

‘Disabled children and young people must be enabled to be as independent as possible to be able to take a full and active part in every day life’.

United Nations Convention
on the Rights of the Child

“We Can”



**A guide for parents/carers about services for
children and young people 0–19 years with
additional needs in North Somerset**

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Foreword

Welcome to the first edition of North Somerset's guide for parents and carers of children and young people with additional needs. North Somerset Council and NHS North Somerset provide a range of direct services aimed at improving the lives of children and young people with special educational needs and disabilities in North Somerset. There are also many excellent voluntary and community services available.

We can't explain or include everything in this guide, to find out more please contact organisations directly or view their websites. If you know of an organisation that should be included please contact the Family Information Service, telephone 01934 426 300

We hope that you will find this guide useful in 'signposting' you to advice, guidance and support. You can also access this information on North Somerset Council's Family Information Service directory:

www.n-somersetcsd.org.uk or
www.direct.gov.uk/en/DisabledPeople/index.htm

The information within this guide is as up to date as possible. If you have difficulty getting in touch with any of the agencies or organisations listed, or have any queries which this directory does not answer, please contact the Family Information Service (FIS). We welcome any comments you may have or suggestions to explore ways of expanding our service for the benefit of children and their parents/carers.

North Somerset Family Information Service (FIS)

Tel: **01934 426 300**

e-mail: **fis@n-somerset.gov.uk**

web: **www.n-somersetcsd.org.uk**



Legal protection

The Equality Act 2010 (which replaces previous equality legislation such as the Disability Discrimination Act) makes it unlawful for any service provider (including childcare providers, schools, businesses and organisations) to treat disabled people less favourably than other people because of their disability.

Importantly for carers the new Act has added the concept of indirect discrimination where someone associated with a disabled person or anyone else covered by the Act is discriminated against because of their association, for example, a restaurant refuses you admittance because you have a disabled child with you. It also requires them to make reasonable adjustments to make their services accessible to disabled people. This is an “anticipatory” duty – in other words services and settings should make arrangements in advance or take reasonable steps in anticipation of needs arising, so that potential users are not placed at a disadvantage. It is not acceptable to wait until the need arises or to expect a disabled person to pay for any changes through higher fees etc.

monetary unit ▷
a state or country.

money /'mʌni/ ▷
or *moneys*) 1 a coin
buying things; b
wealth in general
marry money.
moneys) sums
having much m
to be wealthy.
tion. ●

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Benefits and funding sources

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Benefits and funding sources



Benefits at different ages

From birth

- Family Fund Grants
- Child Benefit
- Child Tax Credit and Working Tax Credit
- Social Fund for carers in receipt of Income Support
- VAT Relief on goods for disabled children and young people
- Local Authority Respite Care for carers of disabled children

From three months

- Disability Living Allowance (DLA): Care Component – higher, middle or lower. Payments made to parents
- Carers Allowance if receiving DLA Care middle or higher rate

From two years

- Local Authority Blue Badge Parking Permit Scheme

From three years

- DLA Mobility Component – Higher rate
- Motability Scheme if receiving DLA Mobility higher rate
- Free Early Education for all children 3 – 4 years

From five years

- Disability Living Allowance (DLA): Mobility Component – lower, payments made to parents

From 16 years

- Income Support
- Incapacity Benefit
- Disability Living Allowance (DLA): payments made direct to young person

From 18 years

- Disabled Student Allowance



Carer's Allowance

Carer's Allowance is a taxable benefit to help people who look after someone who is disabled. You do not have to be related to, or live with, the person that you care for.

You may be able to get Carer's Allowance if you:

- are aged 16 or over
- meet conditions about which country you live in
- earn no more than the 'earnings limit'
- are not in full-time education (21 hours or more of supervised study each week)
- care for a child or young person who is getting Disability Living Allowance at the middle or highest rate for care for at least 35 hours a week.

Address:

Carer's Allowance Unit
Palatine House, Lancaster Road
Preston, Lancashire PR1 1HB

Tel: **01253 856 123**

Alternative tel: **01772 562 202**

Email: **cau.customer-services@dwp.gsi.gov.uk**

Web: **www.direct.gov.uk/en/CaringForSomeone/MoneyMatters/DG...**



Child Tax Credit – Children with disabilities

If your child has a disability, or if you're responsible for a child with a disability, you may qualify for extra Child Tax Credit, to help cover the cost of looking after them.

Who can get the extra money?

You can get extra Child Tax Credit if any one of the following applies:

- Disability Living Allowance is paid for your child
- your child is registered blind
- your child came off the blind register in the 28 weeks before you claimed tax credits

If your child is severely disabled and gets what's known as the Highest Rate Care Component of Disability Living Allowance you may get an additional payment.

How to claim

If you're not currently getting tax credits or you want to claim extra tax credits because your child has a disability, you can get a claim form by ringing the Tax Credit Helpline.

Tax Credit Helpline: **0845 300 3900**

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



Citizens Advice Bureau – North Somerset

North Somerset Citizens Advice Bureau provides free, independent, impartial and confidential advice on a wide range of issues including employment, housing, welfare benefits, money advice, relationship breakdown, court action, immigration and consumer problems.

Surgeries in Yatton, Clevedon, Nailsea and Portishead.

Address:

The Badger Centre
3 – 6 Wadham Street
Weston-super-Mare
BS23 1JY

Tel: **01934 836 201**

Alternative Tel: **08444 111 444**

Website: **www.northsomersetcab.org**



Citizens Advice
the charity for your community

Council Tax Relief

If you or a member of your household is disabled then you may qualify for council tax relief.

This can also apply if your home contains any of the following:

- A second bathroom or kitchen required for meeting the needs of a disabled person
- A room set aside to provide facilities for a disabled person
- Sufficient room for a disabled person to use their wheelchair indoors

If you are entitled to a reduction this will come in the form of lowering your property band to the one below the one allocated for your property

This reduction is available even if your property is in Band A.

To apply for this reduction contact the customer service team:

Contact:

Tel: **01934 888 144**

Email: **n-somersetCTAX@liberata.com** or
westoncontactcentre@liberata.com

A regular review of all discounts is carried out and if your circumstances change you must contact us immediately.



Direct Payment (now Personal Budget)

If your child is assessed as being eligible for support from North Somerset Council, you can choose to arrange the support they require via a 'personal budget'. They would have an assessment and be given an indication of the amount of personal budget they would be likely to receive.

You would then need to show how you could use the budget to meet your child's assessed needs. This option can be very flexible and gives people a lot of choice and control over the services they receive.

Some people choose to take part or all of their budget to employ a personal assistant. Other people may opt for a mixture of taking part of their budget as a cash payment and having the council manage the rest of their budget to arrange the services they need.

There is a financial assessment towards a personal budget and you may be required to contribute a weekly amount dependent upon your income.

If you are currently in receipt of support services and have an allocated worker please speak to them about a personal budget option.

Contact the Disabled Children's Team for more information.

Contact:

Tel: **01934 427 622**

Web: **www.n-somerest.gov.uk**

www.direct.gov.uk



Disability Living Allowance (DLA)

Disability Living Allowance – sometimes referred to as DLA – is a tax-free benefit for disabled children and adults who need someone to help look after them, or who have walking difficulties.

Your child may get Disability Living Allowance if:

- they have a physical disability (including a sensory disability, such as blindness) or mental disability (including learning disabilities), or both
- their disability is severe enough to need help caring for them self or someone to supervise them, for their own safety, or they have walking difficulties, or both

Normally, they must have had these care or supervision needs or walking difficulties for at least three months and they are likely to continue for at least a further six months. However, if your child is terminally ill, there are special rules for claiming the benefit.

Disability Living Allowance has two parts called ‘components’ –

- a care component – if your child needs help looking after them self or supervision to keep them safe
- a mobility component – if your child can’t walk or finds it very hard to walk, or they need help getting around

Some people will be entitled to receive just one component; others may get both. The care component and mobility component are paid at different rates depending on how their disability affects them.

To make a claim contact the Benefit Enquiry Line:

Telephone: 0800 88 22 00

Once you have made your claim, you can get advice on Disability Living Allowance from the Disability Living Allowance helpline who should have access to your records.

Contact:

Telephone: **08457 123 456** Textphone: **08457 22 44 33**



Disabled Facilities Grants

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet the needs of the disabled person, and that the work is reasonable and practical.

You can claim if you, or someone living in your property, is disabled and:

- you, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property. A landlord may apply on behalf of a disabled tenant.
- you can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period – currently five years

A grant can be used for adaptations to give better freedom of movement into and around the home and/or to provide essential facilities within it.

Acceptable types of work include:

- widening doors and installing ramps
- providing or improving access to rooms and facilities – for example, by installing a stair lift or providing a downstairs bathroom
- improving or providing a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use
- improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

An occupational therapist will look at your circumstances and can recommend the type of adaptation(s) needed.

The amount paid is usually based on a financial assessment – a 'means test' - of your average weekly income in relation to your outgoings. There is no means testing for families of disabled children under 19 years of age.



Disabled Facilities Grants continued

Maximum grant amount

The maximum amount of grant that a council is required to pay is £30,000 in England per application less any assessed contribution from you.

Contact:

Tel: **01934 427 622** – Disabled Children’s Team

01934 888 801 – Care Connect for ages 18 plus

Web: **www.n-somerset.gov.uk**



Disabled Students' Allowances (DSAs)

Disabled Students' Allowances (DSAs) provide extra financial help if young people want to study a higher education course and have a disability, ongoing health condition, mental health condition or specific learning difficulty like dyslexia.

They help disabled people to study in higher education on an equal basis with other students.

They are paid on top of the standard student finance package and don't have to be paid back.

The amount you get depends on the type of extra help you need – not on your household income.

DSAs can help pay for:

- specialist equipment you need for studying – for example, computer software
- non-medical helpers, such as a note-taker or reader
- extra travel costs you have to pay because of your disability
- other costs – for example, tapes or Braille paper

Contact:

Contact Student Finance England for more information:

Tel: **0845 300 50**

Web: **www.studentfinance.direct.gov.uk**



Family Fund

The Family Fund is a registered charity which helps families with severely disabled or seriously ill children and young people aged 17 and under to have choices and the opportunity to enjoy ordinary life.

The fund can give grants for things that make life easier and more enjoyable for the disabled child, young person and their family, such as washing machines, driving lessons, computers and holidays.

Any family caring for a severely disabled child in England, Scotland, Wales and Northern Ireland where household income is less than £28,000 may be eligible to apply for a grant.

Address:

Unit 4 Alpha Court
Monks Cross Drive
Huntington, York
North Yorkshire
YO32 9WN

Tel: **0845 130 4542**

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

Web: **www.familyfund.org.uk**



Flexible Working/Work Life Balance

'Flexible working' is a phrase that describes any working pattern adapted to suit your needs. Anyone can ask their employer for flexible work arrangements, but the government has introduced a statutory right in order to encourage applications.

Provided you are an employee (but not an agency worker or in the armed forces) and have worked for your employer for 26 weeks continuously before applying, you have the statutory right to ask if you have a child under six or a disabled child under 18.

If you have been with your employer for at least a year, you are entitled to a total of 18 weeks unpaid leave to care for a disabled child under 18. This could help you attend hospital appointments etc. You can also take time off in an emergency such as a health crisis with your child. This could be paid or unpaid depending on your employer.

You can apply for flexible working through your employer or find out more information from the Direct.gov website www.direct.gov.uk or the Working Families website www.workingfamilies.org.uk (this includes a section especially for parents of disabled children).



Free early learning for 3 and 4 year olds

Children aged three and four years old can get free early education from many North Somerset Ofsted registered childcare providers.

The entitlement is 15 hours of free early education for 38 weeks of the year. This applies from the funding term following their third birthday until they start school or until the term following their fifth birthday.

In North Somerset there are a number of different types of early education settings that can offer the free entitlement:

- day nurseries, private nursery schools and nursery classes attached to primary schools
- pre-schools and playgroups
- accredited childminders who are part of networks approved to deliver early education

Childcare providers will make the claim on your behalf but you will need to complete and return a declaration form for each funding period.

Contact the Family Information Service for further information.

Contact:

Tel: **01934 426 300**

Email: **fis@n-somerset.gov.uk**

Web: **www.n-somersetcsd.org.uk**



St Monica Trust Community Fund

The Community Fund aims to ease financial pressure on individuals and families who fulfil certain requirements by helping them to buy the essential things they need or supporting them through a crisis.

They can give help to people who satisfy the following criteria:

- have a physical or sensory impairment or long-term physical health problem
- live in Bristol or the surrounding area (South Gloucestershire, Gloucestershire, North Somerset, Somerset, Bath and North East Somerset and Wiltshire)
- have a low income and limited savings
- are 16 or over

They can help in two ways: award you a gift to help you buy an item that you need; or offer you a short-term grant of monthly financial support for a short period of time to help you through a crisis. Whichever way, it will not affect your benefits, tax credits or tax.

Address:

Community Fund
St Monica Trust
Cote Lane
Bristol
BS9 3UN

Tel: **0117 949 4003**

Email: **community.fund@stmonicastrust.org.uk**

Web: **www.communityfund.stmonicastrust.org.uk**



Turn2Us

Turn2Us help people access the money available to them – through welfare benefits, grants and other help.

Their free, accessible website has been designed to help you find appropriate sources of financial support, quickly and easily, based on your particular needs and circumstances. The website has:

- Benefits search
- Grants search
- Information and resources

Address:

Turn2us
Unit 9 Cefn Coed Parc
Nantgarw
Cardiff
CF15 7QQ
Tel: **0808 802 2000**
Web: **www.turn2us.org.uk**



VAT on equipment and vehicles for disabled people

If you have a long-term illness or you're disabled, you don't have to pay VAT on certain goods and services that you buy or bring into the UK. Certain building work that you have done can also be free of VAT.

Which equipment and services can be bought without paying VAT?

In general, the equipment, services and building work covered are things that are of practical help because of an illness or disability. You may not have to pay VAT on

- adjustable beds, chair lifts, hoists and sanitary devices
- auditory training aids
- low vision aids
- medical and surgical appliances designed solely for the relief of a severe abnormality/ injury
- alarms
- motor vehicles, boats and other equipment and appliances designed solely for use by chronically sick or disabled people

You also may not have to pay VAT on any charges made for the installation, repair and maintenance of these items, or on any spare parts and accessories needed for them.

Certain building work might also be VAT free. This includes building work on:

- ramps, doorways and passages
- bathrooms, washrooms and lavatories
- lifts



VAT on equipment and vehicles for disabled people continued

For more help about VAT reliefs for disabled people you can contact HMRC:

Address:

HM Revenue and Customs
VAT Reliefs for disabled people
St John's House, Merton Road
Liverpool L75 1BB
Tel: **0845 302 0203**



Work Focused Support for Carers

Work Focused Support for Carers provides help and advice for carers to make a successful move into work.

Even if they don't feel ready to work now but might like to in the future, they can still take advantage of Work Focused Support for Carers. It is a voluntary service which carers can choose to take part in at any time.

A Jobcentre Plus personal adviser can provide help and support. This might include:

- help preparing for work
- help to find suitable training
- support in looking for and applying for a job

Carers can also receive advice on finding replacement care while they attend appointments with the personal adviser, take part in a training course or attend job interviews.

Carers do not need to be participating in Work Focused Support for Carers to access funding for replacement care.

Eligibility:

Work Focused Support for Carers is available to carers who:

- do not work or work less than 16 hours a week
- are aged 18 or over
- are not able to get help from any of the other Jobcentre Plus employment support programme such as New Deal or Pathways to Work

Contact:

Contact JobCentre Plus for more information:-

Tel: **0800 055 6688**

Web: **www.direct.gov.uk**







2 Childcare and out of school provision

- Child Care 1
- Children's Centres 2
- Disabled Children Family Support Team *See* ● Section 8 6
- Family Information Service 4
- The Firs Resource Centre *See* ● Section 8 17
- Springboard Opportunity Group 5



2 Childcare and out of school provision



Childcare for children with a disability or additional need

Leaving your child with a childcarer is a big step for any parent but if your child has a disability you are likely to be more anxious about finding the right care. You will want to be confident that the childcarer is able to meet your child's needs and has access to a support network if necessary.

Early Years settings (pre-schools, nurseries) have a Special Educational Needs Co-ordinator (SENCo) who will be able to discuss what's right for you and your child within the setting.

The SENCo will be familiar with other practitioners and services that work with children with disabilities and know how to find additional guidance or support if necessary.

Childminders and out of school clubs have access to support and training from the North Somerset Childcare Development Team. Again, the team can assist in finding additional support where necessary and linking them to other relevant services including Children's Centres.

Funding – In addition to the funding that is available to all families don't forget that a parent of a disabled child can also get help to pay for childcare costs through the following channels:

Direct Payments are cash payments from your local authority for parents of disabled children to buy their own support or care.

Child Tax Credit can include additional amounts for disabled children. Working Tax Credit can include help with childcare costs. For advice or a claim form call 0845 300 3900.



Children's Centres

The main purpose of Children's Centres is to improve the outcomes for all young children with a particular focus on the most disadvantaged children.

They offer a number of core services that bring together education, childcare, family support and health services in an accessible way for young children and their families. Not all Children's Centres have childcare on site but all link and work very closely with local childcare providers.

Many children's centres are now offering Stay and Play Sessions specifically for children aged 0–4 years with additional needs. Parents will be able to drop in, experience new play opportunities with their children, chat and meet other parents. The children's centre family support team will be available along with representatives from Springboard Opportunity Group and other agencies.

Location of Children's Centres:

Ashcombe Children's Centre

Stepping Stone Walk, Earlham Grove, Weston-super-Mare, BS23 3NA.
Tel: 01934 426 380.

Banwell, Winscombe and Sandford Children's Centre

Banwell Youth and Community Centre, West Street, Banwell, BS29 6DB.
Tel: 01934 426 774.

Clevedon Children's Centre

The Barn, Great Western Road, Clevedon, BS21 6HG.
Tel: 01934 426 440.

Crockerne Children's Centre

Westward Drive, Pill, Bristol, BS20 0JP.
Tel: 01275 375 726.

Locking Castle and Locking Children's Centre

The Campus, Highlands Lane, Weston-super-Mare, BS24 7DX.
Tel: 01934 426 679.

Long Ashton Children's Centre

c/o Early Birds Neighbourhood Nursery, Hollis Close, Long Ashton, BS41 9AZ.
Tel: 01275 395 359.



Children's Centres continued

Milton and Old Worle Children's Centre

Mendip Avenue, Worle, Weston-super-Mare, BS22 6HN
Tel: 01934 426 618.

Nailsea and Backwell Children's Centre

Pound Lane, Nailsea, BS48 2NP.
Tel: 01934 426 710.

North Worle, St George's and Kewstoke Children's Centre

Castle Batch Community Centre, Bishops Avenue, Worle,
Weston-super-Mare, BS22 7PQ.
Tel: 01934 426 819.

Portishead Children's Centre

St Barnabas Centre, West Hill, Portishead, BS20 6LN.
Tel: 01275 884 001.

South Weston Children's Centre

For All Healthy Living Centre, Lonsdale Avenue, Weston-super-Mare, BS23 3SJ.
Tel: 01934 427 550.

Services in South Weston are also delivered through Oldmixon
Family Centre and Little Waves Nursery.

Weston Central Children's Centre

81-83 Meadow Street, Weston-super-Mare, BS23 1QL.
Tel: 01934 426 794.

Yatton Moor Children's Centre

Yatton Infants School, High Street, Yatton, BS49 4HJ.
Tel: 01934 426 633.

Yeo Valley and Rural Outreach

St Andrew's C of E Primary School, Station Road, Congresbury, BS49 5DX.
Tel: 01934 426 643.

Contact:

For more information contact your local children's centre. Alternatively you can find up-to-date information on www.n-somersetcsd.org.uk or by telephoning the Family Information Service on **01934 426 300**

children's
centre



Family Information Service (FIS)

North Somerset FIS provide a one-stop source of information for the benefit of children, young people and families, and those who work with them, within North Somerset.

The Family Information Service offer a brokerage service to those families who are finding it difficult to find suitable childcare for their child or children. They can help find childcare providers who have had experience of dealing with certain aspects of disabilities or special educational needs.

FIS offer free and impartial information about the following services:

- Childcare, including childminders, pre-schools, nurseries, out of school provision and activities
- Brokerage service
- Paying for childcare
- Working in childcare
- Children's Centres
- Local services, events and organisations
- National support groups and organisations
- Advice on the process of applying for school places

Tel: **01934 426 300**

Email: **fis@n-somerset.gov.uk**

Web: **www.n-somersetcsd.org.uk**

Neighbouring Family Information Services' telephone numbers:

Bath and North East Somerset – **0800 073 1214**

Bristol – **0845 129 7217**

Somerset – **0845 345 9122**



Springboard Opportunity Group – Clevedon and Weston

Springboard aim to give young children with additional needs the best possible opportunity to live fulfilling and independent lives.

They provide a range of specialist services in purpose-built centres at Clevedon and Weston super Mare. These services are highly regarded both by users and the local education, health, social care professionals and early years' practitioners.

Any parent or carer is welcome to contact them themselves and arrange a time to visit. Sometimes children and families are referred to Springboard by their health visitor, speech and language therapist or physiotherapist.

Address:

Springboard Opportunity Group
2a Princes Road
Clevedon
BS21 7SZ

Springboard Opportunity Group
Ashcombe Children's Centre
Stepping Stone Walk
Weston-super-Mare
BS23 3JW

Tel: **01275 341 113**

Tel: **01934 426 165**

Email: info@springboardweb.org.uk

Web: www.springboardweb.org.uk/





3 Health and well-being

- Association for Palliative Care (ACT) 1
- BIBIC – British Institute for Brain Injured Children 2
- Bristol Royal Hospital for Children 3
- Centre for Deaf People 4
- Cerebra 5
- Cerebral Palsy Plus (CP plus) 6
- Children’s Hospice South West (Charlton Farm) 7
- ERIC – Education and Resources for Improving Childhood Continence 8
- Headway 9
- KC Sleepsuits 10
- Living (formerly The Disabled Living Centre)
See ● Section 8 10
- MDF – The BiPolar Organisation (W-s-M) 11
- North Somerset Complex and Additional Needs Service
See ● Section 4 12
- Paediatric Speech and Language Therapy Service 12
- Scope 13
- The Jessie May Trust 14
- The Lifetime Service 15
- The National Autistic Society – North Somerset Branch 16
- Vision North Somerset 17



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Health and well-being

- Weston Area Health Trust – **CAMHS** 18
- Weston Area Health Trust – **Children’s Occupational Therapy** 19
- Weston Area Health Trust – **Community Paediatrics** 20
- Weston General Hospital 21
- Wheelchair Centre at Southmead Hospital 22
- Wish Clinic 23



Association for Children's Palliative Care (ACT)

Association for Children's Palliative Care (ACT) aims to provide information on support services available for families whose children have life-threatening or terminal conditions, regardless of the particular diseases involved. It is involved in consultation and contact between service providers and campaigns to encourage the development of children's palliative care services.

ACT runs a national helpline service for families and professionals working with children with life-limiting or life-threatening conditions. It supports professionals and informs families by signposting them to information, help and relevant services. It's also there for you if you just need someone to talk to.

Address:

ACT Brunswick Square
Brunswick Court
Bristol
BS2 8PE

Tel: **0845 108 2201**

Alternative Tel: **0117 916 6422**

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

Web: **www.act.org.uk**



BIBIC – British Institute for Brain Injured Children

BIBIC work with children who may have complex conditions from brain injury to autism, cerebral palsy to challenging behaviour and global developmental delay to ADHD. Even if you are simply not sure of what is possibly wrong, BIBIC can offer you help and support.

With guidance, they can show families how to bring out the best in their children, how to build their children's skills and independence in ways that will benefit all their lives, putting the family back in control.

Following an inter-disciplinary assessment, they produce tailored programmes to improve the quality of life for the child and family. Parents are then taught how to take an active role in their child's development by implementing these programmes at home.

Address:

Knowle Hall Bath Road
Knowle
Bridgwater
TA7 8PJ

Tel: **01278 684 060**

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

Web: **www.bibic.org.uk**



Bristol Royal Hospital for Children

The Bristol Royal Hospital for Children (BRHC) provides a local service for Bristol children and a referral service for specialist care for families across the South-West and nationally.

Address:

Paul O’Gorman Building
Upper Maudlin Street
Bristol

BS2 8BJ

Tel: **0117 342 8460**

Alternative Tel: **0117 342 8461**

Website: **www.uhbristol.nhs.uk**



The Centre for Deaf People Bristol

The Centre for Deaf People Bristol provides:

- Recreation and leisure equipment for deaf and hearing-impaired people
- Environmental equipment service providing youth clubs, after school clubs and summer playscheme
- A social club for deaf and hard of hearing people
- Advice and information
- Pastoral care
- Lip-reading and sign language classes
- Deaf awareness training

They also have a team of qualified social workers based at the centre. The community youth service organise events both inside and outside the centre and there is also a Learning Difficulties Communication Group held weekly.

Address:

Centre for the Deaf Bristol
16 – 18 King Square
Bristol
BS2 8JL

Tel: **0117 924 9868**

Email: **office@centrefordeaf.org.uk**

Web: **www.centrefordeaf.org.uk**



Cerebra

Cerebra aims to help improve the lives of children, aged 16 and under, with brain related conditions through researching, educating and directly supporting children and their carers.

They provide products and services that give practical support and assistance to help directly improve the lives of children with brain related conditions as well as providing information to help parents and carers to optimise the quality of life of their child.

Parent Support is the Cerebra information and support service for parents, carers and others involved with any child with a brain related condition (brain injuries, neurological disorders, mental disabilities, developmental problems). Parent Support exists to answer questions and develop services to help improve the lives of these children and their families.

- Information and advice
- Support
- Grants
- Guide to claiming Disability Living Allowance
- Holiday home

Address:

Cerebra
Freepost SWC3360
Carmarthen
Dyfed
SA31 1ZY

Tel: **0800 328 1159**

Alternative Tel: **01267 244 200**

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

Web: **www.cerebra.org.uk**



Cerebral Palsy Plus (CP Plus)

Cerebral Palsy Plus staff have experience, either first hand as parents, or as health care professionals.

They are committed to providing high quality, timely information and confidential support to the cerebral palsy community of Bristol, South Gloucestershire and North Somerset.

They also run evening clubs for adults with cerebral palsy.

Address:

Disabled Living Centre (West Of England)
The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

Tel: **0117 965 5028**

Email: **office@cerebralpalsyplus.org.uk**

Web: **www.cerebralpalsyplus.org.uk**



Children's Hospice South West (Charlton Farm)

Children's Hospice South West care for children who have illnesses which mean they are more likely to die before reaching adulthood. They provide expert care for them, their parents and well siblings.

Address:

Charlton Farm Charlton Drive
Wraxall
Bristol
BS48 1PE

Tel: **01275 866 600**

Email: **enquiries@chsw.org.uk**

Web: **www.chsw.org.uk**



ERIC – Education and Resources for Improving Childhood Continence

ERIC – Education and Resources for Improving Childhood Continence is the national registered charity which provides information and support to younger children, teenagers, parents and professionals on:

- bedwetting (nocturnal enuresis)
- daytime wetting
- constipation
- soiling
- incontinence in children with special needs.

This is a confidential and impartial service.

Address:

ERIC Britannia Road
34 Old School House
Kingswood
Bristol
BS15 8DB

Tel: **0845 370 8008**

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

Web: **www.eric.org.uk**



Headway – the brain injury association

Headway is a charity set up to give help and support to people affected by brain injury.

Headway Somerset was established to help with the problems encountered by brain injured people in Somerset as well as their families and carers. Call **01278 434 697** for more information about Headway Somerset.

Headway Bristol is an evolving and progressive charity working from a multifunctional centre which acts as base for staff and volunteers who are involved in support work in the hospital and community, and is a day time resource and activity centre providing a relaxed, safe, pressure-free environment. Call **0117 975 3771** for more information.

Address:

4 King Edward Court
King Edward Street
Nottingham
Nottinghamshire
NG1 1EW

Tel: **0808 800 2244**

Alternative Tel: **0115 924 0800**

Email: **enquiries@headway.org.uk**

Web: **www.headway.org.uk**



KC Sleepsuits

KC Sleepsuits offer garments for men, women and children who shed continence pads, undress in their sleep or interfere with continence aids. Daysuits are also offered.

Address:

6 Mountain Ash
Rochdale
OL12 7JE

Tel: **01706 321 330**

Email: **enquiries@kcsleepsuits.co.uk**

Web: **www.kcsleepsuits.co.uk**



MDF – The BiPolar Organisation (Weston-super-Mare)

Self-help group for people who suffer from bipolar disorder (manic depression) and their supporters.

From January 2011 the group will meet on the second Tuesday in the month.

Address:

FRIEND
39 Oxford Street
Weston-super-Mare
BS23 1TN

Tel: **01270 230 260**

Email: **mdfwestonsupermare@gmail.com**

Web: **<http://mdf.org.uk>**



Paediatric Speech and Language Therapy Service

The Paediatric Speech and Language Therapy service provides assessment, advice and therapy for children with significant difficulties with speech, language, voice, fluency and eating and drinking problems. Therapists can also give advice and support for children who need to use alternative forms of communication (e.g. signing or electronic aids). Therapists work in clinics, children's centres, clients' homes, mainstream and special schools, and pre-school settings. Intervention may be in the form of advice, reports, or direct therapy from a Speech Language Therapist.

Alternatively an assistant, teacher or parent may carry out a programme set by the Speech Language Therapist. They also offer training to parents and other professionals.

This service is available for children with significant difficulties with speech, language, voice and fluency, and in some cases eating and drinking problems (please note if your child has an urgent eating or drinking problem, please contact your GP, Health Visitor or the Accident and Emergency Department at the hospital).

Address:

Weston Area Health NHS Trust
Drove Road
Weston-super-Mare
BS23 3NT

Tel: **01934 624 799**

Email: gillian.oxley@waht.swest.nhs.uk



Scope

Scope is the disability organisation in England and Wales whose focus is people with cerebral palsy. Their aim is that disabled people achieve equality: a society in which they are as valued and have the same human and civil rights as everyone else.

Scope support disabled people and their families through practical information and support, particularly at the time of diagnosis and in a child's early years.

Address:

Scope
6 Market Road
Lower Holloway
London
N7 9PW

Tel: **0808 800 33 33**

Email: **response@scope.org.uk**

Web: **www.scope.org.uk**



The Jessie May Trust

A Bristol based charity that provides a hospice at home service of nursing care and respite for children with a terminal illness.

Jessie May Trust provide a free palliative care service for children and young people who are not expected to live beyond nineteen years. They work in Bristol, North Somerset and South Gloucestershire.

Members of the experienced care team support each family at home with short periods of respite, advice, terminal nursing care and bereavement support.

Address:

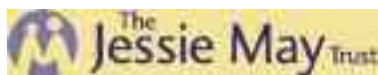
35 Britannia Road
Old School House
Kingswood
Bristol
BS15 8DB

Tel: **0117 961 6840**

Alternative Tel: **0117 958 2172**

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

Web: **www.jessiemaytrust.org.uk**



The Lifetime Service

Lifetime comprises a team of Community Children's Nurses, Psychologists and Health Care Support Workers. Lifetime offers a needs-led service within the community for children with a non malignant, life threatening illness and who may require complex health care.

In addition, Lifetime Homecare provides ongoing nursing support at home for children who require, for example, home ventilation or airway management.

Address:

Child Health Department
Bath NHS House
Newbridge Hill
Bath
BA1 3DA

Tel: **01225 731 624**

Email: **lifetime@banes-pct.nhs.uk**



The National Autistic Society – North Somerset Branch

The North Somerset Branch of the National Autistic Society works to provide information and support to individuals and their families with regards to Autistic Spectrum Disorders.

Informal support group meetings are an opportunity for parents and professionals to meet each other. The North Somerset Branch of the National Autistic Society welcome anyone who has concerns and would like to know more about Autistic Spectrum Disorders. No diagnosis is necessary.

Contact:

Tel: **01934 628 287**

Mobile: **07765 232 622**

Email: **northsomerset@nas.org.uk**

Web: **www.nas-northsomerset.co.uk**



Vision North Somerset

Vision North Somerset is the working name for Woodspring Association for Blind People. Vision North Somerset provides services for visually impaired people. These include:

- Hospital Information Service (supported by volunteers)
- Registration of Blind and Partially Sighted people
- Rehabilitation
- Resource and Information Centre
- Special Needs Advice
- Management of Talking Book Service

Address:

Vision North Somerset
3 Neva Road
Weston-super-Mare
BS23 1YD

Tel: **01934 419 393**

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



Weston Area Health Trust – Children’s Learning Disabilities Team (CAHMS) – Weston and Clevedon

The Children’s Learning Disabilities Team is part of the Child and Adolescent Mental Health Service (CAMHS) and exists to promote the psychological health of children and young people living in and around the area. It provides a range of services including multi-disciplinary assessment and treatment to children, young people and families who experience mental health problems.

For children with learning disabilities with additional mental health problems including challenging behaviour.

Address:

Weston Area Health Trust
Drove Road
Weston-super-Mare
BS23 3NT
Tel: **01934 636 363**

Weston Area Health Trust
The Barn
Clevedon
BS21 6HB
Tel: **01934 426 622**



Weston Area Health Trust – Children’s Occupational Therapy

The Children’s Occupational Therapy (OT) service aims to help the child function more effectively in the areas of play, self care and school performance, these being the ‘occupations’ important to children and young people including disabled children.

The OT may carry out assessments to find out why a child is having difficulties. The OT will consider the child’s abilities, the environment the activity is being carried out in and the activity itself.

They try to improve the child’s performance in the activity by changing whatever it is that is stopping the child doing the activity.

Address:

The Barn
Great Western Road
Clevedon
BS21 6HB
Tel: **01934 426 622**

Weston Area Health Trust
Drove Road
Weston-super-Mare
BS23 3NT
Tel: **01934 647 214**



Weston Area Health Trust – Community Paediatrics (Weston and Clevedon)

The Community Paediatrics service of Weston Area Health Trust provides the following service:

- Assessment and treatment of children and young people with developmental and behavioural problems, long term health problems and disabilities.
- Participation in multi-disciplinary/agency assessments.
- Medical input into child protection through individual cases, participation in case conferences and strategic advice.
- Health care in children in special circumstances e.g. looked after by the local authority, asylum seekers, travelling families etc.
- Medical advice to education through multi professional assessments and the statementing process.
- Public health role e.g. immunisations, school health and childhood surveillance.

The referral procedure is through a health professional

Address:

Weston Area Health Trust
Drove Road
Weston-super-Mare
BS23 3NT
Tel: **01934 418 804**

The Barn
Great Weston Road
Clevedon
BS21 6HB
Tel: **01934 426 622**



Weston General Hospital

Weston General Hospital includes a 24 hour Emergency department, Intensive Care Unit and Day Case Unit. They also have a new acute ward and community children's services.

Address:

Weston Area Health Trust, Weston General Hospital
Grange Road
Uphill
Weston-super-Mare
BS23 4TQ

Tel: **01934 636 363**

Email: weston.enquiries@nhs.net

Web: www.waht.nhs.uk



Wheelchair Centre at Southmead Hospital

Children and young people can be referred for appointments at Southmead Hospital to be assessed for a wheelchair by their Occupational Therapist or Physiotherapist.

Address:

Southmead Health Services NHS Trust
Southmead Road
Westbury-on-Trym
Bristol
BS10 5NB

Tel: **0117 950 5050**

Web: **www.nbt.nhs.uk**



Wish Clinic and 'No Worries' sessions

Weston Integrated Sexual Health, also known as WISH, and 'No Worries' offer a variety of services relating to an individual's sexual health, including contraception, pregnancy testing and sexually transmitted infections.

No Worries can also offer advice on many other issues, for example alcohol, bullying, drugs, eating disorders, emotional health and wellbeing, family, friendship or relationship issues, healthy eating, housing, personal safety and more.

WISH Clinics and 'No Worries' offer a free, non-judgemental and confidential service aiming to be accessible to everyone.

Address:

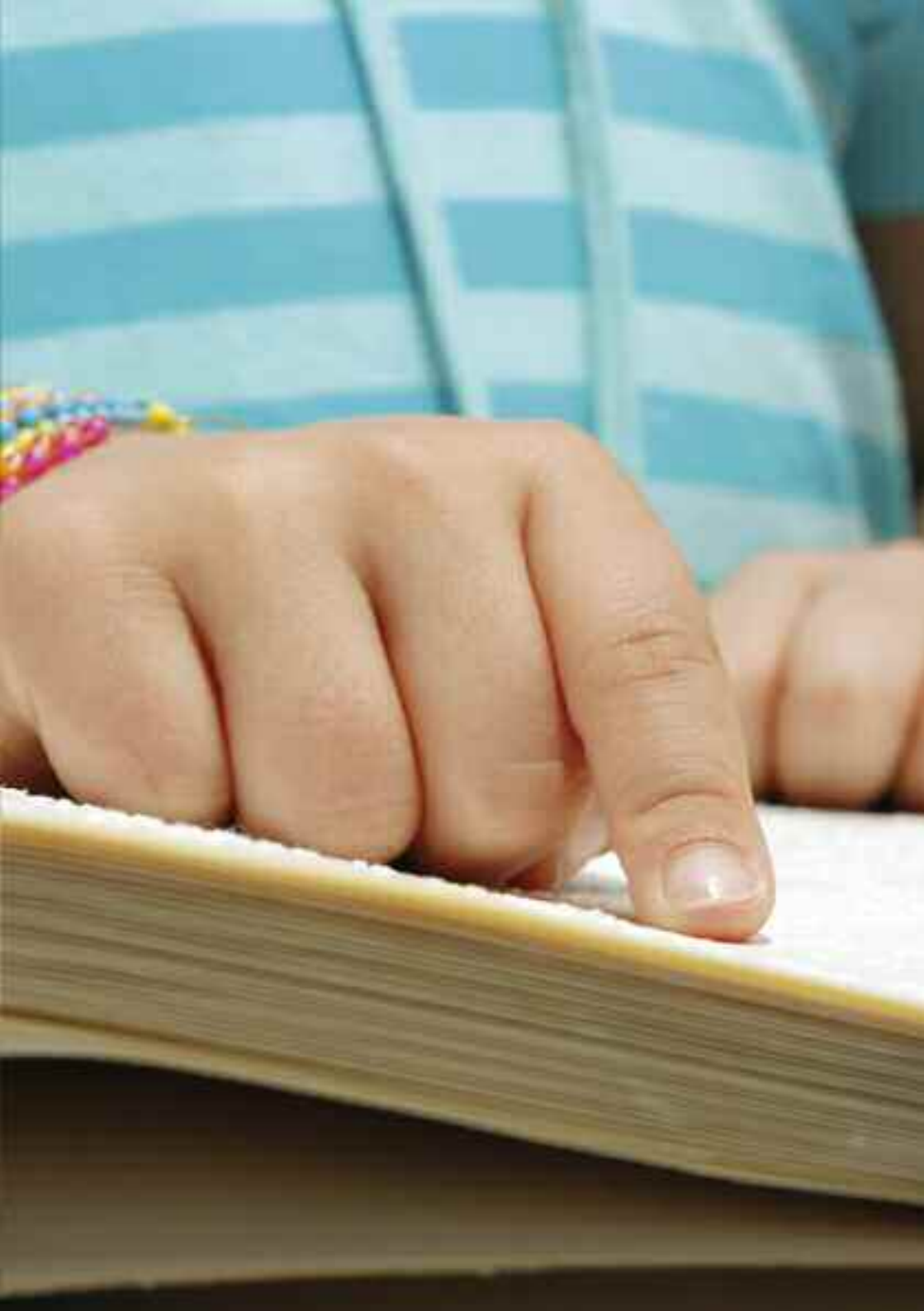
Weston Area Health Trust Grange Road
Weston Hospital
Uphill
Weston-super-Mare
BS23 4TQ

Tel: **01934 647 046**

Website: www.waht.nhs.uk/WISH

No Worries!





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Advisory Centre for Education (ACE)

ACE uses up-to-date knowledge, a trained team of independent, expert advisers and a broad range of clear, informative publications to advise families on such issues as admissions, exclusions, special educational needs, attendance and bullying.

Contact:

Tel: **Freephone 0808 800 5793**

Email: **enquiries@ace-ed.org.uk**

Web: **www.ace-ed.org.uk**

Bristol Dyslexia Centre

Bristol Dyslexia Centre is an independent teaching and assessment centre for all ages. It uses innovative and fun methods of teaching to inspire a love of learning and create self confidence.

The Centre is well established in Bristol as a centre of excellence and takes students from over 100 different schools, colleges and universities in Bristol and surrounding areas. It has an excellent reputation for success, providing a relaxed learning environment for up to 300 students. Bristol Dyslexia Centre's body of specialist teachers and professionals form a huge resource bank of knowledge and experience.

Address:

Bristol Dyslexia Centre
10 Upper Belgrave Road
Bristol
BS8 2XH

Tel: **0117 973 9405**

Web: **www.dyslexiacentre.co.uk**



Children and Young People's Resource Service

Your local Children and Young People's Resource Service can give you free information on learning, training courses and jobs. They can help you improve your job prospects, get a qualification or just make the most of your job. They also provide useful information and advice about new jobs, childcare, grants for learning and training and where to go for help if you have a disability.

They provide a social work service to looked after young people over 16 years of age throughout North Somerset and provide practical and personal support services to young people once they have ceased being looked after, up to the age of 21 (24 in higher education).

- Support with accommodation issues
- Training and education support
- Financial support and benefits advice
- Personal and emotional support

Address:

12 Clifton Road
Weston-super-Mare
BS23 1BL

Tel: 01934 421 900

Email: cyps-resourceservices@n-somerset.gov.uk

Web: www.n-somerset.gov.uk



Connexions West of England

Connexions is a service for all young people aged 13 to 19 (up to 25 for those with a learning difficulty or disability). Through multi-agency working and the deployment of Personal Advisers (PAs) in a variety of locations and many localities throughout the West of England, Connexions provides impartial information, advice and guidance (IAG), integrated and targeted youth support, referral to other services and access to personal development opportunities for young people.

Address:

Connexions West of England
45 Boulevard
Weston-super-Mare
BS23 1PG

Tel: 01934 644 443

Alternative Tel: **0808 001 3219**

Email: **enquiries@connexionswest.org.uk**

Web: **www.connexionswest.org.uk**



Dyslexia and Dyspraxia Association UK

The Dyslexia and Dyspraxia Association UK (DADA) runs in association with the Dyslexia Association of North Somerset. DADA is a voluntary run group providing support for individuals with dyslexia and dyspraxia, their families and those that works with them.

There is a support group which meets three to four times a year at The Windsor Castle pub on Upper Bristol Road in Weston-s-Mare. It is open to parents and professionals. It is run by parents who often arrange for guest speakers to attend.

Contact:

Tel: **01934 511 557**

Alternative Tel: **01934 513 634**

Email: **info@dadauk.co.uk**

Web: **http://dadauk.co.uk**



Early Years Foundation Stage

Parent Information

Role of the Area Special Educational Needs Co-ordinator (Area SENCO):

Area Special Educational needs Co-ordinators (Area SENCOs) work in close partnership with Special Educational Needs Co-ordinators (SENCO) in non-maintained childcare settings delivering the Early Years Foundation Stage.

Every Pre-school and Day Nursery provider is required to have a SENCO (an inclusion co-ordinator in North Somerset) in place. In the case of childminders and out of school clubs, Early Years Childcare Advisers take on the role of SENCO for a group of providers.

Area SENCOs support settings in many different ways including:

- General support work around everyday practice
- Training, advice and guidance around:
 - Reinforcing the need to consult with parents/carers at each step and reassure them that confidentiality between parents/carers, setting and other agencies will be respected at all times
 - Early identification of concerns, assessment of need through observing children at play
 - Planning and implementing appropriate intervention and support for individual children in consultation with parents/carers
 - Monitoring children's progress and transferring records when children move from one setting to another e.g. a new setting/reception class
 - Following a graduated approach to supporting children they have concerns about
 - Explaining to parents/carers how any early intervention and support put in place will benefit their children and help them to reach their full potential



Early Years Foundation Stage

Parent Information continued

- Referral to other agencies e.g. health and learning and development support
- Signposting parents/carers to the local Parent Partnership Service for North Somerset – ‘Supportive Parents’

Contact:

Local contact number: **01275 884 140**

Further guidance available for parents /carers – ‘Special Educational Needs (SEN) – A guide for Parents and Carers’

www.teachernet.gov.uk/wholeschool/sen/parentcarers

Inclusion Advisory Team

The Inclusion Advisory Team provides a service to all North Somerset schools and Pupil Referral Units. We give specialist advice, training and support principally to school staff who work with vulnerable groups of children and young people. Our specialisms include working with children and young people who have additional and/or complex needs in the following areas:

- Autistic Spectrum Disorder
- Specific Learning Difficulties, including Dyslexia.
- Behavioural, emotional and social needs.
- Low incidence of special educational needs e.g. Down Syndrome.

We do this by:

- Coaching and collaborative working with school and Children and Young People Service (CYPS) colleagues.
- Observing children in schools to inform programme planning, target-setting, monitoring and reviewing programmes that enable schools to raise pupil attainment.
- Co-running programmes or groups.
- Modelling interventions to staff
- Specialist transition programmes at pre-school entry and Key Stage 2/3.
- Delivering Wave 3 interventions that develop pupil skill in managing their emotional literacy and diagnosed conditions.
- Delivering training at core, targeted and enhanced levels.

Referrals can be accepted through the following routes: Locality and School Consultation Planning Meetings; the Statutory and Complex Issues Panel (SCIP) and via some school multi-professional meetings.

Contact:

Tel: **01934 426 870**

Email: **Sue.harding@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



IPSEA (Independent Parental Special Education Advice)

IPSEA is a registered charity offering free and independent advice to parents of children with special educational needs in England and Wales on:

- local authorities' legal duties to assess and provide for children with special educational needs;
- exclusions of children with special needs/disabilities;
- actions or inaction by local authorities and/or schools which discriminate against children with disabilities.

IPSEA is a volunteer-based organisation and many of the volunteers providing telephone advice and tribunal support are themselves parents of children with special educational needs who have been helped by IPSEA.

Contact:

Tel: **0800 018 4016**

Web: **www.ipsea.org.uk**

MENCAP North Somerset Local Society

North Somerset Mencap (NSM) provides support for children and adults with a learning disability and their families and carers. It is affiliated to Royal Society Mencap which is the UK's largest charity working with children and adults with a learning disability.

The NSM website brings together a comprehensive list of services for people with learning disabilities in North Somerset.

Address:

2a Townsend Road
Castlemead Shopping Centre
Worle
Weston-super-Mare
BS22 7GF

Tel: **0117 330 9035**

Alternative Tel: **01934 838 564**

Email: **carolensm@blueyonder.co.uk**

Web: **www.northsomersetmencap.co.uk**



Multi-Agency Support Team – MAST

The Multi-Agency Support Team – MAST is funded by a partnership between the Local Authority and Health Services in North Somerset. The aim is to provide a service, in partnership with other professionals, for children and young people with severe learning difficulties/disabilities and challenging behaviour who live in North Somerset.

What the Team does

- assess the child/young person's needs to inform interventions
- provide an intervention plan
- support the implementation of the intervention
- work with parents/carers and everyone involved with the child/young person
- provide consultation to other agencies
- to be aware of new developments and utilise those which could improve the service offered
- ensure good multi-agency communication and create a team around the child

All members of the team have experience, knowledge and training in the area of challenging behaviour and severe learning difficulties.

Address:

The Barn Youth Community Centre
Great Western Road
Clevedon
BS21 6HB
Tel: **01275 343 990**



North Somerset Complex and Additional Needs Service

The Complex Additional Needs (CAN) Service has the responsibility for ensuring the delivery of both Aiming High for Disabled Children and the SEN/LDD national strategy, together with the statutory duties in relation to disabled children and the SEN framework.

The Complex Additional Needs (CAN) Service comprises the following:

- Special Educational Needs Team
- Inclusion Advisory Team
- Portage Team
- Disabled Children's social care team, including Occupational Therapy
- Disabled Children's Family support team, including complex needs nurses.

The Special Educational Needs Team are responsible for the management and administration of the statutory assessment process and, where appropriate, the production and maintenance of Statements of Special Educational Need (SEN). All decisions are made through the fortnightly Statutory and Complex Issue Panel (SCIP), which comprises representatives from the SEN Team, Education Welfare Service, Educational Psychology Service, Inclusion Support Service, Social Services and Health.

The SEN team also offer advice on:

- Statutory Assessment criteria and processes
- Allocation of resources
- Requests for specialist equipment
- Transitions and annual reviews
- Pupils moving into the district
- SEN tribunals
- Health and safety



North Somerset Complex and Additional Needs Service continued

Each school has an SEN officer linked to them and these people are the first point of contact for queries in relation to statutory processes both for schools and parents.

Address:

North Somerset Council Town Hall
Special Educational Needs Team
Weston-super-Mare
BS23 1UJ

Tel: **01275 888 330**

Web: **www.n-somerset.gov.uk**



North Somerset Educational Psychology Service (NSEPS)

North Somerset Educational Psychology Service (NSEPS) aims to bring about positive change for children and young people aged 0-19. Our work focuses on improving children and young people's:

- Learning and attainment
- Emotional health and well being
- Educational and social inclusion
- Equality of opportunity

Who do educational psychologists work with?

We achieve our aims by working to empower others who are able to make a difference to children and young people's lives on a day-to-day basis:

- Parents, carers and families
- Staff in schools and other educational settings
- Staff in early years' settings and with
- Children and young people themselves

NSEPS are part of an integrated multi-professional children's workforce and work in close collaboration with others to ensure children and young people's needs are met. We work with:

- Locality teams
- Other professionals in education, health and social care
- The local authority
- Voluntary groups



North Somerset Educational Psychology Service (NSEPS) continued

Scope of our work

- Training
- Assessment
- Consultation
- Facilitative problem solving
- Research
- Support to develop policy and strategy
- Direct work with children and young people (voice of the child, therapeutic work)
- Statutory duties described in the SEN code of practice
- Providing evidence at SEN and disability tribunals
- Supervision of professionals in the children's workforce

Contact:

Gabrielle Stacey, Professional Lead for Educational Psychology

Tel: **01934 634 854**

E-mail: **Maureen.martin@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



North Somerset School Admissions and Transport

Transport to school is usually considered as part of the process of identifying your child's school placement, and free transport may be provided.

You should contact the Special Educational Needs team to discuss your child's transport needs, and we will work closely with them to ensure that these are met. This includes the provision of an additional adult Passenger Assistant to meet the specific needs of some pupils.

Address:

North Somerset Council Town Hall
School Admissions and Transport Team
Weston-super-Mare
BS23 1UJ

Tel: **01934 634 715**

Web: **www.n-somerset.gov.uk**



Portage Service

The North Somerset Portage service is a home-visiting service for pre-school children with extra educational needs.

Portage provides home teaching for young children with developmental delay including those with severe learning disabilities. The success and popularity of Portage is based on the fact that it accepts the role of parents as the key figures in a child's development. Portage is home centred. Portage practitioners help parents to become more effective teachers of their own children by sharing with them a precision teaching system, which is both flexible to both individual needs and carefully structured.

Parents of children with developmental delay and severe learning disabilities are welcome to self refer.

Portage visits are built around four main activities:

- regular home visits by a trained home visitor
- regularly reviewed teaching activities designed for each individual child and parent
- teaching and recording carried out by the parent
- regular supervision of the portage practitioner.

Address:

Ashcombe Childrens Centre
Stepping Stone Walk
Weston-super-Mare
BS23 3NA

Tel: **01934 426 008**

Email: **anna.sutherland@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



Sensory Support Service

Sensory Support Service offer support for children with sensory needs (0 – 19), their families and schools so that their sensory needs can be met as much as possible and children and young people can learn and develop their independence. The aim is to provide opportunities for children and young people to reach their potential, achieve and enjoy learning. The Sensory Support Service also aim to promote independence and quality of life.

Services offered to schools include: advice and consultancy, training school staff and assemblies as long as the children and young people have a sensory need.

Address:

The Sensory Support Service
Elmfield House
Greystoke Avenue
Bristol
BS10 6AY

Tel: **0117 903 8442**

Email: **joao.roe@bristol.gov.uk**

Web: **www.sensorysupportservice.org.uk**



Skill National Bureau for Students with Disabilities

Skill is the National Bureau for Students with Disabilities. It promotes opportunities for students with any kind of impairment in post-16 education training and employment. It is for adults and young people.

It provides a free information and advice service for individual disabled people and the professionals who work with them, via a freephone helpline, email and the website. This information and advice helps disabled people to overcome financial and physical barriers, ignorance and discrimination so that they can study, train or find work.

Address:

Skill Long Lane
Unit 3, Floor 3, 219
London
SE1 4PR

Tel: **0800 328 5050**

Email: **skill@skill.org.uk**

Web: **www.skill.org.uk**



Supporting Head Injured Pupils in Schools (SHIPS)

Supporting Head Injured Pupils in Schools (SHIPS) offers an assessment of classroom behaviour of children and young people who have an acquired brain injury (ABI).

SHIPS can also answer general queries about ABI and can refer schools to professionals and agencies where appropriate.

Address:

43-45 Stanley Road
Warmley
Bristol
BS15 4NX

Tel: **0117 967 3279**

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

Web: **www.shipsproject.org.uk**



Supportive Parents – providing the Parent Partnership Service for North Somerset

Supportive Parents – We offer information and support to enable parents of children with Special Educational Needs to play a more active and informed role in their child's education.

Our service is available to parents of all children with any type of special educational needs. We offer a telephone information and support line, face-to-face support and help with written information. This is a free, confidential and independent service for parents of children with special educational needs. We promote partnership between parents and professionals and support parents to influence local policy and practice.

Information and Support Line:

Our information and support line is available Monday, Wednesday and Friday 10am – 2pm during term time, an answer phone is available at all other times. Tel: 0117 989 7725

Support Groups:

The local Coordinator runs a Support Group for parents. These are held each month alternating between Weston-super-Mare and Portishead. Speakers are often arranged, see website for further information.

Address:

Supportive Parents for Special Children
3rd Floor, Royal Oak House
Royal Oak Avenue, Bristol
BS1 4GB

Tel: **0117 989 7725** or **0117 989 7724**

Email: **mail@supportiveparents.org.uk**,

Web: **www.supportiveparents.org.uk**



Wessex Mediation

Wessex Mediation provides a free mediation service specifically for children and young people with Special Educational Needs.

The service provides independent and impartial mediators to help when parents/carers and the education authorities, including schools, cannot agree on how to meet a pupil's special educational needs. It is a process that gives the parties involved in the dispute a way to find a resolution that they can live with. The mediator provides the opportunity to resolve disputes but does not influence the outcome.

Address:

Mediation Dorset,
22 High East Street
Dorchester
Dorset
DT1 1EZ

Tel: **01823 336 465**

Email: **info@wessexmediation.co.uk**

Web: **www.wessexmediation.co.uk**







5 Leisure

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5 Leisure



Accessible walks with wheelchairs

The only UK web-site totally dedicated to providing free information on routes that are suitable for wheelchair users throughout the UK.

The walks on our database have been tried and tested by wheelchair users, or those knowledgeable about routes in the great outdoors. If you can recommend a walk that you think is suitable for wheelchairs then please login to the website and share it with us.

Walks with wheelchairs will allow you to:

- Read reviews of the routes before trying any walks
- Download walk directions and details OS maps free of charge
- Share your own routes for walking with wheelchairs
- Add your own comments for others users to view.

Web: www.walkswithwheelchairs.com



Bournstream Outdoor Adventure Playsite

Bournstream is an outdoor adventure playsite on the Cotswold edge, roughly between Gloucester and Bristol – half a mile out of Wotton-Under-Edge, set in a hidden valley bordered by fields and woodland.

Bournstream playsite is not open to the general public. Its dedicated use is for children and young people with disabilities or special needs – for their families, carers, respite groups and special schools.

Bournstream is not staffed and is run entirely by volunteers. It is managed by a hands-on Committee (which includes parents of children with disabilities and respite carers), volunteers giving their time, energy and ideas – and with the active support of many local community groups.

Address:

Bournstream Farm
Bournstream
Wotton-under-Edge
Gloucestershire
GL12 7PA

Tel: **01453 845 568**

Web: **www.bournstream.org.uk**



Brandon Trust Activities

Brandon Trust is a Bristol based UK charity working throughout the South West of England. As part of their services Brandon Trust offer several activities in the region:-

BarCode meet on Monday evenings from 6pm – 9pm at The Boulevard opposite the Royal Hotel. Range of activities including pool table, karaoke, CDs, disco, ball games, etc. Bar snacks and a variety of soft drinks. Brandon staff will be there to offer any assistance if required. For further information telephone **01934 627 392**.

Trampolining at Scotch Horn Day Centre, (Squash Court) Brockway, Nailsea, on Tuesdays from 10am – 12noon. For further information telephone **01275 463 187**.

Thursdays at Kenn Road Methodist Church (near Tesco) Clevedon from 1.30pm-3.30pm. Relaxation, aromatherapy, etc. For further information telephone **01934 521 388** or **07798 840 449**.

Social Drop In on Wednesday morning from 10am – 12.30pm at Long Ashton Village Hall. Art materials are also available. For further information telephone **01275 463 187**.

Pottery 'Hobby Class' at Scotch Horn Centre on Tuesdays from 7pm – 9pm. For more information telephone 01275 857 599.

Address:

Brandon Trust
Olympus House
Britannia Road
Patchway
Bristol
BS34 5TA
Tel: **0117 9077 200**



Bristol Children's Help Society

Bristol Children's Help Society aim to support young children from the most disadvantaged backgrounds particularly those living in Bristol, North Somerset and South Gloucestershire. They provide respite and study breaks at Barton Camp in a safe and stimulating environment, where children feel secure and can build the resilience so necessary to cope with their difficult lives.

Barton Children's Centre is a residential centre providing opportunities for children to play, swim, explore and study. It is open to schools and organisations via their online booking form.

Address:

Barton Camp Communications
20 Southfield Road
Westbury-on-Trym
Bristol
BS9 3BH

Tel: **0117 962 1757**

Email: **bchsbaron@aol.com**

Web: **www.bartoncamp.co.uk**



Calvert Trust Exmoor

Calvert Trust Exmoor is one of the first organisations to consider access to the countryside and challenging outdoor activities specifically for disabled people. It has specially designed its latest centre on the edge of Exmoor in Devon to provide fun packed holidays for disabled people, their families and friends.

Activities on offer include climbing, sailing, canoeing, swimming, archery, horse riding and more, all with the help and encouragement of experienced and friendly instructors.

Equipment is rigorously checked and regularly maintained by the Centre's staff. Clothing is provided for all activities. Activities are offered to all, as long as safety can be ensured.

Address:

Wistlandpound
Kentisubry, Barnstaple
Devon
EX31 4SJ

Tel: **01598 763 221**

Email: **exmoor@calvert-trust.org.uk**

Web: **www.calvert-trust.org.uk**



Cinema Exhibitors' Association

The Cinema Exhibitors' Association Card is a national card that can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema.

To apply for the card, you will need to meet one or more of the following criteria:

- Be in receipt of the disability living allowance or attendance allowance.
- Be a registered blind person.

The card is valid for three years from the date of issue.

Application forms are available from cinemas across the UK supporting this card. Alternatively, download an application form to print out and fill in.

RNIB can offer information about audio description services in cinema, on DVD, on digital television and in the theatre.

For information regarding subtitles and audio description for cinemas visit www.yourlocalcinema.com

Address:

Tel: **0845 123 1292**

Minicom: **0845 123 1297**

Email: **info@ceacard.co.uk**

Web: **www.ceacard.co.uk**



the cinema exhibitors'
association limited

Happy kids holidays

Happy kids holidays is a non profit making association aimed at supporting families with children and teenagers with Autistic Spectrum Disorders who want to holiday in France.

The owners of all the properties or gites featured have at least a basic understanding of ASD, Autism and Asperger Syndrome and are committed to trying to ensure families have the best, most relaxing holiday possible, in surroundings that are suitable to your needs, and in a non-judgemental and supportive atmosphere.

Address:

Email: emma@happykidsholidays.com

Web: www.happykidsholidays.com



Hop Skip and Jump – play and support centre

The Hop Skip and Jump Centre at Kingswood, South Gloucestershire provides day care facilities and supervised play for children and young people with physical, emotional and learning disabilities. Their facilities include:

- a huge log cabin
- art and craft room
- soft play area
- complementary medicine clinic
- quiet room and reading room
- sensory rooms

Address:

Grimsbury Road
Kingswood
Bristol
BS15 9SE

Tel: **0117 967 7282**

Email: **southwest@hopskipandjump.org.uk**

Web: **www.hopskipandjump.org.uk**



Kingsmour Playground Club

The contents of the Kingsmour Playground Club is the property of Yeo Valley Lions Club. The land on which the Playground stands is leased from Middle Lane Farm, Kingston Seymour.

Membership is open to any disabled child on application to Yeo Valley Lions Club. Children must be accompanied by a responsible adult and siblings and other guests are also welcome. Members names will appear on a register held in the nearby cafe at Middle Lane Farm.

More information on the rules and conditions for using Kingsmour Playground Club are provided with the application form. These are available from:

The Secretary, Yeo Valley Lions Club
c/o 3 Chescombe Court
Chescombe Road
Yatton, Bristol, BS49 4JZ

Address:

Kingsmour Playground
Middle Lane
Kingston Seymour
Clevedon
BS21 6XW



Lynx Resource Centre

The Lynx Resource Centre runs various clubs and activities for people with an autistic spectrum disorder, their friends and family. Please contact the centre for up-to-date details.

Address:

The Lynx Centre
Unit 14-15 Lynx Crescent
Weston-super-Mare
BS24 9DJ

Tel: **01934 412 575**

Email: **lynxcrescent@nas.org.uk**



Mencap North Somerset Activities

North Somerset Mencap runs groups throughout North Somerset for young people which include

- monthly discos for ages 14–30
- Thursday night sports for ages 16–30
- skittles twice yearly
- summer club for ages 16–30 (six sessions over three weeks)
- family day in summer at Millfield School
- transport may be available to the summer club and Thursday sports night.

Contact:

Contact Jenny or Carole for further details of the events.

Tel: **0117 330 9035** (Carole) or **01934 838 564** (Jenny)

Email: carolensm@blueyonder.co.uk or jenny.tolhurst1@btinternet.com

Web: www.northsomersetmencap.co.uk

Palm Tree and Oak Tree After School Clubs

Palm Tree is an after school club for children with special needs. The specialist provision is staffed by an experienced group of adult volunteers, supported by enthusiastic and committed teenagers.

The aim of the group is to provide a club for children with special needs to spend time with each other in a social setting. The emphasis is on interaction with adults and peers to develop social skills and to have fun!

The children enjoy making snacks, telling news, craft activities and playing games. Palm Tree Club has been commended as 'providing high quality provision' from visiting professionals.

Oak Tree club is a follow on group to Palm Tree club for children aged twelve years upwards.

Address:

Golden Valley Church Office
4 Combe Road
Portishead
BS20 6BJ

Tel: **01275 847 032**

Web: www.gvc.org.uk/palmandoak.html



Riding

Avon Riding Centre:

The Avon Riding Centre is one of the largest purpose-built RDA equestrian centres in the UK, enabling the disabled people of this area to benefit greatly from the opportunities, independence and happiness that learning to ride can bring.

Address:

Avon Riding Centre for the Disabled
Kings Weston Road
Henbury
Bristol
BS10 7QT

Tel: **0117 959 0266**

Web: www.avonridingcentre.co.uk

Email: admin@avonridingcentre.co.uk

Little Grange Riding Centre:

Thursday afternoons from 1.30pm to 3pm there is a riding for the disabled session. Term time only.

These sessions are free but need to have the application form filled in by a relevant health professional and are subject to sufficient volunteers being available. (Please contact the centre if you are able to volunteer).

Address:

The Little Grange
Brockley Way
Claverham
Bristol

Tel: **01934 832 558**



Riding continued

Urchinwood Manor Equestrian Centre:

We cater for disabled and special needs riders, and prepare them for RDA Dressage. Please call us to discuss your requirements.

Address:

Urchinwood Manor Equitation Centre
Congresbury
Bristol
BS49 5AP

Tel: **01934 833 248**

Web: **www.urchinwoodmanor.co.uk**



The Buddy Scheme

The Buddy Scheme is designed to provide a service to children and young people with a wide range of complex additional needs and to support them in accessing social and leisure activities in the community, for example youth clubs, shopping trips and after school clubs.

Buddies are young people who have been recruited from local schools and colleges. They have usually worked as a volunteer at specialist play schemes during the summer holidays. They may go on to help on organised trips or activities during subsequent school holidays.

Prior to being linked with a young person buddies are trained in child protection, safe care, and positive play. A Criminal Records Bureau (CRB) check and references are obtained and staff observe potential buddies at play schemes and trips.

Can my son or daughter have a buddy?

This service requires an assessment via a Common Assessment Framework (CAF), a statement of educational needs, or a health or social care assessment.

Address:

89a Drove Road
Weston-super-Mare
BS23 3NX

Tel: **01934 632 538**

Web: **www.n-somerset.gov.uk**



Vitalise Churchtown Cornwall

Vitalise Churchtown is an accessible residential activity Centre in Lanlivery, Cornwall which offers adventure activity breaks and one day activities for individuals, groups, schools and colleges.

Throughout the year they also offer weeks especially for families to enjoy a fun and active break together.

Their 12-acre site includes an activity lake, adventure course, small working farm, climbing and abseiling tower, nature reserve, camping field and archery range.

They cater for children and adults of all abilities. Children under six are welcome but may not be able to take part in some of the adventure activities.

Address:

Vitalise Churchtown
Lanlivery
Bodmin
Cornwall
PL30 5BT

Tel: **01208 872148**

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

Web: **www.vitalise.org.uk**



Wesport Disability Directory

This directory has been produced by Wesport in conjunction with BUDS (Bristol Union of Disability Sports), SUDS (South Glos Union of Disability Sports) and SPINS (Sports Inclusive North Somerset).

The directory gives details of inclusive and disability specific sporting clubs across Bristol, Bath and North East Somerset, North Somerset and South Gloucestershire and can be found on the following link:

www.wesport.org.uk/documents_files/78_Disability%20Directory%202007%20main%20Issue%203.pdf

Contact:

Tel: **0117 328 6258**

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

Web: **www.wesport.org.uk**



Weston Junior Ability Football Club

Weston Junior Ability Football Club is open for young people aged 8 to 16 with special needs or disability. The club meets at The Campus in Weston-super-Mare on Wednesdays from 6.30pm to 7.30pm.

First session free then £1.

Address:

The Campus
Highlands Lane
Worle
BS24 7DX

Tel: **07533 816 510**

Web: www.the-campus.org.uk



Young and Free

Young and Free is a “buddying” and befriending service to help young physically and/or sensory disabled adults to socialise with non-disabled peers.

They support one-to-one buddying between members and volunteers and also organise group social activities such as trips to the Theatre and Shows, bowling, cinema and meals out. All events are free to attend and transport can be provided.

Contact:

Tel: **07776 252 320**

Email: l.farrow@youngandfreecharity.org.uk

Web: www.youngandfreecharity.org.uk



Young Person's Key

The Young Person's Key (YPK) aims to provide young people aged from 11 to 19 with an opportunity to experience many sporting, social and leisure activities at very affordable prices.

The scheme is free to join.

As a YPK member your child could benefit from many exciting activities, discounts and offers. For example there are huge discounts on ice skating, cinema tickets and much, much more.

Contact:

Tel: **01275 810 995**

Email: **sport@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk/**



Youth clubs and centres

North Somerset Council manage and support a network of youth centres across the district, and welcome any young person who has an additional need. Parents should contact individual youth centres to explore how we can best meet the needs of the young person.

Our full-time centres are run by a youth worker and a team of staff and are open during the day and evening.

They offer a wide range of activities as well as community lead events and clubs and are all accessible to disabled young people.

Our rural centres are open up to three evenings a week and staffed by smaller teams of youth workers.

A list of youth clubs is shown below:

- Backwell
- Banwell
- Bleadon
- Castle Batch
- Churchill
- Clevedon*
- Congresbury
- Locking Castle and St George's Youth Project*
- Long Ashton
- Nailsea*
- Pill
- Portishead*
- Weston-super-Mare*
- Worle*
- Yatton

* Have a specific group for young people with disabilities.

For more information please contact the Youth Club direct or call the Youth Service on: Tel: **01934 426 179**

Web: www.n-somerset.gov.uk





6 Out and About

- Diamond Travelcard 1
- Disabled Parking Permits 2
- Disabled Persons Railcard 3
- Getting about in Greater Bristol 4
- Motability Scheme 5
- North Somerset Access Manager 6
- North Somerset Community Transport 7
- Radar Key 8
- Weston Disability Information and Advice Line See ● Section 8 22
- Wheelchair Centre at Southmead Hospital See ● Section 3 22
- Whizz-Kids 9





Out and
About



Diamond Travelcard

North Somerset provide free bus passes for residents with disabilities in North Somerset who meet the eligibility criteria.

The applicant must be a permanent resident of North Somerset and fulfil one of these criteria:

- blind or partially-sighted
- profoundly or severely deaf
- without speech
- disabled or have suffered an injury which has a substantial and long-term effect on your ability to walk
- without arms or have long-term loss of use of both arms
- have learning difficulties
- unable to drive for medical reasons, not including drivers banned for drug or alcohol use.

The Diamond Travelcard enables holders to travel for free on local buses anywhere in England between 9.30am and 11pm Monday to Friday and all day on weekends and bank holidays.

Journeys starting in North Somerset, Bath and North East Somerset, Bristol or South Gloucestershire, can start from 9am Monday to Friday.

Contact:

Email: diamond.travelcard@n-somerset.gov.uk

Tel: **01934 426 426**

Web: www.n-somerset.gov.uk



Disabled Parking Permits – Blue Badge

North Somerset supply parking permits for eligible disabled people across North Somerset.

If your child is over two years old and receives the Higher Rate of the Mobility Component of the Disability Living Allowance or they are registered blind, then they are automatically eligible to apply for a badge. Other people may also be able to apply if they have a permanent and substantial disability which makes walking very difficult or if they must always be accompanied by bulky medical equipment, for example oxygen cylinders.

You can download the application form from the North Somerset website to apply for a Blue Badge permit.

Contact:

Tel: **01275 888 801**

Email: **care.connect@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



Disabled Persons Railcard

If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard. The Railcard allows you to get a 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they also can get the same discount.

The railcard costs £20 for a One Year Railcard, £54 for a Three Year Railcard.

You need to give proof that you are eligible for a Railcard. You might qualify if you have a visual impairment, a hearing impairment, have epilepsy or are in receipt of a disability-related benefit.

Contact:

Tel: **0845 605 0525**

Email: **disability@atoc.org**

Web: **www.disabledpersons-railcard.co.uk**



Getting about in Greater Bristol

Getting About in the Greater Bristol Area is a website to help disabled people and their families find out about transport in Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire. The website provides information about travel using all forms of transport in the area.

The website is kept regularly up to date to include latest improvements in access to buses, trains, taxis, community transport services as well as interchange points: bus stations, rail stations and airports.

It gives an introduction to getting about in the area by different types of transport and points the way to finding all the detailed transport information that disabled people need to choose the best way to make their chosen journeys. It does this by giving direct links to the websites of transport, travel and related organisations that can give more detailed information for particular journeys.

Contact:

Bath and North East Somerset Tel: **01225 477 609**

Bristol City Council Tel: **0117 922 2949**

North Somerset Tel: **01934 426 711**

South Gloucestershire Tel: **01454 864 607**

Web: **www.gettingaboutgreaterbristol.org**



Motability Scheme – for disabled people

Motability is the UK's leading car scheme for disabled people. It provides cars, powered wheelchairs and scooters to help disabled people and their families to lead fuller lives.

The Scheme is open to anyone who receives Higher Rate Mobility Component of the Disability Living Allowance, and has at least 12 months' award length remaining when they apply.

Non-drivers can apply for a car as a passenger, nominating two other people as drivers, and a parent or carer can also apply on behalf of a child aged three or older.

Address:

Motability
City Gate House
22 Southwark Bridge Road
South Bank
London
SE1 9HB

Tel: **0845 456 4566**

Web: **www.motability.co.uk**



North Somerset Council Access Manager

Contact details for North Somerset Councils Disability Equality Access Manager, who can be contacted by anyone who may be experiencing difficulties regarding access or meeting legislation requirements:

Address:

Mr Anthony Rylands
North Somerset Council
Town Hall
Walliscote Grove Road
Weston-super-Mare
BS23 1UJ

Tel: **01934 634 989**

Email: **Anthony.rylands@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



North Somerset Community Transport

Community transport is a vital service for a lot of people with mobility problems in North Somerset.

There are many groups operating in North Somerset, from small car schemes serving patients of a local GP surgery through to large groups with a fleet of dedicated community buses. Most schemes offer a door-to-door service and could include Dial-a-ride, shopping trips, medical appointments, day trips and outings or group hire.

Community transport groups providing dial-a-ride journeys typically operate fully accessible mini-buses, suitable for most modern wheelchairs. Diamond Travelcard bus pass holders may be eligible for a discount on some dial-a-ride journeys.

Each scheme operates on a membership basis and you are usually eligible to join if you are disabled or find it difficult to use public transport.

Contact:

Tel: **01934 426 711**

Web: www.n-somerset.gov.uk/Transport/Travel/Community+transport



RADAR Key

The RADAR National Key Scheme offers independent access to registered disabled people to around 7,000 locked public toilets around the country.

RADAR makes no profit in supplying keys but needs to make a small charge to cover the costs of supply.

In North Somerset you can buy one at the normal national rate from our Weston-super-Mare Tourist Information Centre, from any library, the Campus, the Healthy Living Centre or the Town Hall in Weston-super-Mare.

Address:

RADAR
12 City Forum
250 City Road
London
EC1V 8AF

Phone: **020 7250 3222**

Minicom: **020 7250 4119**

Email: **radar@radar.org.uk**

Web: **www.radar.org.uk/**



Whizz-Kidz

Whizz-Kidz is a charity that is all about giving disabled children the chance to lead a more independent life. The service meets their individual mobility needs and ensures they get the right mobility equipment, advice and training at the right time.

- Wheelchair skills training
- Advice
- Kidz zone
- Life skills

Address:

Elliot House
10 – 12 Allington Street
London
SW1E 5EH

Tel: **020 7233 6600**

Email: **info@whizz-kidz.org.uk**

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





7 Short breaks/ Respite

- Cygnet Springside Exeter 1
- Family Link Scheme 2
- North Somerset Crossroads See ● Section 8 12
- North Somerset Professional Carers Scheme 3
- Sitting Service 4
- The Jessie May Trust See ● Section 3 14



7 Short breaks/ Respite



Cygnets Springside Exeter

Cygnets Springside Exeter provide a range of specialist and personalised support services for people with autism, including Asperger's Syndrome, associated learning disabilities and complex needs, including support for people's families.

They can help people with autism or Asperger's manage their condition, and progress with their lives.

They run an outreach service for people with autism and Asperger's living in the South West and go to people's homes or community centres, and offer them the support they need. This could be emotional, social or practical help.

Address:

Cygnets Springside South West
The Senate
Southernhay Gardens
Exeter
EX1 1UG

Tel: **01392 267211**

Email: **springsideSW@cygnethealth.co.uk**

Web: **www.cygnethealth.co.uk**



Family Link Scheme

The Family Link Scheme arranges short breaks for disabled children and young adults in North Somerset. This means giving a family a much-needed break for anything from a few hours to an overnight stay or an occasional weekend. This takes place in the Family Link carer's home.

Address:

Family Link Scheme
Weston Court, Oldmixon Crescent
Weston-super-Mare
BS24 9AU

Tel: **01934 427 365**

Email: **familylinkscheme@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



North Somerset Professional Carers Scheme

North Somerset professional carers scheme is a joint venture between North Somerset Council and N.C.H. The scheme provides a family based short break service for disabled children with more complex needs between the ages of 5 and 18.

Referral to this service is made following an assessment of need carried out by the Disabled Children's Team.

Address:

The Sion
1st Floor Crown Glass Place
Nailsea
Bristol
BS48 1RB
Tel: **01275 866 223**



Sitting Service

This service is commissioned from Crossroads by North Somerset Council. Sitters are skilled in working with disabled children and receive training and support.

Referral to this service is made following an assessment of need carried out by the Disabled Children's Team.

Address:

Weston Court
Oldmixon Crescent
Weston-super-Mare
BS24 9AU

Tel: **01934 427 682**

Alternative Tel: **01934 427 331**







8 Support for the family

(this is local information – see A-Z for national organisations)

- Action for Children South West 1
- Brandon Trust 2
- Bristol is Able 3
- Care Connect 4
- Children’s Centres See ● Section 2 2
- Contact a Family 5
- Disabled Children Family Support Team 6
- Family Centre (Deaf Children) 7
- Family Information Service See ● Section 2 4
- Home Start North Somerset 8
- Kaleidoscope 9
- Living (formerly the Disabled Living Centre) 10
- MDF – The BiPolar Organisation (W-s-M) See ● Section 3 11
- Nailsea Disability Initiative 11
- North Somerset Crossroads 12
- Our Voice Counts! 13
- Pill Resource Centre 14
- Scope See ● Section 3 13
- Sitting Service See ● Section 7 4
- Step by Step 15



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Support for the family

- Supportive Parents *See* ● Section 4 21
- The Care Forum 16
- The Firs Resource Centre 17
- The Lynx Resource Centre 19
- The National Autistic Society North Somerset Branch *See* ● Section 3 16
- Ups and Downs South West 20
- Weston and District Muscular Dystrophy Campaign 21
- Weston Disability Information and Advice Line (DIAL) 22



Action for Children South West

Action for Children is a children's charity that supports and speaks out for the UK's most vulnerable children and young people. We provide family support and help families at critical times and with difficult problems. We help vulnerable and excluded young people. We help find carers for children who can't live with their families. We provide specialist help and support for disabled children.

Address:

637 Gloucester Road
Horner Court
Horfield
Bristol
BS7 0BJ

Tel: **0117 935 4440**

Email: supporter.care@actionforchildren.org.uk

Web: www.actionforchildren.org.uk

Brandon Trust

Brandon Trust aims to improve lifestyles, opportunities and deliver greater independence for people with learning disabilities.

They can help with information about places to live, life skills, jobs and educational opportunities for individuals. They enable people to look at the options, make choices and support them in their chosen lifestyle.

Address:

Brandon Trust
Olympus House
Britannia Road
Patchway
Bristol
BS34 5TA

Tel: **0117 9077 200**

Email: **info@brandontrust.org**

Web: **www.brandontrust.org**



Bristol is Able

Do you have a disabled child? – 'Bristol is able' is on Facebook.

Join us to share experiences and information about raising a child with a disability.

Helpful information, advice and support groups etc.

Contact:

Email: mfoxbritton@yahoo.co.uk



Care Connect

Care Connect is the first point of contact for all social care enquiries in North Somerset. Our Care Connect service can guide you towards many social care services we offer or put you in touch with voluntary, statutory or private sector organisations.

Address:

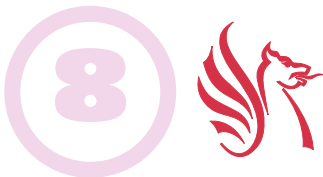
Care Connect
North Somerset Council
Weston-super-Mare
BS23 1UJ

Tel: **01275 888 801**

Alternative Tel: **01275 888 805**

Email: **care.connect@-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



Contact a Family

Contact a Family (CaF) is a UK-wide charity providing support, advice and information for families with disabled children – no matter what their health condition. CaF also enable parents to get in contact with other families, both on a local and national basis. You can also search for other parents using our new website www.makingcontact.org

Contact a Family Helpline offers advice and information on any aspect of caring for a disabled child. They cover all disabilities including the rarest conditions. They can provide information on what benefits or tax credits to claim, advice about assessment or statements of special educational needs, or information about your child's condition. They produce a series of guides covering numerous topics including for example siblings, fathers, relationships etc.

Contact a Family also gives information on National and Local Support groups, and advice on how to set up a group.

Address:

209 – 211 City Road
London
EC1V 1JN

Helpline: **0808 808 3555**

Textphone: **0808 808 3556**

Email: helpline@cafamily.org.uk

Website: www.cafamily.org.uk

Although Contact a Family covers the whole of the UK, there is a local contact for North Somerset:

Bobby Owen

Tel: **0117 914 0543**

email: bobby.owen@cafamily.org.uk



Disabled Children Family Support Team

The Disabled Children Family Support Team assess the needs of disabled children and provide information on available services and resources within North Somerset. A social worker normally visits the child and their family or carers at home to identify and prioritise their needs.

Address:

Weston Court, Oldmixon Crescent
Weston-super-Mare BS24 9AU

Telephone: **01934 427 622**

Email: **stephen.goss@n-somerset.gov.uk**

Website: **www.n-somerset.gov.uk**

Family Support Workers are also part of the Disabled Children Family Support Team and they can:-

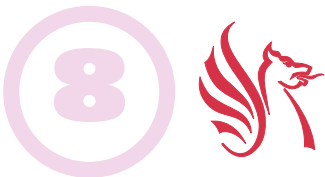
- deliver support services to children with complex additional needs and their families within the home and community settings.
- work with children and young people to ensure they meet the Every Child Matters outcomes staying safe, being healthy, enjoying and achieving, making a positive contribution and economic wellbeing.
- during holiday times FSW run family fun afternoons at Kingston Seymour Specialist Playground.
- deliver family support services during school holidays to children who are assessed as having the highest level of need.

How do you access a service from the team?

- The Family Support service requires an initial, core or a CAF (Common Assessment Framework) assessment which is completed by a health, education or social care worker.

Contact:

Further information can be obtained from the Family Support Team Leader on **01934 427 510** or on **www.n-somerset.gov.uk**



Family Centre (Deaf Children)

The Family Centre (Deaf Children) provides family support, resources, courses and activities for all children with any level of hearing loss and their families.

The management committee consists of voluntary parents or families of deaf children and deaf people.

The Family Centre Office is based in Elmfield Primary School in Bristol. They are independent of the school and have 4 people working part time in the office.

The Family Centre works in the main with deaf children and their families in the Bristol, South Gloucestershire, Bath, North Somerset and North East Somerset areas. Visiting families from out of these areas are welcome at activities and events.

Contact:

The Family Centre (Deaf Children)
Greystoke Avenue
Westbury-On-Trym
Bristol
BS10 6AY

Tel: **0117 3307 575** (Voice/Fax)

Minicom: **0117 9031 480**

Voice phone users please dial **18002** before the minicom number

Email: **office@fcdc.org.uk**

Website: **www.fcdc.org.uk**



Home Start North Somerset

Works with families who have a child under the age of five years. Through a network of trained parent volunteers Home Start supports parents who are struggling to cope. Families need support for many reasons including post-natal illness, disability, bereavement, the illness of a parent or child, or social isolation.

Parents support other parents to help build a family's confidence and ability to cope.

Address:

Unit 6, Locking Road Business Park
110 Locking Road
Weston-super-Mare
BS23 3HF

Tel: **01934 419 396**

Alternative Tel: **08000 686 368**

Email: **homestart.ns@googlemail.com**

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



**Home
Start**
Support and friendship
for families

Kaleidoscope (Mental Health Service User/Carer Forum)

Kaleidoscope is a friendly consultation group which is led by people who experience mental distress. The group is for anyone experiencing mental distress, including carers, living in the north of North Somerset.

They meet to address mental health issues, or those of a relative, partner or close friend. They support each other and seek consultation with statutory and voluntary organisations to help shape services, in order to overcome social isolation and discrimination and to enable people to live independently in the community.

The group meets on the third Wednesday of the month, alternating between Youth House, 65 High Street, Nailsea and North Somerset PCT, Waverley House, Old Church Road, Clevedon. All meetings held 2.30pm – 4.30pm

Address:

PO Box 1083
Nailsea
Bristol
BS48 2YL

Tel: **01275 853 960**

Email: mentalhealth.kal@btinternet.com

Web: www.kaleidoscope-mentalhealth.org.uk



Living (formerly the Disabled Living Centre)

Living provides impartial information on products, equipment, suppliers and prices. Over 1000 items are on display, large and small. Demonstrations and tailored sessions are available for groups and individuals. They offer a range of services:

- clothing and continence
- dedicated children's room
- out of centre drop in service
- home visits for I.T queries
- assess appraisals
- disability awareness training
- wheelchair user weighing service
- driving assessments with qualified instructors

Address:

The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

Tel: **0117 965 3651**

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

Web: **www.thisisliving.org.uk**



Living (dlc)
your local Disabled Living Centre

Nailsea Disability Initiative

Nailsea Disability Initiative offers a free, confidential information and advice service on all issues relating to disability, including assistance with benefit applications and completion of application forms. Clients receive a friendly welcome and professional advice from trained volunteers.

They not only offer advice on benefits, but also provide assistance with the completion of the necessary application forms.

Address:

10 Crown Glass Place
Nailsea
Bristol
BS48 1RD

Tel: **01275 812 183**

Email: **team@nailseadisability.org**

Web: **<http://nailseadisability.org>**



North Somerset Crossroads

North Somerset Crossroads is a local charity working with and for carers. They offer a variety of services to support carers throughout North Somerset. They are committed to providing high quality services and the highest standards of personal care.

They offer support, counselling, advice and information to carers throughout North Somerset and their services include:

- Benefits advice
- Carers emergency response service
- Children's Service care workers can look after your child to give you a few hours break on a regular basis during evenings, weekends and during school holidays
- Young carers service – support, counselling and advocacy for children and young people aged between five and 18 who have caring responsibilities
- Volunteering

Address:

North Somerset Crossroads
The Carers Centre
1 Graham Road
Weston-super-Mare
BS23 1YA

Tel: **01934 411 840**

Email: enquiries@nscrossroads.org.uk

Web: www.crossroadscare-ns.org.uk



NORTH SOMERSET
Crossroads

**CROSS
ROADS
CARE**
North Somerset

Our Voice Counts!

North Somerset Parent Participation Forum (NSPPF) – Our Voice Counts! – is a network for parents and carers of children with complex additional needs. The forum aims to support parents and carers to have a voice in how services for children with complex additional needs are shaped and delivered in North Somerset.

The forum will provide a way for parents to work together with the local authority, health services and voluntary organisations. They believe that involving parents at all levels of planning and development of services is the best way of creating better services that work for the whole family.

Contact:

Tel: **07561 512 072**

Email: **enquiries@nsppf.org.uk**

Web: **www.nsppf.org.uk/wordpress**



Pill Resource Centre

The Pill Resource Centre offers information on a wide range of subjects covering the following topics: transport, education, training, housing, employment, benefits, pensions, health, community legal services information, personal safety, disability advice, local information, energy efficiency information.

In addition to the wealth of information available within the centre, there are also a wide range of courses and activities.

Address:

Pill Community Foundation
4 Baltic Place
Pill
Bristol
BS20 0EJ

Tel: **01275 375 670**

Email: **pillresource@yahoo.co.uk**



Step by Step

Step by Step was established in October 2010.

“From our own experience, we know that when you have a child with additional needs you might feel isolated, you might be finding it hard to come to terms with the news that your child has a disability and the social and emotional pressure can put a strain on family life. It’s hard to know where to turn. A great deal of support can come from talking to other parents in a similar position. We hope that our group will enable children with additional, rare or complex needs and their families and carers to meet and support each other”

Step by Step run informal groups on the first Wednesday of each month at Horsecastle Chapel in Yatton from 1.30pm.

Contact:

Telephone: **07717 726 366** or **07903 320 358**

Web: **www.stepbystep.btck.co.uk**



The Care Forum

The Care Forum is an independent voluntary and community sector infrastructure organisation. They work primarily across Bath and North East Somerset, Bristol, North Somerset and South Gloucestershire. They can also work across the South West region.

What They Do

- Support communication, consultation and networking with the voluntary and community sector (VCS)
- Promote partnership working with the VCS
- Empower adults and young people to voice issues about local social and community care services
- Provide information and advice about voluntary and statutory sector health and well-being services

Address:

The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

Tel: **0117 965 4444**

Email: **admin@thecareforum.org.uk**

Web: **www.thecareforum.org**



the care forum

The Firs Resource Centre – Weston and Portishead

The Day Care Development Team is based at The Firs Resource Centre in Drove Road, Weston-super-Mare and Portishead Children's Centre

The team set up and manage a range of out of school and daycare provision such as specialist playschemes in Weston and Portishead, a variety of outings throughout the year based on age, ability and friendship groups.

The activities are generally available to all disabled children and the team support relevant programmes used by children and young people in our care regarding independent skills, behaviour management, toileting and personal care programmes. Planned trips are also tailored to a child's individual needs.

The Buddy Scheme, designed to provide a service to children and young people with a wide range of complex additional needs and to support them in accessing social and leisure activities in the community, is also run from The Firs.

There are regular drop-in sessions for parents which take place at the centre.

Address:

The Firs 89a Drove Road
Weston-super-Mare
BS23 3NX

Tel: **01934 632 538**

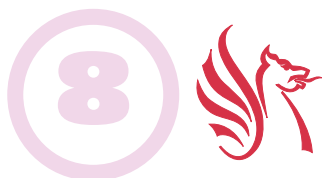
Portishead Children's Centre
St Barnabas Centre
West Hill BS20 6LN



The Firs Resource Centre – Weston and Portishead

The Firs run various clubs and activities including:

- **Cubs and Beavers** – Thursday evenings
- **Saturday Club** – is regulated and inspected by Ofsted, has now started and runs during term time from 9.30 – 12.30. There are 15 places available for children and young people. Places need to be booked on Thursdays for the following Saturday by phoning The Firs on **01934 632 538**.
- **Bristol Area Downs Syndrome Association Coffee Morning** – last Tuesday of every month 9.30am – 12pm. Please telephone **07878 491 508** or **01934 832 077**.
- **Thursday Activity Night (Transition Youth Project)** – The session will seek to provide life skills opportunities and transition to young people aged primarily between 15–19 years.



The Lynx Resource Centre

The Lynx Resource Centre offers information, help, advice and support on issues around autistic spectrum disorder. It is affiliated to the National Autistic Society.

It is a place where people with an autistic spectrum disorder can get training for work, try new experiences, get support and make friends. Professionals and employers can get training to work with people who have autistic spectrum disorder.

Address:

The Lynx Resource Centre
Unit 14–15 Lynx Crescent
Weston-super-Mare
BS24 9DJ

Tel: **01934 412 575**

Email: **lynxcrescent@nas.org.uk**



Ups and Downs Southwest

Ups and Downs are a Down Syndrome support organisation based in Somerset but have an ever increasing membership currently encompassing families from Cornwall, Devon, Dorset, Hampshire, Herefordshire, Gloucestershire, Monmouthshire, North Somerset and Wiltshire.

Whether you are a new parent, family member, a professional involved with a child who has Down Syndrome, or just someone who has an interest, they hope you will be able to find the support and information you seek from Ups and Downs Southwest.

Contact:

Please contact the Family Support Workers Wendy Hellowell and Sharon Williams.

Tel: **01278 691100**

Email: **info@upsanddowns.fsnet.co.uk**

Web: **www.upsanddowns.net**



Weston and District Muscular Dystrophy Campaign

The Muscular Dystrophy campaign is dedicated to improving the lives of babies, children and adults who are affected by muscle disease.

This local branch of the national Muscular Dystrophy Campaign meets on a regular basis to provide information and support and to raise the profile of the condition. The group holds regular activities for fund raising. Contact the local secretary for further information.

Contact:

Tel: **01934 419 853**

Email: **sharon.ledbrook@sky.com**

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



Weston Disability Information and Advice Line (DIAL)

DIAL is a voluntary organisation which offers free, impartial and confidential information and support. All volunteers are service-users.

DIAL can help by giving detailed advice and information on all subjects including – access, benefits, aids, welfare rights, education, holidays, housing, transport, blue badges, training, sports and leisure and voluntary organisations. The information is enhanced by the use of their Tracks database.

DIAL also provide home visits, outreach surgeries, drop-in services, newsletters and consultations on access issues with local organisations and statutory bodies.

Address:

Room 5, Roselawn
28 Walliscote Grove Road
Weston-super-Mare
BS23 1UJ

Tel: **01934 419 426**

Email: **mail@westondial.co.uk**

Web: **westondial.bravehost.com**







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Transition

- Care Connect See ● Section 8 4
- Carelink – Alarm System 1
- Children and Young People’s Resource Centre See ● Section 4 3
- Cintre (North Somerset) 2
- Connexions See ● Section 4 4
- Community Team for people with Learning Disabilities 3
- Living (formerly the Disabled Living Centre) See ● Section 8 10
- SKILL (National Bureau for Students with disabilities) See ● Section 4 19
- Thursday Activity Night (Transition Youth Project) 5
- Transition Information Network (for Disabled people in transition to adulthood) 6





Transition



Carelink – Alarm System

Carelink is a personal alarm and monitoring and response service. The Carelink Service installs the personal alarm equipment and provides a 24 hour 7 days a week monitoring and response service.

Your existing telephones are connected to the Carelink Monitoring Centre, via the alarm equipment, which is activated when the trigger on a pendant or wrist strap is pressed. The Carelink equipment is quickly installed. The only requirement is a standard telephone point and an electric power point located on the same wall. You will also need to nominate two emergency contacts who have a key to your house.

Address:

North Somerset Council, Somerset House
Oxford Street
Weston-super-Mare
BS23 1TG

Tel: **01934 412 063**

Email: **carelink@n-somerset.gov.uk**

Web: **www.n-somerset.gov.uk**



Cintre (North Somerset)

Cintre provides high quality residential care and supported living services for young people and adults aged 16 – 65 with learning difficulties and challenging behaviour.

In their residential homes in Bristol and North Somerset they support young people in structured and nurturing environments and assist them in taking individual steps towards independence.

Their supported living service enables individuals to live in their own home, in the wider community, living the lives they choose.

The Cintre house in North Somerset is Severn Oaks which is a large Victorian house and can accommodate seven people.

Address:

20 Montpelier Court
Station Road
Montpelier
Bristol
BS6 5EA

Tel: **0117 923 7129**

Email: **info@cintre.org**

Web: **www.cintre.org**



Community Team for People with Learning Disabilities

The Community Team for People with Learning Disabilities is a partnership between North Somerset Council and North Somerset Primary Care Trust.

The team aim to ensure that people with a learning disability have access to a range of high quality services, which:

- Support the people who use them
- Promote independence and dignity
- Are free from discrimination
- Provide a person centred approach
- Help to access other services.

A wide range of services for people with learning disabilities is offered. The main purpose of the service is to work to remove barriers that exclude disabled people from full participation in the community. A team of care managers (social workers) are available to work with people with learning disabilities and their carers to:

- Assess need
- Offer advice
- Arrange services following an assessment of need, within available resources

The health professionals working within the team include psychiatrists, psychologists, community nurses, speech and language therapists, physiotherapists, occupational therapists and art, music and dance therapists.

Help is offered on medical issues, physical difficulties, behavioural difficulties, mental health problems, counselling, communication difficulties, sexuality and personal relationship issues, and help and advice regarding activities of daily living or equipment/adaptation to increase or maintain independence.



Community Team for People with Learning Disabilities

Address:

Partnership House
Unit 400, Park Way
Worle
Weston-super-Mare
BS22 6WA

Tel: **01934 427 600**

Web: **www.n-somerset.gov.uk**



Thursday Activity Night (Transition Youth Project) at The Firs

The session will seek to provide life skills opportunities and transition to young people aged primarily between 15–19 years. This will include young people going through transition from School to College, College into employment, dependant living towards independent living. It will build on existing work being undertaken by other agencies (e.g. Baytree School, Ravenswood School, Weston College, Brandon Trust).

All activities will be based on individual young people's needs and availability.

You can expect to take part in the Youth Award, cooking, watch DVD's, arts, dance and much more.

Address:

The Firs
89a Drove Road
Weston-super-Mare
BS23 3NX
Tel: **01934 632 538**



Transition Information Network (for disabled people in transition to adulthood)

The Transition Information Network is for disabled young people in transition to adulthood, their families and people they work with. The website www.after16.org.uk has information on:

- Health and wellbeing
- Money
- Education
- Free time
- Employment
- Housing
- Relationships
- Transport and travel

There is an area for young people and an area for parents and professionals.

Address:

Transition Information Network
8 Wakley Street
Finsbury
London
EC1V 7QE

Tel: **020 7843 6006**

Email: **TIN@ncb.org.uk**

Web: **www.after16.org.uk**







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10 A-Z

A-Z National Support Organisations

Ableize – online directory of products and services for disabled people.

Web: www.ableize.com

ACE Centre – Offers help and support for children who have complex physical and communication difficulties.

Tel: **01865 759 800**

Email: info@ace-centre.org.uk

Web: www.ace-centre.org.uk

Action for Blind People –

Head Office: **020 7635 4800**

Helpline: **0800 915 4666**

E-mail: info@actionforblindpeople.org.uk

Web: www.actionforblindpeople.org.uk

Action For Kids – Works with families and young people to provide access to wheelchairs and mobility equipment, family support services and work related learning and training.

Helpline: **0845 300 0237** (local call rates)

E-mail: info@actionforkids.org

Web: www.actionforkids.org

AFASIC – (Unlocking Speech and Language) – UK charity representing children and young adults with communication impairments, working for their inclusion in society and supporting their families.

Helpline: **0845 355 5577**

Email: info@afasic.org.uk

Web: www.afasic.org.uk



Aspire – Works with people with spinal cord injury to create opportunity, choice and independence.

Tel: **020 8954 5759**

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

Web: **www.aspire.org.uk**

Association of Lipspeakers –

Tel: **01538 722 482**

Mobile: **07973 359 824**

Email: **information@lipspeaking.co.uk**

Web: **www.lipspeaking.co.uk**

Association for Spina Bifida and Hydrocephalus (ASBAH) –

Works with people with spina bifida and hydrocephalus, their families and carers to promote individual choice, control and quality of life.

Helpline: **08454 507 755**

Email: **helpline@asbah.org**

Web: **www.asbah.org**

Association of Wheelchair Children – Promoting independence through wheelchair skills training. The Association of Wheelchair Children specialises in the free training of wheelchair-using children.

Tel: **0844 544 1050**

Email: **headoffice@wheelchairchildren.org.uk**

Web: **www.wheelchairchildren.org.uk**



British Blind Sport – Registered charity and the co-ordinating body of sport for blind and partially sighted people in the UK.

Tel: **01926 424 247**

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

Web: **www.britishblindsport.org.uk**

British Deaf Association – The BDA is a national organisation run by deaf people for deaf people. They represent the deaf community, united by shared experiences, history and a common language: British Sign Language.

Tel: **024 7655 0936**

Text phone: **024 7655 0393**

Email: **midlands@bda.org.uk**

Web: **www.bda.org.uk**

British Deaf Sport – Aimed at anyone who is interested in keeping informed in what the latest events are in the deaf sporting community in the UK.

Tel: **01473 252 210**

Minicom: **01473 252 210**

Web: **www.britishdeafsportsCouncil.org.uk**

British Computer Association of the Blind – An organisation of visually impaired computer professionals and users, promoting the use of information communication technology by visually impaired people in education, employment and the home.

Tel: **08454 308 627**

Email: **secretary@bcab.org.uk**

Web: **www.bcab.org.uk**



British Council for Prevention of Blindness – Helping to prevent blindness and restore sight in the UK and the developing world.

Tel: **020 7404 7114**

Email: **info@bcpb.org**

Web: **www.bcpb.org**

British Institute of Learning Difficulties – Provides information, publications, training and other services for organisations and individuals with learning difficulties.

Tel: **01562 723 010**

Email: **enquiries@bild.org.uk**

Web: **www.bild.org.uk**

British Stammering Association – The British Stammering Association is a national organisation for adults and children who stammer.

Tel: **020 8983 1003**

Email: **mail@stammering.org**

Web: **www.stammering.org**

British Wireless for the Blind Fund – The British Wireless for the Blind Fund distributes radios to blind and partially sighted people throughout the UK.

Tel: **01622 754 757**

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

Web: **www.blind.org.uk**



Brittle Bone Society – Provides support to people affected by the rare bone condition Osteogenesis Imperfecta (OI)

Tel: **01382 204 446** or **08000 282 459**

Email: **bbs@brittlebone.org**

Web: **www.brittlebone.org.uk**

Canine Partners – Canine Partners is a charity that trains and places assistance dogs for people with physical disabilities.

Tel: **08456 580 480**

Email: **info@caninepartners.co.uk**

Web: **www.caninepartners.co.uk**

Care – Dedicated to supporting people with learning disabilities throughout their daily lives to achieve greater independence and a more fulfilled lifestyle.

Tel: **01162 793 225**

Email: **info@selfunlimited.co.uk**

Web: **www.selfunlimited.co.uk**

Care Co-ordination Network UK (CCNUK) – works with disabled children, their families and practitioners to ensure that all families have access to good quality care.

Tel: **01904 567 303**

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

Web: **www.ccnuk.org.uk**



Carers UK – provides support, information on your rights and how to get help plus an online forum.

Tel: **0808 808 7777**

Email: **advice@carersuk.org**

Web: **www.carersuk.org.uk**

Caudwell Children – a charity that provides specialist equipment, treatment and therapies for sick, autistic and disabled children across the UK as well as our Destinations Dreams holiday for children (and their family) fighting life threatening conditions.

Tel: **0845 300 1348**

Email: **charity@caudwellchildren.com**

Web: **www.caudwellchildren.com**

Challenging Behaviour Foundation – supports parents/carers who have children with challenging behaviour.

Tel: **01634 838 739**

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

Web: **www.theCBF.org.uk**

Child Brain Injury Trust (CBIT) – supports anyone in the UK affected by childhood acquired brain injury.

Tel: **01869 341 075**

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

Web: **www.cbituk.org**



Council for Disabled Children – provides a national forum for the discussion and development of a wide range of policy and practice issues relating to service provision and support for disabled children and young people and those with SEN.

Tel: **020 7843 1900**

Email: **cdc@ncb.org.uk**

Web: **www.ncb.org.uk**

CP Sport – organisation for people with cerebral palsy, providing sporting opportunities to individuals of all ages and at all levels.

Tel: **0115 925 7027**

Email: **info@cpsport.org**

Web: **www.cpsport.org**

Cystic Fibrosis Trust – Working to improve the lives of people with CF. Provides information, advice and support and where appropriate financial assistance.

Tel: **020 8464 7211**

Email: **enquiries@cftrust.org.uk**

Web: **www.cftrust.org.uk**

Deaf Broadcasting Council – Consumer organisation representing deaf, deafened and hard of hearing television viewers ensuring they get full access to television and video.

Email: **deafbroadcasting@aol.com**

Web: **www.deafcouncil.org.uk/dbc/**

Deaf Club – Independent search engine for organisations and charities who provide information and advice for deaf and hearing impaired people.

Email: **info@deafclub.co.uk**



Deaf Education through Listening and Talking (DELTA) – a voluntary association of young deaf adults, the families and teachers of deaf children and supports the Natural Aural Approach to the education of deaf children.

Tel National office: **08451 081 437**

Text phone: **01932 243 018**

Email: **enquiries@deafeducation.org.uk**

Web: **www.deafeducation.org.uk**

Deafblind UK – A charity that provides a range of support services to deafblind adults and their carers.

Tel: **01733 358 100**

Helpline: **0800 132 320**

Text phone: **01733 358 100**

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

Web: **www.deafblind.org.uk**

DisabledGo – information about the access to all kinds of places – hotels, restaurants, colleges, tourist attractions, etc. You can also find a job, catch up on the latest disability news, advertise events, post articles and join discussions on their forum.

Tel: **0845 270 4627**

Email: **questions@disabledgo.com**

Web: **www.disabledgo.com**



Disability Law Service (DLS) – run by and for disabled people DLS is a registered national charity providing legal advice and information in these six areas of law: Disability Discrimination, Consumer, Community Care, Further and Higher Education, Employment, Welfare Benefits.

Tel: **020 7791 9800**

Minicom: **020 7791 9801**

Web: **www.dls.org.uk**

Dog AID – (Assistance In Disability) is a voluntary organisation that provides specialised training for people with physical disabilities and their own pet dog.

Email: **aw012h4554@blueyonder.co.uk**

Web: **www.dogaid.org.uk**

Dogs for the Disabled – trains and partners assistance dogs for physically disabled children and adults, and for children with autism.

Tel: **01295 252 600**

Email: **info@dogsforthe-disabled.org**

Web: **www.dogsforthe-disabled.org**

Downs Syndrome Association – helping people with Down's syndrome to live full and rewarding lives.

Tel: **0845 230 0372**

Email: **info@downs-syndrome.org.uk**

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



Dyspraxia Foundation – a network of contacts all over the UK which provide locally based support.

Tel: **01462 454 986**

Email: **dyspraxia@dyspraxiafoundation.org.uk**

Web: **www.dyspraxiafoundation.org.uk**

Early Support – helping families with children with disabilities.

Tel: **07870 585 652**

Email: **kim@bevanassociates.co.uk**

Web: **www.earlysupport.org**

Epilepsy Action – support helpline for people who are concerned about epilepsy.

Tel: **0808 800 5050**

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

Web: **www.epilepsy.org.uk**

Equality and Human Rights Commission – promote and monitor human rights; and to protect, enforce and promote equality across the seven “protected” grounds – age, disability, gender, race, religion and belief, sexual orientation and gender reassignment.

Tel: **0845 604 6610**

Web: **www.equalityhumanrights.com**

Foundation for people with Learning Disabilities (FPLD) – Uses research and projects to promote the rights of people with learning disabilities and their families.

Tel: **020 7803 1100**

Email: **fpld@fpld.org.uk**

Web: **www.learningdisabilities.org.uk**



Guide Dogs for the Blind Association – The association trains and provides guide dogs and other mobility services that increase the independence and dignity of blind and partially-sighted people.

Tel: **0118 983 5555**

Email: **guidedogs@guidedogs.org.uk**

Web: **www.guidedogs.org.uk**

Haemophilia Society – Information, advice and support services for people with haemophilia, HIV and hepatitis C

Tel: **020 7831 1020** or **0800 018 6068**

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

Web: **www.haemophilia.org.uk**

Hearing Dogs for Deaf People – trains dogs to alert severely and profoundly deaf people to sounds they cannot hear such as the alarm clock, a baby crying and many others.

Tel: **01844 348 100**

Minicom: **01844 348 100**

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

I CAN – Delivers a programme, integrated therapy and education for children with the most severe and complex needs, who require the most intensive and specialist support.

Tel: **08452 254 071/020 7843 2510**

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

Web: **www.ican.org.uk**

KIDS – help for parents of disabled children and young people, as well as their siblings. They provide parent forums and training for parents.

Tel: **0117 947 6111**

Web: **www.kids.org.uk**



Learning Disability Helpline – England – Helpline offers advice on anything to do with learning disability – from benefits and housing rights to local services.

Helpline: **08088 081 111**

Minicom: **08088 088 181**

Email: **help@mencap.org.uk**

Web: **www.mencap.org.uk/page.asp?id=2236**

Leonard Cheshire Disability – A voluntary sector provider of services to disabled people offering a wide spectrum of services including advice on how to access direct payments, transition services, floating support etc.

Tel: **020 3242 0307**

Email: **info@LCDisability.org**

Web: **www.lcdisability.org**

Leukaemia Care Society – Exists to provide vital care and support to all those whose lives are affected by leukaemia, lymphoma and the allied blood disorders.

Tel: **01905 755 977**

Email: **enquiries@leukaemiacare.org.uk**

Limbless Association – Provides information, advice and support for people of all ages who are without one or more limbs.

Tel: **0845 230 0025**

Email: **enquiries@limbless-association.org**

Web: **www.limbless-association.org**



Living made easy – Impartial advice and information website about daily living equipment and other aspects of independent living.

Tel: **0845 130 9177**

Web: **www.livingmadeeasy.org.uk**

Makaton Charity – Provides training for Makaton, a language programme offering a structured, multi-modal approach for the teaching of communication and language skills for people with a variety of communication and learning disabilities.

Tel: **01276 606 760**

Email: **info@makaton.org**

Web: **www.makaton.org**

MENCAP – Mencap is the UK's leading learning disability charity working with people with a learning disability and their families and carers.

Tel: **020 7457 0454**

Email: **information@mencap.org.uk**

Web: **www.mencap.org.uk**

Mental Health Foundation – UK charity that provides information, carries out research, campaigns and works to improve services for anyone affected by mental health problems.

Tel: **020 7803 1100**

Email: **mhf@mhf.org.uk**

Web: **www.mentalhealth.org.uk**



MIND – leading mental health charity working to create a better life for everyone with experience of mental distress in England and Wales

Information line: **0845 766 0163**

Mind London office: **020 8519 2122**

Email: **contact@mind.org.uk**

Web: **www.mind.org.uk**

Motor Neurone Disease Association – The MND Association loans equipment and provides direct care and support for people with Motor Neurone Disease and their carers.

Helpline: **08457 626 262/01604 250 505**

Email: **enquiries@mndassociation.org**

Web: **www.mndassociation.org**

Multiple Sclerosis Society – The society funds MS research, runs respite care centres and provides information on MS. It produces numerous publications on MS and runs a freephone specialist helpline

Tel: **0808 800 8000**

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

Web: **www.mssociety.org.uk**

Muscular Dystrophy Campaign – Muscular Dystrophy Campaign provides practical, medical and emotional support to people affected by the condition.

Tel: **0800 652 6352/020 7803 4800**

Email: **info@muscular-dystrophy.org**

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



National Autistic Society – The National Autistic Society’s objective is to provide education, treatment, welfare and care to people with autism and related conditions

Helpline: **08450 704 004/020 7833 2299**

Minicom: **08450 704 003**

Email: **nas@nas.org.uk**

Web: **www.nas.org.uk**

National Blind Children’s Society – Enabling blind and partially sighted children to achieve educational and recreational goals by providing large print books, specialised computers, recreational opportunities and educational advice and guidance.

Tel: **01278 764 764**

Email: **enquiries@nbcs.org.uk**

Web: **www.nbcs.org.uk**

National Deaf Children’s Society – Campaign to bring down barriers faced by deaf children and young people. Local events held in Bristol and Exeter.

Tel: **0808 800 8880**

Email: **ndcs.org.uk**

Web: **www.ndcs.org.uk**

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

Tel: **0121 244 1807**

Email: **mailto:info@portage.org.uk**

Web: **www.portage.org.uk/index.php**



Netbuddy – an online resource enabling parents, carers, teachers and therapists concerned with people with learning disabilities to share hundreds of simple, but sometimes ingenious, tips.

Web: www.netbuddy.org.uk

Neurological Alliance – The Neurological Alliance unites charities working to improve the quality of life of all those in the UK living with a neurological condition.

Tel: **020 7566 1540**

Email : admin@neural.org.uk

Web: www.neural.org.uk

OAASIS – Autism, Asperger Syndrome, Autistic Spectrum Disorders, Special Needs – Advice, Assistance, Support and information on special needs for any parent/carer or teacher and other professionals with an interest in SEN.

Tel: **0800 197 3907**

Email: oaasis@cambianguroup.com

Web: www.oaasis.co.uk

Parentline Plus – a national charity that works for, and with, parents. Sometimes family life can be challenging and difficult.

Tel: 0808 800 2222

Alternative Telephone: **0800 783 6783**

Email: parentsupport@parentlineplus.org.uk

Web: www.parentlineplus.org.uk



PHAB Ltd (Physically Disabled and Able Bodied) – Promoting the integration of people with and without physical disabilities to come together on equal terms.

Tel: **020 8667 9443**

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

Web: **www.phab.org.uk**

Riding for the Disabled Association – delivering opportunities for therapy, achievement and enjoyment for people with disabilities.

Tel: **0845 658 1082**

Web: **www.riding-for-disabled.org.uk**

RNID (Royal National Institute for the Deaf) – Provides information and support for deaf and hard of hearing people.

Telephone: **0808 808 0123**

Textphone: **0808 9000**

Email: **information@rnid.org.uk**

Web: **www.rnid.org.uk**

RNIB (Royal National Institute for the Blind) – Information, support and advice to over two million people with sight problems.

Tel: **0845 766 9999**

Web: **www.rnib.org.uk**



Royal Association for Deaf People (RAD) – Strives to meet the individual needs of deaf children, adults and deafblind people through provision of services and the use of RAD Centres for Deaf People.

Tel: **0845 688 2525**

SMS: **07720 718 305**

Minicom: **0845 688 2527**

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

Web: **www.royaldeaf.org.uk**

SANE – national mental health charity which aims to raise awareness of mental illness, campaigns to improve services and initiates and funds research. It also provides information and emotional support to anyone affected by mental illness

Nationwide helpline: **0845 767 8000**

Email: **london@sane.org.uk**

Web: **www.sane.org.uk**

Scope – Disability organisation in England and Wales whose focus is people with cerebral palsy. Services include: Early Years, Education, Work, Local support services.

Tel: **0808 800 33 33**

Email: **response@scope.org.uk**

Web: **www.scope.org.uk**

SeeAbility – Provides support services for visually impaired people with additional disabilities.

Tel: **01372 755000**

Email: **enquiries@seeability.org**

Web: **hwww.seeability.org**



Sense – Helping people who are deafblind, to provide a range of quality services across the UK including family support, children’s services, residential and community services, continuing education and advocacy.

Tel: **08451 270 060/020 7250 0999**

Text phone: **08451 270 062**

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

Web: **www.sense.org.uk**

Sibs – UK Organisation for brothers or sisters of someone with a disability or chronic illness. Offer information and support.

Tel: **01535 645 453**

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

Web: **www.sibs.org.uk**

Sickle Cell Society – a nationwide charity for families affected by Sickle Cell Disorders.

Tel: **020 8961 7795**

Email: **info@sicklecellsociety.org**

Web: **www.sicklecellsociety.org**

Skill – National Bureau for Students with Disabilities – It promotes opportunities for students with any kind of impairment in post-16 education, training and employment.

Tel: **0800 328 5050**

Email: **skill@skill.org.uk**

Web: **www.skill.org.uk**



Spinal Injuries Association (SIA) – Support for people affected by spinal cord injury, including the family and friends of the injured person.

Helpline: **0800 980 0501**

General enquiries: **0845 678 6633**

Email: **sia@spinal.co.uk**

Web: **www.spinal.co.uk**

Speakability – Supports people living with aphasia and their carers through its information service, national network of groups and activities programme.

Helpline: **0808 808 9572**

Email: **speakability@speakability.org.uk**

Web: **www.speakability.org.uk**

Steps – aims to help families of children with lower limb conditions, providing support for families and vital services such as a helpline, annual events and publications.

Helpline: **0871 717 0044**

Email : **info@steps-charity.org.uk**

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

Support Dogs – UK charity that trains dogs to act as efficient and safe assistants for people with epilepsy and physically disabled people.

Tel: **0114 261 7800**

Email: **supportdogs@btconnect.com**

Web: **www.support-dogs.org.uk**



The National Autistic Society – Offers a confidential helpline for information and advice service for all those affected by autistic spectrum disorders in the UK.

Tel: **0870 600 8585** – Autism Helpline

Tel: **020 7903 3599** for information.

Email: **nas@nas.org.uk**

Web: **www.nas.org.uk**

The Princess Royal Trust – information, support, discussion boards and blogs for carers.

Tel: **0844 800 4361**

Email: **info@carers.org**

Web: **www.carers.org**

Transition Information Network – Website for parents, carers and people who work with and for disabled young people in transition to adulthood.

Email: **TIN@ncb.org.uk**

Web: **www.transitioninfonetwork.org.uk**

Unique – a source of information and support to families and individuals affected by any rare chromosome disorder and to the professionals who work with them.

Tel: **0883 330 766** (National), **01934 834 603** (local contact)

Email: **info@rarechromo.org**

WheelPower – Umbrella organisation for a number of wheelchair sport associations. It aims to promote disabled and wheelchair sport throughout the UK.

Tel: **01296 395 995**

Web: **www.wheelpower.org.uk**



Wheel Power (British Wheelchair Sport) – Promotes British wheelchair sport. Also raises money to provide sport wheelchairs to disabled children and young adults.

Tel: **01296 395 995**

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

Web: **www.wheelpower.org.uk**

Whizz-Kidz – Giving disabled children the chance to lead a more independent life by ensuring the child, young person gets the right mobility equipment, advice and training at the right time.

Tel: **020 7233 6600**

Email: **info@whizz-kidz.org.uk**

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

Working Families – information, videos and interactive guides for working mothers, fathers and carers on their employment rights, Tax Credits and in-work benefits, maternity and paternity leave and flexible working options. This includes a section especially for parents of disabled children.

Tel: **0800 013 0313**

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

Web: **www.workingfamilies.org.uk**



11

Glossary of Terms



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Glossary of Terms



Glossary of Terms

Annual Review

The review of a Statement of Special Educational Needs, carried out within 12 months of making the statement.

Annual Review Report

A written progress report completed by the school for an Annual or Transition Review meeting

Citizen's Advice Bureau (CAB)

Provides advice and information on a range of issues for disabled children and their parents and carers.

CA

Carers Allowance

CAF

Common Assessment Framework

Case Officer

The named officer is the key point of contact with the LEA to guide parents and carers through the statementing process from start to finish.

Children's Community Nurses

Registered Children's Nurses who care for children in their own homes, with a variety of medical problems, and have a teaching and support role. They also provide information and support to teachers and other professionals.

Classroom Assistant

See Learning Support Assistant.



Clinical Psychologists

Have undertaken training to understand how we learn and how we behave, and how children's minds, abilities and behaviour develop. They work together with the child and family to help with any developmental, emotional and behavioural problems.

Code of Practice on the Identification and Assessment of Special Educational Needs

A guide for parents, schools and LEAs about the help they can give to children with special educational needs.

Consultant

A specialist senior doctor heading a team of doctors, who will be in overall charge of a child's care and will work closely with other professionals.

Consultant Child Psychiatrists

Doctors who specialise in childhood mental disorders and difficulties. They are experts in making diagnoses and in administering physical treatments such as medication.

DDA

Disability Discrimination Act

Dfe

Department of Education.

Dietician

A dietician is a health professional who gives advice about nutrition and swallowing or feeding difficulties.

DLA

Disability Living Allowance.

DWP

Department for Work and Pensions.



Educational Psychologists (EPs)

Are concerned with children's learning and development and are trained to help children and young people (from birth to 19 years) who are experiencing difficulties in learning or behaviour. They advise in the assessment of children's additional educational needs from an early stage and offer specialist advice and support to parents, teachers and other professionals.

Children Missing Education Officers (EMEOs)

Employed by the Local Authority, they have the responsibility to ensure attendance in school of children of statutory school age, and liaise with many other agencies to offer specialist support to parents and schools concerning pupil welfare and attendance.

Choice Advice

An independent worker who can help with the process of applying for secondary school for your child.

CPM's

Consultation Planning Meeting is an important meeting. It is where all support services come together to give the school an opportunity to voice their concerns and to jointly plan and prioritise their issues. Representatives from all the Inclusion Support Services (ISS), the Health Service, CAMHS, Social Care, the Education Welfare Service and the SEN Department are all invited.

Family Support Workers

Work alongside Social Workers to provide a service to disabled children and their families. They can also be a link between parents and other agencies, as well as helping you to access charities and other useful organisations.

Health visitor

A health visitor is a registered nurse or a midwife with additional training. They visit families at home to give help, advice and practical assistance about the care of very young children.



H.I.

Hearing Impairment.

Inclusion

Educating and including in play care settings children with special educational needs and disabled children in mainstream schools wherever possible.

Independent Parental Supporters (IPS)

(Formerly known as Named Person) are volunteers who are independent of the local authority. They can offer help to parents whose child is being assessed, such as compiling parents' contributions, understanding reports, writing letters and attending meetings.

Individual Education Plan (IEP)

A school based plan of short-term achievable targets and action to be taken to achieve these targets for a child identified as having Special Education Needs IEPs are regularly reviewed by the school.

INNCO

Inclusion Co-ordinator (previously Special Educational Needs Co-ordinator)

LA

Local Authority.

Learning Difficulties

A child has learning difficulties if he or she finds it much harder to learn than most children of the same age.

Learning Support Assistant (LSA)

Work closely with teachers and SENCOs to help children access education. They may provide support to a small group of children or on a one-to-one basis, depending on the level of need.



Learning Support Teacher

An allocated Learning Support Teacher who can advise the school's SENCO about your child's IEP and can help in the review of targets.

Mainstream School

An LEA maintained school that is not designated as a special school. Most schools are mainstream and may be Infant, Junior, Primary or Secondary schools.

Makaton

A system of symbols and signs used to help children with communication difficulties.

MLD

Moderate Learning Difficulties.

Occupational Therapists (OTs)

Provide advice about aids and adaptations, practical help and therapy programmes to help children become as independent as possible in everyday activities such as personal care, eating and drinking, play and school work.

They can work for either Health or Social Services.

OFSTED (The Office for Standards in Education)

OFSTED's remit is to improve standards of achievement and quality of education through regular independent inspection, public reporting and informed independent advice.

Paediatricians

Specialise in the care and treatment of babies and children whilst in hospital, Out Patients Department or in a community setting.

PECS

Picture Exchange Communication System – a form of augmentative and alternative communication.



Physiotherapists

Use exercise and other physical treatments to improve movement, strength and co-ordination, and to help the body to develop and work properly. They can show parents and carers, teachers and classroom assistants how to handle a child to help him/her cope better with the needs of daily life and to reach the greatest level of ability.

Portage

Home based pre-school education for children with significant developmental delay, physical disabilities and other significant special educational needs.

Psychiatrist

A doctor who helps people who have difficulties with the way they feel or behave. Child psychiatrists specialise in helping children.

RDA

Riding for the Disabled Association.

Registrars

Doctors who are training to be specialists. They work with consultant supervision.

School Action and School Action plus

Extra help put in place by the school or setting

School Nurses

Give advice and support to school age children, their parents/carers and teachers on any health issues.

School Transport

Provide transport to and from school based on individual needs.

SEN

See Special Educational Needs.



SENCO

See Special Educational Needs Co-ordinator.

Social Workers

Provide advice and support and also assess your child's and your family's needs for services. They can be contacted direct or by referral from a GP.

Special Educational Needs (SEN)

A child has special educational needs if he or she has learning difficulties that need special educational provision.

Special Educational Needs Co-ordinator (SENCO)

Member of staff of a school, nursery or pre-school who has responsibility for co-ordinating special educational needs (SEN) policy and provision for pupils within that school.

Special Educational Needs and Disability Tribunal

An independent body that hears parents' appeals against decisions made by LAs.

Special Educational Provision

The special help given to children with special educational needs.

Special School

A school which is specifically organised to give help to pupils with special educational needs.

Specialist Teachers

Come into school to give advice and support to individual children, teachers and parents and make some home visits. Areas of support include visual, hearing, physical, speech and language and specific learning difficulties.

Speech and Language Therapists

Work with children who have problems of understanding, communicating and speaking. They can also help with swallowing and eating difficulties.



Statement of Special Educational Needs

A legal document that sets out a child's needs and all the extra help he or she should get in an education setting.

Statutory Assessment

A very detailed assessment of a child's special educational needs governed by law.

Transition Plan (Education)

A plan drawn up at the Annual Review of the Statement held when a child reaches the age of 14. It sets out the steps needed for them to move from school to adult life.

V.I.

Visual Impairment.

