LA) is Shropshire Council, which is responsible for placing all children who go to a special school or setting.

It maintains Severndale School in Shrewsbury which provides for Shropshire pupils with profound and multiple learning difficulties, severe learning difficulties, moderate learning difficulties and Autistic Spectrum Disorders. These children have needs that would not be met by a mainstream school.

The local authority will consider placing a child in an independent school or an independent setting if there is no local authority provision that can adequately meet the child's needs.

Every child at a special school or setting must have a statement and a review of the statement every year. The statement continues until a child leaves school. There is more information about statements and naming a school later in this section.

Mainstream School

Most children with special educational needs in Shropshire go to their local mainstream school, some with additional support. This support can be provided at School Action, School Action Plus, or with a Statement (following Statutory Assessment).

School Action

The teacher or the school's Special Educational Needs Co-ordinator (SENCO) will write either an Individual Education Plan (IEP) or a Group Education Plan (GEP), to show:

- your child's difficulties
- short-term targets (not too easy or too difficult)
- the extra help and support that the school will be giving
- a review date
- your child's views.



Education

The plan should be reviewed regularly, two or three times a year. At the review the school will decide whether your child is making adequate progress. If they are still having difficulties, even with the extra support, then they may move your child to School Action Plus.

School Action Plus

School Action Plus is for a child who:

- has been on School Action for a time but is not making adequate progress
- needs special help straight away (for example after an illness).

The school will ask for your written consent to get regular involvement and advice from a specialist such as:

- Educational Psychologist (EP)
- Learning Support Advisory Teacher (LSAT) or Outreach Service
- A therapist that your child sees in or out of school.

The school should use this advice in their planning. The IEP should be reviewed regularly, two or three times a year. If your child still does not seem to be making adequate progress, then there may be a case for asking the Local Authority (LA) to do a Statutory Assessment.

Statutory Assessment

The reason for requesting Statutory Assessment is if a child has complex difficulties affecting learning, such as:

- communication and interaction (speech and language)
- cognition and learning (understanding and taking in new ideas)
- behaviour, emotional and social development
- sensory and/or physical needs (hearing, sight, physical disability)
- long-term medical conditions (in a way that affects life in school).

Usually the child will have been receiving support at School Action Plus for some time, but is not making the expected progress.

A Statutory Assessment is a way of finding out:

- what a child can do and cannot do
- what a child needs to learn
- how a school can help a child to learn.



Education

Usually the school will discuss with parents and then request the LA to do a Statutory Assessment. Parents can also ask the LA directly although it can help to discuss this with school first. The LA panel will consider all the information and decide whether to do Statutory Assessment.

They should write to you with the decision within 6 weeks of getting the request. If the LA decides not to do a Statutory Assessment they will write to you giving reasons and explaining your rights to appeal.

If the Local Authority agrees to do a Statutory Assessment they will write asking for your written consent and invite you to give your views (Parental Contribution). They now have 10 weeks to do the Statutory Assessment by collecting written reports about your child including one from an Educational Psychologist who sees your child usually in school. You will also be asked to take your child to a medical appointment.

Statement of Special Educational Needs

The Local Authority (LA) usually has 10 weeks from the date on which they agree to do a Statutory Assessment to decide whether to issue a statement. They will write to you with the decision.

If the LA do not issue a statement they will write to you giving reasons and explaining your rights to further discussion and appeal.

If the LA issue a statement they will write to you with a proposed statement. It will include all the reports that they have received. This is not the final version and their letter will explain that you can give your views. It is worth checking the proposed statement and discussing it with your child's school.

Usually the LA will issue the Final Statement within 8 weeks of issuing the Proposed Statement. If you do not agree with the Final Statement then you have rights to appeal.

The statement will be a legally binding document which should:

- include information about your child
- describe the kind of education they should receive
- show how much additional resources the LA will give to your child's school.



Education

The LA will send a copy of the Final Statement to your child's school. The school now has a duty to follow the Statement and put in place the support. It is useful to discuss their plans with the Class Teacher or with the Special Educational Needs Co-ordinator (SENCO).

Any resources provided by the statement that the LA is giving should be over and above that provided at School Action Plus, which should continue. The school may not be able to follow the Statement straight away, particularly if they have to recruit a new member of staff.



Education

Naming a school

If your child is going into mainstream school then you will be able to request a place at your preferred school. If your child is not offered a place at your preferred school then ask about your rights to appeal against the decision. You will usually be responsible for your child's journey to and from school except in exceptional circumstances.

If your child is issued with a statement then you will be asked to name a preferred school when you get the Proposed Statement. This may be a mainstream or a special school.

The Local Authority will usually agree with your choice providing:

- The school is suitable for your child's age, ability and special needs
- Your child's attendance will not affect the efficient education of other children already at the school
- It will be an efficient use of the Local Authority's resources.

If you and the LA cannot agree on which school should be named, then you have the right to appeal against the final statement within the legal deadline. This will be explained in the letter about the Final Statement.

Annual Review

A statement must be reviewed at least once a year, whether your child is in mainstream school or special school. For young children at the Early Years stage, there should be an Annual Review more often.

The Headteacher arranges the Review and should invite:

- Parents, carers or foster carers
- School staff
- The Local Authority (LA).

Other people who work with your child may be invited. You can ask for someone who will support you at the meeting to be invited. Your child is often invited to all or some of the meeting. You should receive copies of reports from school and an Agenda at least 2 weeks before the meeting. The school should send you a form asking for your views.



Education

At the meeting the following issues will be considered:

- Your views and your child's views
- The school's views (including progress made in teaching)
- The long-term objectives and targets
- Reports from other professionals
- Any change that could affect your child's progress
- Current provision (teaching arrangements etc)
- Educational targets
- Any actions to be taken, and who by
- Whether the statement is still needed and whether it needs to be amended (changed).

You should be sent a copy of the Review document which is sent to the Local Authority. The Local Authority will write to tell you whether they intend to amend (change) the statement, to maintain it or to cease (end) it. They will inform you of your rights if you disagree with their decision.



Education

Moving to Secondary School

Start thinking about the move to secondary school in the Autumn Term of Year 5 at primary school. If your child has a statement it should be discussed at the Year 5 Annual Review. In Year 6 you will be sent a preference form asking you to name preferred schools with a deadline for returning this form. To help you to decide you can go to school open days or evenings, or you can contact schools directly to arrange a visit. It is helpful to make a list of questions to ask before your visit. Recent OFSTED reports for schools are useful.

Telephone: **0300 123 4234**

Website: **www.ofsted.gov.uk**

If your child has a statement then the SEN inclusion team at the Local Authority will be involved. By 15th February in Year 6 you will receive a proposed amended statement showing which secondary schools your child will attend.

If your preferred school is not offered there is a deadline for forms to be completed for your case to be reviewed.

Teachers from both primary and secondary schools should meet to plan the best way to help your child move up. Often visits to the next school are arranged. Your child starts secondary school in Year 7.

Children at special school may continue at the same school or may move to a different mainstream or special school. This will be discussed as part of the Annual Review process from Year 5.

Severndale School caters for children up to the age of 19, but a small number of children at Severndale School may move to Severndale at Mary Webb (Pontesbury). This is for students aged 11 – 16 who have Moderate Learning Difficulties and require specialist provision – but who would also benefit from access to some mainstream provision or mainstream specialist facilities.



Education

Exam concessions

If your son/daughter has special educational needs (with or without a statement) the school may be able to apply for concessions in exams (eg - extra time, a reader, a paper in braille etc). There is a free factsheet you can get from the organisation OAASIS 'Examination Arrangements for Candidates with Special Educational Needs'.

Telephone: **0800 902 0732**

Website: **www.oaasis.co.uk**

Transition (growing up)

If your child has a statement then the first Annual Review after a pupil's 14th birthday is called the Transition Review. An Information, Advice Guidance worker (IAG) from Shropshire Youth should be there to advise about future plans and opportunities at 16 years. After this review a Transition Plan should be monitored and updated every year.

The Statement will lapse (end) when a young person leaves school. If the young person is going to college at 16 then the IAG worker will be working to ensure that their needs are met when they move up.

If the young person does not have a statement then an IAG worker will still be available through the school or their local office to provide

Education options at 16 +

Your son/daughter can leave school at the end of June in the academic year (September – July) at the age of 16. The Local Authority (LA) is responsible for funding and planning education for all young people in the county over the age of 16. The options for young people at 16 who wish to continue with their education are:

- sixth form at a mainstream school
- sixth form college
- sixth form at a special school
- local further education college
- specialist college.



Education

If your son/daughter is not staying in education at 16 then contact your local Shropshire Youth Centre for information about training and work options and about any financial support that the young person may be entitled to.

Sixth form at a mainstream school

A statement of special educational needs in a mainstream school will continue, as long as your child is still assessed as needing one. The statement may be amended after the Annual Review in Year 11. If the young person is moving to a different school at 16, the statement will have to be changed to name the new school.

Sixth form at a special school

If it is agreed that the young person should stay at a special school the statement will be maintained until they leave school (until the age of 19). There will still be an Annual Review every year.

Further Education College

Local further education colleges offer full-time courses, part-time courses and some courses for students with disabilities and special needs. Contact Shropshire Council Customer Service for contact details of Shropshire Colleges.

Telephone: **0345 678 9008**

Email: **childrenandyoungpeople@shropshire.gov.uk**

Website: **www.shropshire.gov.uk** (search Further Education)

Each college will be able to give you information about their:

- college open days and open evenings
- college link programmes
- college prospectus.

Your son/daughter will usually be expected to get themselves to college. If you have concerns about this and cannot take them yourself, then start to discuss this whilst your child is at school.



Education

If there was a statement then an Information Advice and Guidance (IAG) worker from Shropshire Youth will carry out an assessment 139a for support needs and additional resources. A college will have a Learning Support Tutor (or similar title) with responsibility for:

- support for basic skills and specialist support
- arrangements for exam concessions
- specialist equipment and resources.

The Young People's Learning Agency (YPLA) and Local Authority are responsible for meeting the cost of full-time education for young people up to the age of 19.

Specialist Residential College

If the Young People's Learning Agency (YPLA) decides that a young person's needs can only be met by going to a specialist college, it has a duty to fund the place. Ideally discussions about this should start **at least** two years before leaving school. They will check that:

- Your son/daughter wants to go to college to learn
- There is no local mainstream college that meets his/her needs
- There is no suitable day service.

If they will not pay for a specialist college and you do not agree you can challenge the decision by asking for a review.

University

Young people apply to university through the Universities Central Application Service (UCAS) when they are at Sixth Form or college. Students have to pay for course fees and accommodation. Student loans are available and will need to be paid back. If a young person is not likely to get a job due to a disability then he/she can apply to have the loan cancelled or postponed.

Your son/daughter may be eligible for the Disabled Students Allowance (DSA).

For more information contact:

Telephone: **0845 300 50 90**

Website: **www.direct.gov.uk/en/DisabledPeople**



Education

Disability discrimination in education

The Equality Act (2010) covers education. It is against the law for schools and colleges to discriminate for a reason related to disability, or fail to make reasonable adjustments in the following areas:

- admissions
- the curriculum, teaching and learning
- school trips and outings
- school sports, leisure facilities
- school meals
- libraries and learning centres
- work experience and student accommodation
- exclusions.

If you think that a school or college has discriminated against your child then you can discuss their rights by contacting:

Equality and Human Rights Commission Helpline

Telephone: **0845 604 6610**

Email: **englandhelpline@equalityhumanrights.com**

Website: **www.equalityhumanrights.com**

Other useful organisations

PPS - Parent Partnership Service, Shropshire and Telford & Wrekin

Free, impartial and confidential information and support with education issues for parents/carers of children with special educational needs.

Telephone: **01743 247176**

Email: **info@pps-shropshireandtelford.org.uk**

Website: **www.pps-shropshireandtelford.org.uk**

Shropshire Council Inclusion Services (Local Authority)

The Inclusion Services team is committed to the continuing development of an inclusive education for all pupils in Shropshire.

Email: **la-inclusion-services@shropshire.gov.uk**

Website: **www.shropshire.gov.uk/inclusion.nsf**



Education

ACE - Advisory Centre for Education

States it offers independent advice to parents/carers of children in state-funded schools who are experiencing difficulties such as bullying, SEN, admissions to, and exclusions from, school.

General advice line: **0808 800 5793**
Exclusion advice line: **0808 800 0327**
Exclusion information line: **020 7704 9822** (24hr answer phone)
Website: **www.ace-ed.org.uk**

IPSEA - Independent Parental Special Education Advice

States that it provides free legally based advice to families who have children with special educational needs. All advice is given by trained volunteers.

General advice line: **0800 018 4016**
Exclusion advice line: **0845 602 9579**
Website: **www.ipsea.org.uk**

SKILL at Disability Alliance

States that it provides information and advice about further and higher education, student allowances, training and employment.

Telephone: **0800 328 5050**
Website: **www.disabilityalliance.org/skill.htm**



Section 6

Rights and Responsibilities



In this section you will find information on organisations which may be able to help if you are unhappy with a service you or your child has received. It also provides information on the laws and guidance which affect children with disabilities and additional needs.



Rights and Responsibilities

Rights and responsibilities

If you have been pleased with services that your child and family have received then do please remember to let them know. Many services provide feedback forms which you can use, or just a letter, email or phone call will reach the right person.

They are also keen to hear your ideas for improving their services. Again, you can use a feedback form, write a letter, email or phone to ask who you should contact.

Unfortunately sometimes things do not work out as they should have done. If you have serious concerns then there are a number of things that you can do.

Get in touch

Sometimes there has been a simple misunderstanding. Try to speak to the person or people involved. Parents' groups have shared the following advice:

- Try to stay calm – this will help you to get the information you need and also to put your views across
- Make a note of any conversations, phone calls and emails so you can recall what has happened
- If you are having a meeting to clear up a difficulty then you can always ask a friend or family member along for some emotional support (or to make some notes for you)
- Even if the outcome is not what you hoped for – make sure that you have been able to get a clear idea of the facts of the case
- Ask what your rights are if you disagree with a decision.



Rights and Responsibilities

Information and advice

Be informed – it will help you to put your case across. There are a number of organisations who can help find out the information you might need. These organisations are useful starting points.

Contact a Family (CAF)

CAF provides support, advice and information for families with disabled children, no matter what their condition or disability.

Telephone: **0808 808 3555** (free help-line)

Email: **helpline@cafamily.org.uk**

Website: **www.cafamily.org.uk**

Parent Partnership Service (PPS)

PPS is a free, confidential and impartial local service for parents and carers of children and young people with special educational needs (SEN). They can give you information, guidance and support to help you to take an active part in your child's education.

Telephone: **01952 457176**

Email: **info@pps-shropshireandtelford.org.uk**

Website: **www.pps-shropshireandtelford.org.uk**

A4U

A4U provides free, confidential and impartial information, advice, legal advice and advocacy on welfare benefits, housing, debt and community care to people with disabilities, their families and carers as well as health and social care professionals.

Telephone: **01743 251521**

Email: **advice@a4u.org.uk**

Patient Advice and Liaison Service (PALS)

PALS is a free, impartial and confidential service for patients, their carers and family members who are receiving treatment or accessing any NHS service. PALS can:

- Listen to your concerns, suggestions or queries
- Help to sort out problems quickly on your behalf
- Advise and support patients, their families and carers



Rights and Responsibilities

- Provide information on NHS Services
- Monitor problems that arise and highlight gaps in services or training.

Telephone: **01743 261691**

Shropshire Community Health NHS Trust (community health services, for example children's services, community dentistry, community hospital services, physiotherapy services, podiatry services, district nursing and health visiting)

Telephone: **0800 032 1107**

Shropshire County PCT and Telford and Wrekin PCT (GP surgeries and dentists)

Telephone: **01952 580478** or **01952 580474**

The Shrewsbury and Telford Hospital NHS Trust

Telephone: **01743 261691**

Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust

Telephone: **01691 404606**

Website: **[www.shropshire.nhs.uk/Contact-Us/Information/
Patient-Advice-and-Liaison-Service/](http://www.shropshire.nhs.uk/Contact-Us/Information/Patient-Advice-and-Liaison-Service/)**

National information and advice organisations

There are also specialist organisations for particular disabilities and additional needs listed in the section at the end of this pack, and many of these can give you information about rights and responsibilities relating to your child and family. The section on Education also lists national advice lines for education issues.



Rights and Responsibilities

Feedback and Complaints Procedures

Every public organisation, including local authorities, health trusts and schools should have a procedure for collecting feedback and dealing with complaints.

You should be able to ask for a copy of the Complaints Procedure without explaining why you want it or what you want to complain about. Many organisations now put their Complaints Procedure on their website.

A Complaints Procedure will usually have two stages.

1. Acknowledges the complaint and will have a procedure (usually some sort of meeting) to try to resolve it
2. A complaint that goes higher up in the organisation.

If you are not happy with the outcome of your complaint you may be able to have the complaint heard by an external organisation such as a local authority or health service ombudsman. You will usually be expected to have gone through the organisation's complaints procedure before you can appeal to them.

If you want to give feedback or make a complaint about a service provided by Shropshire Council then contact Customer Service Centre:

Telephone: **0345 678 9000**

If you want to give feedback or make a complaint about a service provided by an NHS service you can contact the relevant PALS service (see above) or contact the service directly for a copy of the complaints procedure.

If you have a complaint about your child's school you would need to ask for a copy of the school's own complaints procedure.

OFSTED are also able to deal with some concerns and complaints about schools but you would need to discuss this with them directly by contacting:

Telephone: **0300 123 1231**

Email: **enquiries@ofsted.gov.uk**

Website: **www.ofsted.gov.uk/schools**



Rights and Responsibilities

Protection of children and vulnerable adults

If you have concerns about the welfare of a child then contact one of these services:

Shropshire Child Protection	0345 678 9021
Public Protection Unit (West Mercia Police):	0300 333 3000
NSPCC:	0800 800 5000
Childline:	0800 1111

You can report on-line to the NSPCC by going to their website:

Website: **www.nspcc.org.uk**

Legislation

There are laws and guidance which affect children with disabilities and additional needs. Knowing about these will help you to understand whether you have good grounds to make a case and will help you to put your views across.

Contact a Family produces a booklet called "About Families with Disabled Children - UK" which lists many of these. It can also be read on their website at **www.cafamily.org.uk/pdfs/students.pdf**

The government website **www.direct.gov.uk** also gives information about the laws relating to disabled children and carers.

The most important pieces of legislation that you might want to refer to are listed here.

Special Educational Needs (SEN) Code of Practice is national guidance for schools and Local Authorities, who must have regard to this guidance. Special Educational Needs Toolkit offers practical advice about implementing the SEN Code of Practice.

Every Child Matters 2004: Change for Children is a national framework for children. It identifies five outcomes: Enjoying and achieving, Staying Safe, Being Healthy, Making a Positive Contribution, Economic Well-being.



Rights and Responsibilities

The Children Act 2004 gives local authorities a duty to make arrangements to promote co-operation between agencies and other appropriate bodies to improve children's well-being.

National Service Framework for Children, Young People and Maternity Services 2004 states that "Disabled young people need high quality multi-agency support to allow them to have choices and control over life decisions."

Mental Capacity Act 2005 states that everyone should be treated as able to make their own decisions until it is shown that they can't.

Aiming High for Disabled Children 2007 identifies three priority areas to improve outcomes for disabled children and young people:

- access and empowerment
- responsive services and timely support
- improving quality and capacity.

Putting People First 2007 states that person-centred planning, self directed support and personal budgets should be offered to everyone eligible for publicly funded social care.

Education and Skills Bill 2007-2008 contains measures to encourage more young people to participate in learning post 16+ and to achieve higher levels of skills and qualifications.

Valuing Employment Now 2009 aims to increase the number of people with moderate and severe learning disabilities in employment.

The Equality Act 2010 has replaced the Disability Discrimination Act (DDA), but the duties of the DDA still apply. It aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people in areas including employment, education, access to goods, services and facilities.



Rights and Responsibilities

Key elements include:

- Treating a disabled person less favourably than a non-disabled person without good reason is unlawful
- It is unlawful for education providers to discriminate against disabled pupils, students and adult learners. This includes all administrative and support services provided by an organisation
- Reasonable adjustments have to be made to any physical barriers that may prevent disabled people using services (for example – transport)
- Reasonable adjustments must be made to working conditions or the workplace to enable or assist a disabled person to do a job.

The Equality and Human Rights Commission can give you more information:

Telephone: **0845 604 6610**

Website: **www.equalityhumanrights.com/your-rights/disability**



Rights and Responsibilities

Capacity – taking responsibility as an adult

When you are a child your parents/carers (or someone looking after you) must give consent for any major decisions that affect your life. When you reach 18 you are legally an adult.

The law states that every adult should be treated as able to make their own decisions - until it is shown that they can't do this. This is called capacity. A lack of capacity could be because of a severe learning disability, mental health problems or a brain injury. If someone does not have capacity then someone else will have to give consent for decisions. For example, this could be about agreeing to an operation or deciding what to do with money.

The law about this is complicated and it is important to protect the rights of the person with a disability, and the rights of their carers.

The following organisations can offer more information.

Office of the Public Guardian

Telephone: **0300 456 0300**

Website: **www.justice.gov.uk**

Mencap

Telephone: **0300 333 1111**

Website: **www.mencap.org.uk**



Section 7

Organisations
that can help



Information on organisations which can offer support, information and guidance to parents, carers and families.



Local parent support groups

Bridgnorth Buddies

A parent led group supporting parents/carers of children and young adults with any type of special need in mainstream and special education (aged 0-16). "We're a group of Bridgnorth families with disabled kids who meet regularly for support, organise activities for all of the children (including siblings) and have a good time". Fortnightly coffee mornings during the day and family activity days. Please phone first to check that a meeting is taking place.

Contact: **Sharon Morris**
Telephone: **07790 780631**
Email: **Shazzab30@yahoo.co.uk**

Contact: **Maggs Osbourne**
Telephone: **07968 544182**
Email: **Buddies20@yahoo.co.uk**
Website: **www.bridgnorthbuddies.co.uk**

SKiD (Shropshire Kids Insulin Dependent)

Shropshire based support group for parents and families of children with insulin dependent diabetes (associated with Diabetes UK). 'Don't feel isolated being diabetic – you are not alone!'

Contact: **Debbie Sharp**
Telephone: **01743 364366**

Down Syndrome Association, Shropshire

Regular meetings and family events.

Contact: **Denise & Kevin Glover**
Telephone: **01948 880110**
Contact: **Louise & Pete Banford**
Telephone: **01588 640319**
Website: **www.dsa-shropshire.org.uk**



Local parent support groups

Marches Family Network (South Shropshire)

Local independent charity that works with and for children who have a disability and their families. They offer support groups and family activities. They cover Herefordshire and South Shropshire (Ludlow and Bridgnorth areas).

Telephone: **01568 614908**

Parent and Carers Council – Shropshire (PACC)

Parent Participation forum for Shropshire parents/carers of children with disabilities and additional needs. PACC gives you the opportunity to give your views about services for children with disabilities and special needs, to know more about developments that affect your family and gives you a voice in influencing these developments. Pacc also provides support to parent carers through it's face 2 face befriending scheme and opportunities for families to meet at it's oasis groups.

Telephone: **0845 601 2205**

Website: **www.paccshropshire.org.uk**

Spectrum Support Group (Shrewsbury)

A group run by and for parents & carers of children with Autism Spectrum Disorders, ADHD, or similar undiagnosed challenging behaviours. Meet on the 1st Thursday monthly at the Lord Hill Hotel, Shrewsbury at 8pm with regular relevant speakers. Also meet socially and on family outings.

Contact to go on the mailing list.

Telephone: **Jeannette Griffiths 07852691774**

Email: **netgriffiths@gmail.com**

Website: **www.spectrum.t83.net**

Shropshire Autistic Supporters

Information, signposting and support for families.

Contact: **Linda Crane**

Telephone: **01743 356298**

Email: **www.shropshireautisticsupporters.co.uk**

Website: **support@shropshireautisticsupporters.co.uk**



Local parent support groups

oneVISION

Local support group for children with a visual impairment, which aims to make changes for children and young people with visual impairment and their families. The small friendly group is dedicated to the needs of children and young people but knows that parents and carers also need support. Organises events throughout the year which both inform and entertain and at the same time, raise money to provide additional equipment for children and young people, which may be used either inside the home or at clinics.

For more information contact **Tracey Hollyhead** on **01952 385269**

Shropshire Deaf Children's Society

Contact: **Nathalie McBride**
Telephone: **01952 770019**
Website: **nat4sdcs@aol.com**

Unique Shropshire (rare chromosome conditions)

Telephone: **Angelina Burgess 01743 361087**

STEPS

Local helpline for parents/carers of children with lower limb abnormalities.

Contact: **Ella Reynolds**
Telephone: **01743 355363**

These local groups are not specifically for parents/carers, but they do offer information and support for specific conditions.

Cystic Fibrosis Trust

Telephone: **020 8464 7211**
Website: **www.cftrust.org.uk**

Dyslexia Association, Shropshire

Telephone: **01743 231205**
Email: **Shropda@hotmail.com**
Website: **www.thesda.org.uk**



Local parent support groups

Headway Shropshire

(Acquired Brain Injury including head injury, stroke, infection and surgery).

Telephone: **01743 365271**

Email: **outreach@headwayshropshire.org.uk**

Mencap Local Groups (Learning Disability)

Telephone: Shrewsbury **01743 246223/361958/358698**

Market Drayton: **01630 654524** – ring **Shelagh Lomas 01630 654389**

Shropshire ME Group

For those affected by Myalgic Encephalomyelitis (ME), Chronic Fatigue Syndrome (CFS) or Post Viral Fatigue Syndrome (PVFS).

Telephone: **Maralyn Hepworth 07516 401097**

Email: **kdw@talktalk.net**

Website: **www.shropshiremegroup.org.uk**

Carers Support Service

The carer support services runs a help-line, carer support groups and activities and events throughout the year along with regular newsletter and training events. Any questions relating to the caring role.

Telephone: **01743 341995**

Citizens Advice Bureaux

See the Rights and Responsibilities section.

A4U

A4U provides free, confidential and impartial information, advice, legal advice and advocacy on welfare benefits, housing, debt and community care to people with disabilities, their families and carers as well as health and social care professionals.

Telephone: **01743 251521**

Email: **advice@a4u.org.uk**

Website: **www.a4u.org.uk**



Local parent support groups

Hamar Centre

Counselling service for patients of the Royal Shrewsbury Hospital who have a serious, long term illness, and for their family.

Telephone: **01743 261035**

Email: **hamarcentre@sath.nhs.uk**

Homestart Shropshire

Home-Start is a voluntary organisation which offers support, friendship, and practical help to families at home with at least one child under 5 (or women who are pregnant) and are experiencing stress. Home-Start is able to offer support to all families experiencing difficulties including those where there is ill health or disability/special needs.

Telephone: **North Shropshire 01948 890458**

South Shropshire 01584 878532

Shrewsbury and area 01743 241433

Telford & Wrekin 01952 201330

Oswestry 01691 680888

Website: **www.home-start.org.uk**

Independent Living Centre

The Independent Living Centre can offer:

- advice on handling and moving
- talks, awareness and training
- advice on equipment that is available from Social Services and the Health Trust, even if you are considering purchasing your own items
- advice on small aids for independent living
- sales support.

The centre is in Shrewsbury and has satellites in Oswestry, Ludlow, Whitchurch, Telford, Market Drayton and Bridgnorth.

Telephone: **01743 210820**

Email: **info@ilp-ltd.co.uk**

Website: **www.ilp-ltd.co.uk**



Local parent support groups

Mediation Works

Mediation Works specialises in working with families during times of difficulty and stress such as during separation or divorce. The family mediation and family conferencing services support families to make their own decisions and arrangements for the future.

Telephone: **01952 520091**

Website: **www.mediation-works.co.uk**

Parent Partnership Service (PPS)

Free, impartial and confidential information and support with education issues for parents/carers of children with special educational needs.

Telephone: **01743 247176**

Email: **info@pps-shropshireandtelford.org.uk**

Website: **www.pps-shropshireandtelford.org.uk**

Red Cross - Young Carers Project

Regular meetings and trips for young carers – these are children and young people who have to deal with additional responsibilities because a member of their family needs additional care. Welcomes brothers and sisters of children with a disability or additional need whose life has been affected.

Telephone: **01743 280071**

Email: **hat@redcross.org.uk**

Relate (Shropshire and Herefordshire)

Offer a range of services to families who are experiencing family breakdown and conflict.

Telephone: **01743 344010**

Email: **relate@relatesandh.org.uk**

Website: **www.relatesandh.org.uk**



Local parent support groups

Samaritans

Confidential helpline – 24 hours a day.

Telephone: **01743 369696 (Shropshire)**
01952 256161 (Telford)

National: **08457 909090 (National)**

Website: **www.samaritans.org**



National Organisations

These are large national organisations offering a general range of information, advice and support.

Carers UK

Carers UK is a charity set up to help the millions of people who care for family or friends.

Telephone: **0808 808 7777**

Website: **www.carersuk.org**

Contact a Family

UK-wide charity providing advice, information and support to the parents of all disabled children.

Telephone: **0808 808 3555**

Website: **www.cafamily.org.uk**

Disabled Living Foundation

DLF is a national charity that provides impartial advice, information and training on daily living aids.

Telephone: **0845 130 9177**

Website: **www.dlf.org.uk**

Face 2 Face

This is a one-to-one befriending service for parents of disabled children. This is the national organisation, but look earlier in this section for details of the local Face2Face project.

Telephone: **0844 800 9189**

Website: **www.face2facenetwork.org.uk**



National Organisations

Fledglings

Fledglings is a national charity which aims to assist parents and carers of disabled children, or those with additional needs of any kind, by identifying, sourcing and supplying practical, affordable products to address every day issues.

Telephone: **0845 458 1124**

Website: **www.fledglings.org.uk**

OAASIS

Office for Advice, Assistance, Support and Information on Special needs.

Telephone: **0800 197 3907**

Website: **www.oasis.co.uk**

RADAR

A national network for disability organizations and disabled people. They coordinate a national key scheme for accessible toilets.

Telephone: **020 7250 3222**

Website: **www.radar.org.uk**

SIBS

UK charity representing the needs of siblings (brothers and sisters) of disabled people.

Telephone: **01535 645453**

Website: **www.sibs.org.uk**

Transition Information Network

This is a website for people who support disabled young people in transition to adulthood. The aim of this website is to provide information about the transition process that will be useful to professionals and parents/carers.

Website: **www.transitioninfonetwork.co.uk**



Organisations for particular disabilities, additional needs or issues

Acquired Brain Injury (ABI)
including Head Injury, Stroke, Brain Surgery, Viral Infection etc

Cerebra

Telephone: **01267 244200/0800 328 1159**
Website: **www.cerebra.org.uk**

Child Brain Injury Trust

Telephone: **0845 601 4939**
Website: **www.childbraininjurytrust.org.uk**

Different Strokes

Telephone: **0845 130 7172**
Website: **www.differentstrokes.co.uk**

Headway UK

Telephone: **0808 800 2244**
Website: **www.headway.org.uk**

Afasia – see Speech, Language and Communication Difficulties

AIDS and HIV

Positive Parenting and Children

Telephone: **0207 738 7333**
Website: **www.ppclondon.org.uk**

Arthritis

Arthritis Care

Telephone: **020 7380 6500**
Website: **www.arthritiscare.org.uk**

Asthma

Asthma UK

Telephone: **0800 121 6244**
Website: **www.asthma.org.uk**



Organisations for particular disabilities, additional needs or issues

Ataxia

Ataxia UK

Telephone: **0845 644 0606**

Website: **www.ataxia.org.uk**

Attention Deficit Hyperactivity Disorder (ADHD)

ADDISS

Telephone: **020 8952 2800**

Website: **www.addiss.co.uk**

Autistic Spectrum Disorders (ASD)

National Autistic Society

Telephone: **0808 800 4104**

Website: **www.autism.org.uk**

Autism West Midlands

Telephone: **0121 450 7582**

Website: **www.autismwestmidlands.org.uk**

Bereavement (for children)

Elephants Never Forget

Telephone: **01743 236565**

Website: **<http://severnospice.org.uk/wp-content/uploads/2010/02/Elephants-flyer.pdf>**

Shropshire Cruse

Telephone: **0845 6066 812**

Website: **www.crusebereavementcare.org.uk/Shropshire**

Cruse Bereavement Care

Telephone: **0844 477 9400**

Website: **www.crusebereavementcare.org.uk**



Organisations for particular disabilities, additional needs or issues

Bereavement (for parents)

The Compassionate Friends

Telephone: **0845 123 2304**

Website: **www.tcf.org.uk**

Child Death Helpline

Telephone: **0800 282 986/0808 800 6019**

Website: **www.childdeathhelpline.org.uk**

Blindness - see visual impairment

Bullying

Kidscape

Telephone: **08451 205 204**

Website: **www.kidscape.org.uk**

Cancer

MacMillan Cancer Support

Telephone: **0808 808 00 00**

Website: **www.macmillan.org.uk**

Cerebral Palsy

SCOPE

Telephone: **0808 800 3333**

Website: **www.scope.org.uk**

Hemi-help

Telephone: **0845 123 2372**

Website: **www.hemihelp.org.uk**



Organisations for particular disabilities, additional needs or issues

Challenging Behaviour

Where challenging behaviour is linked with a particular condition (eg ADHD) then also look under that subject.

Challenging Behaviour Foundation

Telephone: **0845 602 7885**

Website: **www.thecbf.org.uk**

Family Lives

Telephone: **0808 800 2222**

Website: **<http://familylives.org.uk/>**

Computers

Ability Net (advice and information)

Telephone: **0800 269 545**

Website: **www.abilitynet.org.uk**

Continence

ERIC

Telephone: **0845 370 8008**

Website: **www.eric.org.uk**

PromoCon

Telephone: **0161 607 8219**

Website: **www.promocon.co.uk**

Counselling

A GP may be able to arrange a number of sessions if they think that this would be helpful.

British Association for Counselling and Psychotherapy

Telephone: **01455 883316**

Website: **www.bacp.co.uk**



Organisations for particular disabilities, additional needs or issues

Cystic Fibrosis

Cystic Fibrosis Trust

Telephone: **0300 373 1000**

Website: **www.cftrust.org.uk**

Deaf Blind – see Multi-sensory impairment

Deafness – see Hearing Impairment

Diabetes

Diabetes UK Careline

Telephone: **0845 120 2960**

Website: **www.diabetes.org.uk**

Down Syndrome

Down Syndrome Education International

Telephone: **023 9285 5330**

Website: **www.dseinternational.org**

Down's Syndrome Association

Telephone: **0845 230 0372**

Website: **www.downs-syndrome.org.uk**

Dyslexia

British Dyslexia Association

Telephone: **0845 251 9002**

Website: **www.bdadyslexia.org.uk**

Dyspraxia

Dyspraxia Foundation

Telephone: **01462 454986**

Website: **www.dyspraxiafoundation.org.uk**



Organisations for particular disabilities, additional needs or issues

Eating Disorders

Beat

Telephone: **0845 634 1414**
Website: **www.b-eat.co.uk**

Eczema

National Eczema Society

Telephone: **0800 089 1122**
Website: **www.eczema.org**

Encephalitis

The Encephalitis Society

Telephone: **01653 699599**
Website: **www.encephalitis.info**

Epilepsy

Epilepsy Action

Telephone: **0808 800 5050**
Website: **www.epilepsy.org.uk**

Epilepsy Society

Telephone: **01494 601400**
Website: **www.epilepsysociety.org.uk**

Facial Disfigurement/Visible Difference

Changing Faces

Telephone: **0207 391 9270**
Website: **www.changingfaces.org.uk**

Foetal Alcohol Syndrome

National Organisation on Fetal Alcohol Syndrome UK

Telephone: **0208 458 5951**
Website: **www.nofas-uk.org**



Organisations for particular disabilities, additional needs or issues

Fragile X

Fragile X Society

Telephone: **01371 875 100**

Website: **www.fragilex.org.uk**

Head Injury – see Acquired Brain Injury

Hearing impairment

Action on Hearing Loss (formerly RNID)

Telephone: **01225 485761**

Website: **www.actiononhearingloss.org.uk**

NDCS (National Deaf Children’s Society)

Telephone: **0808 800 8880**

Website: **www.ndcs.org.uk**

DELTA (Deaf Education through Listening and Talking)

Telephone: **0845 108 1437**

Website: **www.deafeducation.org.uk**

Heart conditions

Children’s Heart Federation

Telephone: **0808 808 5000**

Website: **www.childrens-heart-fed.org.uk**

HeartLine

Telephone: **033 00 22 44 66**

Website: **www.heartline.org.uk**

Hemiplegia

HemiHelp

Telephone: **0845 123 2372**

Website: **www.hemihelp.org.uk**



Organisations for particular disabilities, additional needs or issues

Huntington's Disease

Huntington's Disease Association

Telephone: **0151 331 5444**

Website: **www.hda.org.uk**

Inborn conditions

(conditions that develop whilst a child is waiting to be born)

Newlife

Telephone: **01543 462 777**

Website: **www.newlifecharity.co.uk**

Learning Disability

Mencap

Telephone: **0808 808 1111**

Website: **www.mencap.org.uk**

Liver Disease

Children's Liver Disease Foundation

Telephone: **0121 212 3839**

Website: **www.childliverdisease.org**

Lower Limb Conditions

Steps

Telephone: **01925 750271**

Website: **www.steps-charity.org.uk**

Makaton

The Makaton Charity

Telephone: **01276 606760**

Website: **www.makaton.org**

Meningitis

Meningitis Trust

Telephone: **0800 028 18 28**

Website: **www.meningitis-trust.org**



Organisations for particular disabilities, additional needs or issues

Mental Health

YoungMinds

Telephone: **0808 802 5544**

Website: **www.youngminds.org.uk**

Motor Neurone Disease

Motor Neurone Disease Association

Telephone: **01604 250505**

Website: **www.mndassociation.org**

Multi-sensory Impairment (hearing and visual impairment)

SENSE

Telephone: **0845 127 0060**

Website: **www.sense.org.uk**

Multiple Sclerosis

Multiple Sclerosis Society

Telephone: **020 8438 0700**

Website: **www.mssociety.org.uk**

Multiple Births

Twin and Multiple Birth Association (TAMBA)

Telephone: **0800 138 0509**

Website: **www.tamba.org.uk**

Muscular Dystrophy

Muscular Dystrophy Campaign

Telephone: **0800 652 6352**

Website: **www.muscular-dystrophy.org**

One parent families

Gingerbread

Telephone: **0808 802 0925**

Website: **www.gingerbread.org.uk**



Organisations for particular disabilities, additional needs or issues

Post natal illness (depression)

APNI (Association for Post Natal Illness)

Telephone: **0207 386 0868**

Website: **www.apni.org**

Rare Chromosome Disorders

Unique

Telephone: **01883 330766**

Website: **www.rarechromo.org**

Samaritans

Confidential 24 hour helpline

National number: **07725 90 90 90**

Telford & Wrekin: **01952 256161**

Shrewsbury: **01743 369696**

Text: **08457 909090**

Website: **www.samaritans.org**

Speech, Language and Communication Difficulties

AFASIC

Telephone: **0845 3 55 55 77**

Website: **www.afasicengland.org.uk**

I Can

Telephone: **0845 225 4071**

Website: **www.ican.org.uk**

Talking Point

Telephone: **0845 225 4071**

Website: **www.talkingpoint.org.uk**

British Stammering Association

Telephone: **020 8983 1003**

Website: **www.stammering.org**



Organisations for particular disabilities, additional needs or issues

Spina Bifida and Hydrocephalus Shine (formerly ASBAH)

Telephone: **01733 555988**

Website: **www.shinecharity.org.uk**

Strokes – See Acquired Brain Injury

Syndromes

Contact a Family - medical directory

Telephone: **0808 808 3555**

Website: **www.cafamily.org.uk**

Syndromes Without A Name - SWAN

Telephone: **0207 704 3141**

Website: **www.undiagnosed.org.uk**

Toilet Training – see Contenance

Upper limb conditions (hand or arm deficiencies)

Reach

Telephone: **0845 1306 225**

Website: **www.reach.org.uk**

Visual impairment

Look

Telephone: **0121 428 5038**

Website: **www.look-uk.org**

National Blind Children's Society

Telephone: **0800 781 1444**

Website: **www.nbcs.org.uk**

Royal National Institute of the Blind (RNIB)

Telephone: **0303 123 9999**

Website: **www.rnib.org.uk**



Organisations for particular disabilities, additional needs or issues

Wheelchair users and mobility aids

Go Kids Go!

Telephone: **01482 887163/01273606404**

Website: **www.go-kids-go.org.uk**

Whizz-Kids

Telephone: **020 7233 6600**

Website: **www.whizz-Kidz.org.uk**

Working Families (Information and Advice to working parents with an established network for parents of disabled children)

Telephone: **0800 013 0313**

Website: **www.workingfamilies.org.uk**