

CHILDREN & YOUNG PEOPLE WITH SPECIAL EDUCATIONAL  
NEEDS & DISABILITIES (SEND) IN NORTHUMBERLAND

# GUIDE TO SERVICES

## 2016-17



A guide to services for children and young people with SEND (special educational needs or disabilities) living in Northumberland.

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This guide has been produced by the Northumberland SEND Information, Advice and Support Service, in partnership with In It Together, the Parent Carer Forum for Northumberland. It provides details of local and national services, organisations and groups that provide information and support for children and young people with special educational needs or disabilities, and their families.

The guide is divided into colour coded sections. The information within each section includes:

- The contact details of the service or organisation
- Whether a referral from a professional is required to access the service
- A brief description of the service

There is also an index at the back of the guide to help you find the services that may be useful to you. For more information about any of the services or organisations in this guide, it is best to speak to them directly. Please note that some of the organisations listed may charge for services they provide and this is something you will need to check.

In addition, the following services may be able to help you:

The **Northumberland SEND Information, Advice and Support Service** provides free, confidential and impartial information, advice and support to children and young people with special educational needs or disabilities up to the age of 25, and their parents and carers. The service can be contacted on **01670 623555** or **alison.bravey@northumberland.gov.uk**.

**In It Together**, the Parent Carer Forum for Northumberland, provides parents and carers of children and young people with SEND with the opportunity to get involved with service planning and decision making. Their aim is to ensure that services meet the needs of families. In It Together also organise events and training for parents and carers. For further details, contact In It Together on **07729 192909** or **info@in-it-together.org.uk**.

The **Families Information Service (FIS)** is a free, impartial service providing information on a wide range of services for children and young people in Northumberland, and their families. The service also provides detailed advice on childcare and early year's educational provision. They can be contacted on **0800 023 4440** (Freephone), **01670 624889** or **fis@northumberland.gov.uk**.

We hope that you will find the guide useful. We have done our best to make sure that the contents were correct at the time of printing, but please contact the SEND Information, Advice and Support Service or In It Together (details above) to let us know about any inaccuracies or services/information that need to be added.

## INTRODUCTION

Information on childcare in Northumberland, including childcare suitable for children with disabilities and special educational needs, can be found on the Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for 'Childcare in Northumberland') or phone the Families Information Service on **0800 023 4440**.

All three and four-year-olds are entitled to free high-quality early education, starting in the term after a child's third birthday until compulsory school age; the school year after they have their fourth birthday. The current free entitlement is 570 hours a year; the equivalent of 15 hours a week for 38 weeks of the year. However, parents may choose to use the entitlement over a longer period of time within the year.

Parents/carers of two-year-olds who meet a range of criteria are entitled to the same amount of free high-quality early years education or childcare, from the term after a child's second birthday until the end of the term in which they are three. This includes some children with disabilities.

A list of childcare providers delivering the two, three and four-year-old funded places and a downloadable guide which covers both schemes is available on the Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for Early Education) or contact the Families Information Service on **0800 023 4440**.

If you look after a child or young person (your own or another person's) who cannot manage without your help because of their disability or special needs, then you are a carer. If you provide care on a regular basis you have a right to a **Carer's Needs Assessment**. This assessment is designed to find out what support you may need for your caring role and to help look after your own health and wellbeing. This may include support in the home, childminding, holiday activity schemes and short breaks, or money from the Local Authority's social care service so you can arrange this help yourself. As a carer you may also be entitled to a benefit called **Carers Allowance**. For further details please refer to the 'Social Care' and 'Financial Help' sections of this guide.

The **Short Break Care Duty** requires Local Authorities to notify the carers of disabled children about short break services in their area and the 'eligibility criteria' for accessing them. Some short break schemes are described as 'universal' which means they are available to all children and an assessment is not required. Further information can be found in the 'Social Care' section of this guide.

Organisations that provide short breaks are listed below:

### **ACTION FOR CHILDREN, MONKSFIELD**

CORBRIDGE ROAD, HEXHAM NE46 1UY

OPENING HOURS: 24 HOUR SERVICE

 01434 601594


Monksfield provides short-break residential care services to disabled children and young people aged 6-17 years who live in Northumberland. This is in partnership with the Local Authority's children's social care services. Monksfield provides opportunities for the children and young people to enjoy regular short breaks from home where they can make new friends, experience a wide range of activities and have fun.

Action for Children also provides a full-time accommodated provision at Monksfield in a separate unit. This provision is for any Local Authority to access, so is not solely available to Northumberland.

### **THE ALAN SHEARER CENTRE - SHORT BREAK SERVICE**

WEST DENTON HALL, WEST DENTON, NEWCASTLE-UPON-TYNE NE15 7LT

OPENING TIMES: 24 HOUR SERVICE, 7 DAYS A WEEK (EXCEPT CHRISTMAS)

 0191 267 8128

 [www.shortbreak@alanshearercentre.org.uk](mailto:www.shortbreak@alanshearercentre.org.uk)

Part of St Cuthbert's Care charity, the centre provides tailored short break care for children and adults with physical and learning disabilities, including autism, complex epilepsy and Asperger's Syndrome. Set in its own grounds, the centre has state of the art equipment and provides guests with expert care as well as free access to the Alan Shearer Activity Centre on the ground floor. Contact the centre for further information.

### **BARNDALE**

HOWLING LANE, ALNWICK, NORTHUMBERLAND NE66 1DQ

OPENING TIMES: WEEKEND SERVICE

 01665 605921

A short-break service for children aged 6-17 years who have moderate to severe learning disabilities. The service runs at weekends and provides young people with the opportunity to access a wide range of outings and activities. Referral is through a social worker.

**Barndale Saturday Club:** Barndale Day Care Scheme runs twice per month on a Saturday 10am - 4pm. There is capacity to provide a service to twelve young people. Currently there is a charge per session for this service. Referrals are through a social worker from the Disabled Children Team.

## CALVERT TRUST, KIELDER

KIELDER WATER AND FOREST PARK, HEXHAM, NORTHUMBERLAND NE48 1BS  
OPENING TIMES: MON - SUN 9AM - 5PM



01434 250232



enquiries@calvert-kielder.com



[www.calvert-trust.org.uk/kielder](http://www.calvert-trust.org.uk/kielder)

Specialist outdoor activity centre for people with physical, learning or sensory difficulties. Located within Northumberland's Kielder Water and Forest Park, families, individuals and groups can enjoy half or full day activity sessions, or stay for an activity break in the main centre or in a 4-star Scandinavian lodge. From Matthew's Linn boathouse, choose from canoeing, sit-on-top kayaking, sailing and motor cruising on Northern Europe's largest man-made lake. Land-based activities include zip wire, 10m high King Swing, climbing wall, archery and nature walks.

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## FAMILY PLACEMENT SERVICE: ADOPTION AND FOSTER CARE



01670 626262



[familyplacement@northumberland.gov.uk](mailto:familyplacement@northumberland.gov.uk)

The Family Placement Service is responsible for providing a variety of placements to children across the community. The children in their care benefit from being able to live in a caring family environment other than their own, either on a short or long term basis. The service houses two teams:

**The Fostering Service** recruit, assess and train prospective foster carers, as well as supporting and supervising approved foster carers. They have extensive experience of providing short break care, short to medium and long term foster care for local children. The team are looking for new foster carers now.



Go online to find out more: <http://fostering.northumberland.gov.uk>

**The Adoption and Permanence Service** recruit, assess, train and support adoptive families. They have extensive experience of finding families for local children who need adoptive homes. They also have responsibility for Special Guardianship assessments. The team are looking for new adoptive parents now.



Go online to find out more: <http://adoption.northumberland.gov.uk>

## FAMILY SUPPORT TEAM



01670 620 288



familysupport@northumberland.gov.uk



www.northumberland.gov.uk/familysupport

The Family Support Team provides targeted intervention and support to children, young people and their families following requests from Social Care teams. The following services are available to children, young people and their families. Contact your child's Social Worker for more information about the services listed.

### **Family Aid Work (for all children and young people aged 0 to 18 years):**

Family Aid Workers visit families in their own homes, providing opportunities for the families to affect change and develop confidence and skills in managing challenging behaviour. The work may also include the development of routines, safe caring strategies and financial guidance.

### **Home Support Care for Disabled Children and Young People (aged 0 to 18 years):**

Home Support Carers can take a child/young person out into a community setting, or can care for the child/young person in their own home. This offers the family a regular and valued break from their caring responsibilities. The aim is to reduce social isolation and stress for the whole family; allowing each family member to take part in things that they may not normally be able to access.

### **Task Centred Care (for all children and young people aged 5 to 18 years):**

Task Centred Carers work with children/young people outside the family home, accompanying them to access everyday activities under safe supervision and guidance. The worker provides practical and emotional support to the child/young person, empowering them to develop their social skills, their independence and their ability to interact with adults and other children/young people in the community. This could include taking the child/young person to sports and leisure clubs, and enabling them to participate in activities of interest to them, with their peers.

### **Supervised Contact (for all children and young people aged 0 to 18 years):**

Contact Supervisors help to facilitate the contact between children and their families. The council has a duty to promote contact between looked-after children and their parents, relatives, friends and other people connected with the child.

### **Play and Activity Schemes for Children and Young People with disabilities/ additional needs; groups for Young Carers:**

Play and Activity Schemes and Young Carers groups provide an opportunity for children and young people to participate in a range of term time activities and holiday play schemes.

**Overnight Provision: Overnight Support Care (for all children and young people aged 0 to 18 years):**

This service offers a breathing space to children and families experiencing difficulties. It provides an effective intervention to support families to remain together, and to reduce the risk of children and young people entering the looked after system and/or being excluded from school and other services. It also provides a break to children in foster care and to families of disabled children and young people.

**Short break care services are available for disabled children, young people and their families:**

These give parents and full time carers of disabled children and young people a break from their caring responsibilities. Short breaks also enable disabled children to have social opportunities and join in with safe, fun and interesting activities.

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**GRACE HOUSE**

GRACE HOUSE, BARDOLPH DRIVE, SOUTHWICK, SUNDERLAND SR5 2DE



0191 525 2885



info@gracehouse.co.uk

Grace House is a children's charity which welcomes children and young people from across the North East with complex disabilities, health needs and life limiting conditions. They provide a fun, safe, exciting environment where children can come and live life to the full.

Their main service will be overnight short breaks at their centre in Southwick, Sunderland. They are also planning to offer additional services to families, including therapeutic music and art activities; adapted sports coaching; alternative and complementary therapies for carers; counselling; information and training; support groups; and activity groups for babies and toddlers with complex needs, and their families.

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**HELPING HANDS COMMUNITY CARE**

HELPING HANDS COMMUNITY CARE, WATERGUARDS BUILDING,  
SOUTH HARBOUR, BLYTH NE24 3PA




01670 797946

Helping Hands Community Care provides a wide range of services for children, aged infant to young adult, with varying needs, and their families. These include respite at home, enabling and support at school, taking children to school, an extra pair of hands at home, personal care, supporting teenagers with independence and living skills, travelling on public transport, cooking, budgeting, shopping and socialising. There is a charge for this service. Contact Helping Hands directly for more details.



## SSAFA - THE ARMED FORCES CHARITY

 0800 731 4880 (Helpline)

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


The charity gives specialist support to military families with additional needs; including parents of children with additional needs or disabilities. SSAFA provide a Forces Additional Needs and Disability Forum (FANDF) because they recognise that if a family has a family member with an additional need or disability then other families in a similar situation can provide unique support. They also provide short breaks for service children with additional needs to enjoy with their families.

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## ST CUTHBERT'S CARE

ST CUTHBERT'S HOUSE, WEST ROAD, NEWCASTLE-UPON-TYNE NE15 7PY

OPENING TIMES: MON - THURS 9AM - 5PM FRI 9AM - 4.30PM

 0191 228 0111

 [enquiries@stcuthbertscare.org.uk](mailto:enquiries@stcuthbertscare.org.uk)

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


St Cuthbert's House is the registered head office for St Cuthbert's Care, one of the longest established social care charities in the North East of England. They care for children, disabled children and adults, elderly people and provide care in communities right across the region.

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## ST OSWALD'S HOSPICE CHILDREN'S SERVICE

REGENT AVENUE, GOSFORTH, NEWCASTLE-UPON-TYNE NE3 1EE

OPENING TIMES: 24 HOUR SERVICE, 7 DAYS A WEEK

 0191 285 0063

 [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org)

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

A specialist, short-break residential service for children and young people 0-18 years with progressive life limiting (shortening) conditions and their families. Health and social services work together with families to understand which children need specialist short breaks. Referrals are not made directly to St Oswald's, but via a referral pathway agreed with health and social services.

## INTRODUCTION

### Educational provision for special educational needs (SEN)

Children and young people with **special educational needs (SEN)** have learning difficulties or disabilities that make it harder for them to learn than most children and young people of the same age. They may need extra or different help from that normally available. The broad categories of special educational needs are: communication and interaction; cognition and learning; social emotional and mental health; sensory and/or physical needs. Many children and young people (about one in five) will have SEN at some time during their education.

The current **SEND Code of Practice: 0 to 25 years** identifies a **graduated approach** which recognises that children and young people learn in different ways, and can have different kinds and levels of SEN. A child or young person's SEN should be addressed as soon as possible through early intervention, high quality teaching and SEN provision. Education, health, social care and other services should work closely together to meet a child or young person's needs. Government-funded schools must publish their **SEN Policy** and **SEN Information Report** on their websites, which set out how they will meet the needs of children and young people with different types of SEN.

**SEN Support** is when a child or young person with SEN accesses help from their educational setting that is extra or different to that given to most other children. Their special educational needs are assessed, desired outcomes identified for them, and a support plan, which includes SEN provision, is put in place. The plan is reviewed after an agreed period of time to check progress and see if any changes need to be made. Children and their parents, and young people, should be fully involved in this process and their views taken into account.

The educational setting may ask for advice or support from external support services and will seek the consent of parents or young people for this to happen. Educational settings are funded to meet the needs of their pupils with SEND, but can also ask the Local Authority for extra funding, known as '**high needs top-up funding**', to meet a child or young person's needs, when this may be necessary.

The needs of most children and young people with SEN can be met with high quality teaching and SEN Support. If a child or young person has very high levels of need and does not make expected progress over a period of time, the educational setting, parents or young person may consider asking the local authority to carry out an **EHC (Education, Health and Care) needs assessment**. In making their decision, the Local Authority will require evidence about the steps that have been taken by the setting and why the child or young person needs more support than the setting can normally provide.

The local authority must conduct an EHC needs assessment when it considers that it may be necessary for special educational provision to be made for the child or young person through an **Education Health and Care (EHC) Plan**. The EHC Plan is a legal document that details the child or young person's SEN and the education, health and social care provision required.

Local Authorities must have Transition arrangements for children and young people who currently have Statements of SEN, to transfer their Statements into EHC Plans.

For further details of the EHC process, including how to request an EHC needs assessment, you can contact the Northumberland SEND Information, Advice and Support Service on **01670 623555** or visit the Contact a Family website at **[www.cafamily.org.uk](http://www.cafamily.org.uk)** or the IPSEA (Independent Parental Special Education Advice) website at **[www.ipsea.org.uk](http://www.ipsea.org.uk)**.

**Independent Support** for families going through the EHC assessment and planning process is available from Aspire Personalised Care Solutions on **0191 383 7430** or **[info@aspire-cs.co.uk](mailto:info@aspire-cs.co.uk)** and the Northumberland SEND Information Advice and Support Service on **01670 623555** or **[alison.bravey@northumberland.gov.uk](mailto:alison.bravey@northumberland.gov.uk)**.

### **Disability, the Equality Act and education**

A disabled person is defined as someone who has a physical or mental impairment which has a substantial, long term and adverse effect on his or her ability to carry out normal day to day activities. Long term is defined as 'a year or more' and substantial is defined as 'more than minor or trivial'. A key principle of the Equality Act 2010 is that, wherever possible, disabled people should have the same opportunities as nondisabled people in their access to education.

The Equality Act covers admissions, exclusions, education and associated services. It sets out the legal obligations that schools, early years providers, post-16 providers, local authorities and others have towards disabled children and young people. They must not directly or indirectly discriminate against disabled children and young people. 'Reasonable adjustments' must be made to make sure disabled children and young people are not at a substantial disadvantage compared with their peers. This duty is anticipatory in that it requires thought to be given in advance to what disabled children and young people might require and what adjustments may need to be made to prevent any disadvantage. Schools and local authorities must publish accessibility plans setting out how they plan to increase access for disabled pupils to the curriculum and the physical environment.

### **Further information on educational settings and services**

For further information on mainstream and special schools and academies, and other education-related services in Northumberland, go to **[www.northumberland.gov.uk](http://www.northumberland.gov.uk)** and search for 'Education and Skills'. You can also contact the SEND Information, Advice and Support Service on **01670 623555**.

THE ‘GRADUATED APPROACH’ FOR SPECIAL EDUCATIONAL NEEDS (SEN)

PROCESS	WHAT HAPPENS	WHAT PARENTS CAN DO
<b>Identification of possible Special Educational Needs</b>	Concerns are raised about a child’s progress. A child has special educational needs if they have a learning difficulty or disability that calls for special educational provision to be made for them.	Provide information on your child and work in partnership with the professionals involved. You can look at a school’s <b>SEN Policy</b> and their <b>SEN Information Report</b> on their website.
<b>Assessment</b>	Assessments are made to look at a child’s strengths, needs and progress.	Keep records of all information received or sent.
<b>Differentiation of the curriculum</b>	The teacher makes changes to how the curriculum is presented; taking into account a child’s learning needs.	Share information on what may help your child. Find out how the curriculum will be differentiated. Check progress
<b>SEN Support</b>	<p>The educational setting provides help that is extra or different to that usually provided, using the model: <b>Assess, Plan, Do, Review</b> Parents should be informed about what help will be given, who will provide it, short term targets, desired outcomes, review arrangements and how parents can help.</p> <p>The educational setting may ask for advice from external support services. They will ask for your consent for this to happen. They may ask the Local Authority for <b>Higher Needs Top-up funding</b> to meet your child’s needs.</p>	<p>Monitor progress with the teacher or <b>Special Educational Needs Coordinator (SENCO)</b>. A SENCO is a qualified teacher who has responsibility for coordinating SEN provision.</p> <p>Keep records of all information received or sent. Check how targets will be monitored. Support your child at home. Work in partnership with the professionals involved and discuss any concerns.</p> <p>Check whether your child needs an <b>EHA (Early Help Assessment)</b>. This is a process of assessing a child’s strengths and needs and coordinating support available to the child and their family.</p>
<b>Request for an Education, Health and Care needs assessment</b> - A detailed assessment of a child’s strengths and needs. Can be requested by a school or a parent if a child does not make expected progress over a period of time, despite relevant and purposeful action being taken to identify, assess and meet the child’s needs.	The Local Authority decides whether to go ahead with an EHC needs assessment based on a wide range of evidence provided by the educational setting, parents and involved professionals about a child’s SEN and what has been done to help the child make progress.	<p>Discuss how to help your child with the professionals involved. Give your views. Keep records of everything.</p> <p>You have appeal rights to <b>SEND (the SEN and Disability Tribunal)</b> if the Local Authority decides not to carry out a statutory assessment. You would need to consider <b>mediation</b> before doing so.</p>
<b>Education, Health and Care needs assessment</b>	The Local Authority requests advice from the child or young person, parents and involved professionals and decides whether an Education, Health and Care Plan is required. If the Local Authority decides not to issue a Plan they <b>must</b> give the reasons for this decision.	<p>Contribute advice for the statutory assessment.</p> <p>Give your views. You have appeal rights to SEND if you do not agree with the Local Authority decision. You would need to consider mediation before doing so.</p>
<b>Education, Health and Care Plan</b>	The Local Authority produces an Education, Health and Care Plan – a legal document which describes a child’s education, health and care needs and the provision they will receive.	<p>Give your views. You have appeal rights to SEND if you do not agree with the contents of the final EHC Plan. You would need to consider mediation before doing so.</p> <p>The EHC Plan will be reviewed on an annual basis. You can request an earlier review if you are concerned about your child’s progress. Contribute to the review.</p>

## EDUCATIONAL SERVICES

Some of the people who work in educational services include:

**Education Welfare Officers** - who offer support and advice to parents, children and schools on a range of issues, including attendance.

**Educational Psychologists** - who work with schools and parents, offering support with difficulties affecting a child's development, learning and behaviour.

**Early Years Inclusion Coordinators (Area SENCOs)** - who offer advice and support to early years providers (private, voluntary and independent settings, and child minders) on meeting the needs of pre-school children with special educational needs and disabilities.

**Independent Supporters** - who help families going through an EHC (Education, Health Care) needs assessment and the process of developing an EHC Plan.

**Portage Workers** - who provide planned, home based educational support for pre-school children with special educational needs. Along with the parent/carer, they build on the abilities the child already has and teach skills the child has yet to learn.

**SEND Information, Advice and Support Service workers** - who provide impartial information, advice and support to children and young people with SEN or disabilities, and their parents and carers.

**Special Educational Needs Co-ordinators (SENCOs)** - qualified teachers in schools or maintained nursery schools responsible for co-ordinating provision for children with special educational needs. Other early years settings are expected to identify and individual to perform the role of SENCO.


**Specialist teachers and teaching assistants** - who specialise in a particular area of special educational need; including behaviour; language and communication; autism spectrum conditions; and literacy.

The following teams and services work with educational settings in Northumberland:

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## EARLY YEARS TEAM

COUNTY HALL, MORPETH NE61 2EF

 0345 600 6400

The Early Years Team work with a variety of early year's settings within the private, voluntary, independent and maintained sector, such as childminders, day care, out of school clubs and nurseries. They provide challenge and support to ensure that provision meets statutory requirements and to improve Early Years Foundation Stage outcomes and quality of provision. The team work in partnership with other key professionals to ensure support and interventions meet the needs of all groups of children and families, and to promote equality and inclusion.

The Early Years Inclusion Coordinators (Area SENCO's) who work within the team offer advice and support to early years providers on meeting the needs of pre-school children with special educational needs and disabilities.

### **Free early education entitlement for two, three and four year olds**

In England all three and four-year-olds are entitled to free high-quality early education 15 hours per week (which is currently 570 hours per year) taken over no fewer than 38 weeks (irrespective of income) until they reach compulsory school age, which is the term after their fifth birthday. Where practical, providers may offer a 'stretched entitlement' which allows parents/carers to take up patterns of hours which stretch their child's entitlement by taking fewer hours per week over more weeks in the year, up to a maximum of 570 hours in total.

Parents/carers of two-year-olds who meet a range of criteria are also entitled to the same amount of free high-quality early years education or childcare, from the term after a child's second birthday. This includes some children with special needs and disabilities.

A list of childcare providers delivering the free early education entitlement for two, three and four-year-old and a downloadable guide which covers both schemes is available on the Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for Early Education) or contact the Families Information Service on **0800 023 4440**.

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## **EDUCATION OTHER THAN AT SCHOOL SERVICE (EOTAS)**

### **WELLBEING AND COMMUNITY HEALTH SERVICES GROUP**

COUNTY HALL, MORPETH NE61 2EF



0345 600 6400

The key aim of the Education Other Than at School Service has is to ensure that all referred students are able to access good quality full time education whilst they are unable to attend school.

**Children/young people with health needs:** Children/young people experiencing health difficulties which mean they have been absent for more than 15 school days, may be eligible for an educational programme through the EOTAS Service. They may be ill, injured, recovering from an operation or experiencing severe mental health difficulties. In each case, the programme arranged will depend on the health of the student involved.

**Children/Young people who are excluded from school, educated at home by their parents (elective home education) and children missing from education:**

**Exclusion from School:** There are two types of exclusion from school; **fixed period** or **permanent**. Formal exclusion is the only legal method of removing a child from a school. Informal or unofficial exclusions are illegal regardless of whether they are done with the agreement of parents or carers. Fixed period exclusions of a pupil must not add up to a total of more than 45 days in one school year. Exclusion is a serious step for schools to take and can be a difficult and worrying time for parents and children.

When young people are permanently excluded from school, the EOTAS Service is responsible for arranging full-time alternative education programmes. The exact nature of the programme will depend on the age of the student. The service also works preventatively with schools for students at risk of permanent exclusion. The service would work with students, parents/carers, school staff and staff from other agencies to try to secure the best outcomes for the young person.

For information and advice regarding an exclusion, contact the Local Authority's Social Inclusion Officer on **01670 624187** or **01670 624183**. Corum Children's Legal Centre, an independent national organisation, provides advice on their website at **[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)** and by telephone on **0300 330 5485\***. Their advice line is available from Monday to Friday between 8am and 6pm. (\*Please note that the demand for this line is high and you may not get through at the first attempt.) If your child has special educational needs or a disability you can contact the SEND Information, Advice and Support Service for advice on **01670 623555**.

**Elective Home Education:** A local authority has the responsibility of ensuring that there is adequate provision for education in their area, but the responsibility for a child's education rests with their parents. Where parents decide to exercise their right to educate their child at home, the child does not need to be enrolled at a school. It would then be the parents' responsibility to provide an efficient and suitable education for their child. The Elective Home Education Team offer guidance to parents who are undertaking the responsibility of educating their child at home. For further information, or a copy of the County Council's guidelines, phone **01670 624186**.

**Children missing from Education:** The EOTAS service is also responsible for monitoring children missing or at risk of becoming missing from education.

## EDUCATION SUPPORT FOR LOOKED AFTER CHILDREN (ESLAC)

### WANSBECK YOUNG PEOPLE'S CENTRE

SOUTH VIEW, ASHINGTON NE65 0JL


 01670 810433

**Education Support for Looked After Children (ESLAC)** is a team which promotes and supports the education of looked after children. The work of the team includes: ensuring that looked after children are prioritised and fast tracked wherever possible through services within the County Council; promoting the education of looked after children; and advising and supporting schools and social care staff in matters relating to the education of looked after children.

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## EDUCATION WELFARE

COUNTY HALL, MORPETH, NORTHUMBERLAND NE61 6NF

 0345 600 6400

**Team Manager and Principal Education Welfare Officer:** Angela Cunningham


Education Welfare Officers support children, young people and families through the promotion of individual child welfare, improving attendance and reducing disaffection amongst pupils. They work in close partnership with schools, families and other agencies.


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## LOCALITY INCLUSION SUPPORT TEAMS (LISTS)

### CENTRAL LIST: COVERS ASHINGTON, BEDLINGTON, MORPETH

BASE: ASHINGTON TOWN HALL, STATION ROAD, ASHINGTON, NE63 8RX

 01670 624807

 LISTCentral@northumberland.gov.uk

### NORTH LIST: COVERS ALNWICK, BERWICK, COQUET

BASE: LION HOUSE, WILLOWBURN INDUSTRIAL ESTATE, ALNWICK, NE66 2PF

 01670 624802


 LISTNorth@northumberland.gov.uk



**SOUTH EAST LIST: COVERS SEATON VALLEY, BLYTH, CRAMLINGTON**

BASE: PRINCESS LOUISE FIRST SCHOOL, PRINCESS LOUISE ROAD,  
BLYTH, NE24 2TS


 01670 624813

 LISTSouthEast@northumberland.gov.uk

**WEST LIST: COVERS HAYDON BRIDGE, HEXHAM, PONTELAND, PRUDHOE**

BASE: BEAUMONT BUILDING, HEXHAM MIDDLE SCHOOL, WANLESS LANE,  
HEXHAM, NORTHUMBERLAND, NE46 1BU

 01670 623414

 LISTWest@northumberland.gov.uk

Locality Inclusion Support Teams (LISTs) are teams of educational professionals who offer specialist short term support to schools and other educational settings to help them meet the additional needs of children and young people. The teams include educational psychologists; inclusion support workers; specialist advisory teachers for autism spectrum conditions, behaviour, literacy, and speech and language; and specialist teaching assistants for behaviour, literacy and speech and language. LISTs offer training to staff in schools and may work with individual children or young people, or with groups.

In the first instance, parents should discuss any concerns they have about their child's provision and progress with the school. This will usually be with the school SENCO (Special Educational Needs Coordinator). The school will be able to explain how they are addressing the SEN of the child or young person and discuss whether referral to other services is necessary. Referral to the LISTs is through a child or young person's school or setting.

**PORTAGE SERVICE**

WELLBEING AND COMMUNITY HEALTH SERVICES GROUP, COUNTY HALL,  
MORPETH, NORTHUMBERLAND NE61 2EF

 01670 622741

Portage is a home teaching service for pre-school children with additional needs. It helps parents and carers to support their child's learning. The Northumberland Portage Service works with children birth to five years, where there are significant delays in at least two areas of development. A Portage Home Visitor will visit the family home for approximately one hour each week. The parents, carers and home visitor will plan activities together to encourage and promote the child's development.

## **PUPIL REFERRAL UNIT (PRU)**

**PUPIL REFERRAL UNIT (PRU), HEPSCOTT PARK, STANNINGTON,  
MORPETH NE61 6NF**


 **01670 514963**

Northumberland Pupil Referral Unit is a resource available to mainstream schools to assist them in supporting children with behaviour which disrupts their learning and that of others. Younger and more vulnerable children are taught separately in a purpose-built nurture unit with specially-trained teaching staff. This offers an exceptionally high level of support to children with complex needs and often quite extreme behaviour. Other children are taught in small groups by specialist teachers and support staff, using a tailored curriculum. The emphasis is upon blending individualised support with appropriate challenge.

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## **SCHOOL TRANSPORT TEAM**

**COUNTY HALL, MORPETH NE61 2EF**

 **0345 600 6400**


The Local Authority has a duty to provide free transport to the nearest suitable school for any child of compulsory school age, if it is beyond statutory walking distance from home (2 miles for children under 8 years of age and 3 miles for children aged 8 years and over). Different eligibility criteria apply for children from low income families and for young people over 16. Under certain circumstances the Local Authority may also provide home to school transport for children with special educational needs, disabilities or medical needs. Eligibility is based on assessment of individual need.

For more information about the Local Authority's transport policies and applying for transport, either visit the Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for School Transport) or contact the School Transport Team.

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## **SENSORY SUPPORT SERVICE**

**SENSORY SUPPORT SERVICE, RIVERSIDE CENTRE, ARMSTRONG WAY,  
ASHINGTON NE63 0YD**

 **01670 624854**

The Sensory Support Service is a service which works across the County, providing specialist support to children and young people with sensory impairments from birth through to 25 years of age. The Service is based in Ashington, but staff visit homes and schools all over the County.

The Service is made up of Teachers of the Deaf/Visually Impaired/ Multi-Sensory Impaired, and a specialist Speech and Language Therapist. Referrals need to come

from health professionals in the first instance for children and young people with hearing impairment, but schools can make referrals for visually impaired students.

Levels of support are decided on the basis of need. The service provides a combination of direct teaching and support for families, along with advice and guidance for schools and other settings. This includes audiological and technical support. Staff work closely with families and other professionals to ensure that the needs of children and young people with sensory impairments are met well. The aim is to enable children and young people with sensory impairments to enjoy the same rights and opportunities as their peers.

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## **SEND INFORMATION, ADVICE AND SUPPORT SERVICE**

COUNTY HALL, MORPETH, NORTHUMBERLAND NE61 2EF



01670 623555



alison.bravey@northumberland.gov.uk

Every Local Authority is required to have a dedicated service which provides free and impartial information, advice and support to children and young people with SEND (up to 25 years of age), and their parents and carers. This is to enable them to make informed decisions about matters relating to the child or young person's SEND, including matters relating to health and social care. In Northumberland this service is provided in-house by the SEND Information, Advice and Support Service (previously known as the Parent Partnership Service). The service is run at arm's length from the Local Authority and is completely confidential (the only exception to this is if there are any safeguarding concerns).

The service provides a range of information, including a series of leaflets which explain different aspects of the SEND system. These are available on request or can be downloaded from the service webpage at [www.northumberland.gov.uk](http://www.northumberland.gov.uk); search for 'SEND Information, Advice and Support'.

The service is free and confidential, and operates on a self-referral basis.

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## **THE SPECIAL EDUCATIONAL NEEDS AND DISABILITY (SEND) TEAM**

SEND TEAM, NORTHUMBERLAND COUNTY COUNCIL, COUNTY HALL,  
MORPETH NE61 2EF



0345 600 6400

The role of the team is:

- To manage High Needs SEN funding into schools, colleges and pre-school education.

- To administer the process of statutory assessment of special educational needs and creating and maintaining Education, Health and Care (EHC) Plans.
- To work in partnership with parents, young learners, schools and other professionals.
- To ensure that reviews are held annually and that transition reviews are dealt with in line with SEND Code of Practice.
- To work in partnership with the SEND Information, Advice and Support Service to provide clear information to parents.

## SPECIAL SCHOOLS

The government-funded special schools/provisions in Northumberland for children with special educational needs are listed in the table below. A full list of schools in Northumberland can be found on the Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk); search for 'Schools'.

There are also independent special schools across the North East. A list of independent special schools and colleges for pupils with special educational needs, including those approved under Section 41 of the Children and Families Act can be found at: <https://www.gov.uk/government/publications/independent-special-schools-and-colleges>

To attend a special school a child or young person would need to have an EHC Plan or a Statement of SEN. The school would need to be appropriate for their age, ability, aptitude and special educational needs. The placement would also need to be compatible with the efficient education of the other children with whom the child or young person would be educated and with the efficient use of resources.

For further details, contact the SEND Information, Advice and Support Service on **01670 623555**. The service can provide leaflets on 'Visiting a School', and 'Starting a New School'. If your child has a EHC Plan or Statement of SEN and you think that they would benefit from being at a different school, you should ask their current school to hold a review of their Plan or Statement.

SPECIAL SCHOOL/PROVISION	AGE RANGE	CONTACT DETAILS
Atkinson House School, North Terrace, Seghill, NE23 7EB	11 -18 (Boys only)	0191 298 0838 <a href="http://www.atkinsonhouse.northumberland.sch.uk">http://www.atkinsonhouse.northumberland.sch.uk</a>
Barndale House School, Howling Lane, Alnwick, NE66 1DQ	2 - 19	01665 602541 <a href="http://barndalehouse.com/">http://barndalehouse.com/</a>
Cleaswell Hill School, School Avenue, Choppington, NE62 5DJ	2 - 19	01670 823182 <a href="http://www.cleaswellhill.northumberland.sch.uk">http://www.cleaswellhill.northumberland.sch.uk</a>
Collingwood School and Media Arts College, Stobhillgate, Morpeth, NE61 2HA	2 - 19	01670 516374 <a href="http://collingwoodmediacollege.co.uk">http://collingwoodmediacollege.co.uk</a>
Cramlington Hillcrest School, East View Ave, Cramlington, NE23 1DY	11 - 19	01670 713632 <a href="http://www.hillcrest.northumberland.sch.uk">http://www.hillcrest.northumberland.sch.uk</a>

SPECIAL SCHOOL/PROVISION	AGE RANGE	CONTACT DETAILS
Hexham Priory School, Corbridge Road, Hexham, NE46 1UY	2 - 19	01434 605021 <a href="http://www.hexhamprioryschool.co.uk">http://www.hexhamprioryschool.co.uk</a>
The Dales School, Cowpen Road, Blyth, NE24 4RE	4 - 11	01670 352556 <a href="http://www.thedales.northumberland.sch.uk">http://www.thedales.northumberland.sch.uk</a>
The Grove Special School, Grove Garden, Tweedmouth, Berwick upon Tweed, TD15 2EN	2 - 19	01289 306390 <a href="http://www.thegrove.northumberland.sch.uk">http://www.thegrove.northumberland.sch.uk</a>
The Centre, Northumberland Church of England Academy, Lichfield Close, Ashington NE63 9RX	2 - 19	01670 844322 <a href="http://ncea.org.uk/">http://ncea.org.uk/</a>

## YOUTH SERVICE

COUNTY HALL, MORPETH NE61 6NF



01670 620320

The purpose of Youth Work is to create enjoyable and sometimes challenging learning opportunities for young people outside of normal school hours that they will find useful both now and in later life. Youth Work also assists young people to find the help they need when facing difficulties.

## USEFUL EDUCATIONAL ORGANISATIONS

The following local and national educational organisations provide information, advice and/or support for different types of SEND.

### ABILITYNET NORTH EAST



0800 269 545 - Freephone (Advice and information)



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

AbilityNet aims to improve the lives of disabled people by helping them to use digital technology at work, at home or in education. They provide a range of services, including carrying out DSA (Disabled Students' Allowance) Needs Assessments.

DSAs are grants to help meet the extra course costs university students face because of a disability or specific learning difficulty.

## ACE EDUCATION



0300 01115 142 - Helpline - Mon to Wed 10am - 1pm Term time only



[www.ace-ed.org.uk](http://www.ace-ed.org.uk)

ACE Education provides independent advice and information on different aspects of state education in England; including special educational needs, exclusion, bullying, disability discrimination and school admissions. Advice booklets are available to purchase and download from the website.

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## BULLYING - NATIONAL ADVICE SERVICES FOR BULLYING ISSUES


There is no legal definition of bullying. However, it is usual defined as behaviour that is repeated; intended to hurt someone either physically or emotionally; and often aimed at certain groups, e.g. because of disability, race, religion, gender of sexual orientation.

Bullying can take many forms and includes name calling, making offensive comments or threats, kicking, hitting, taking belongings, inappropriate text messaging and e-mailing, sending offensive or degrading images by mobile phone or via the internet, producing offensive graffiti, gossiping, excluding people from groups, and spreading hurtful and untruthful rumours. Bullying can seriously damage a child or young person's confidence and sense of worth, and may affect their health. It needs to be dealt with as soon as possible. Bullying is different from the usual disagreements that children and young people may have from time to time.

Schools maintained by the Local Authority must have measures in place to encourage good behaviour and respect for others, and to prevent and address all forms of bullying. They are required by law to have a behaviour policy in place, which should include a clear anti-bullying policy and strategies to tackle bullying. If you think your child is being bullied, you should talk to your child and then talk to the school about what can be done about it.

Further information on tackling bullying is available from Bullying UK at [www.bullying.co.uk](http://www.bullying.co.uk) (helpline 0808 800 2222), the Anti-Bullying Alliance at [www.anti-bullyingalliance.org.uk](http://www.anti-bullyingalliance.org.uk) or Family Lives at [www.familylives.org.uk](http://www.familylives.org.uk) (helpline 0808 800 2222). The Named Person advising on bullying issues for Northumberland Local Authority can be contacted at [pauline.stavely@northumberland.gov.uk](mailto:pauline.stavely@northumberland.gov.uk). Specific information for parents of disabled children and a guide to dealing with bullying, can be found on the Contact a Family website at [www.cafamily.org.uk](http://www.cafamily.org.uk) (search for Bullying).

## CENTRE FOR STUDIES ON INCLUSIVE EDUCATION (CSIE)


 0117 328 4007

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

CSIE is a national charity that works to promote equality and eliminate discrimination in education.

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## CONTACT A FAMILY - SEN NATIONAL ADVICE SERVICE

 0808 808 3555 - Freephone helpline - 9.30am - 5pm, Mon to Fri

 [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk) (Response within 10 working days)

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

 @contactafamily


 [contactafamily](https://www.facebook.com/contactafamily) (Response within two working days)

Contact a Family provide information and advice on any aspect of caring for a child with special educational needs or a disability. Their website has information on issues such as education, benefits and family life, and their resources cover a range of topics, including health and social care services. Education specialist advisers provide advice on their helpline or you can post a query on their Facebook page.

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## DYSLEXIA ACTION - NEWCASTLE

6 LAMBTON ROAD, JESMOND, NEWCASTLE UPON TYNE NE2 4RX


 0191 281 8381

 [info@dyslexiaaction.org.uk](mailto:info@dyslexiaaction.org.uk)


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

Dyslexia Action provide a wide range of services to people of all ages who have dyslexia and struggle with literacy, including support, assessments and tuition. Visit their website for more information, including charges.

## DYSLEXIA NORTH EAST ENGLAND

 0786 826 3696

[info@dyslexianortheastengland.org](mailto:info@dyslexianortheastengland.org)

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

Dyslexia North East England is a charity which offers support and educational opportunities for parents/carers and professionals involved in the care of children and adults with dyslexia and related conditions, such as ADHD, dyspraxia and autism. Their mission is to promote knowledge, skills and understanding about dyslexia to enable dyslexics to achieve their potential. Their vision is to create a society that celebrates difference.


The charity aims to improve information and support to individuals and families, whether they are adults or children, from any background or culture, and raise awareness about dyslexia in the community at large, as well as encouraging 'dyslexia friendly' schools, colleges and businesses. They offer educational meetings at the Royal Grammar Junior School, Jesmond, Newcastle, NE2 4RX on the 2nd and 4th Thursday of the month in term time, as well as workshops, conferences, Parents Talking Circle, and teaching sessions for adults and children. They have contact groups in Hexham and Durham. Visit the website or phone for further details.

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## EDUCATION CENTRE FOR CHILDREN WITH DOWN SYNDROME (ECCDS)

HEXHAM CHILDREN'S CENTRE, BEAUFRONT AVENUE, HEXHAM NE46 1JD  
PRUDHOE CHILDREN'S CENTRE, BROOMHOUSE LANE, PRUDHOE NE42 5FT

 07581181670 - Helen Taylor

 [helen.taylor@eccds.org.uk](mailto:helen.taylor@eccds.org.uk)  
[lindsay.mcculloch@eccds.org.uk](mailto:lindsay.mcculloch@eccds.org.uk)


The ECCDS run a group every Thursday from 9am to 12.30pm (term time only) at Hexham Children's Centre, for the families of children aged 0 - 5 years.

There is also a fortnightly group held on a Saturday at Prudhoe Children's Centre for KS1 & KS2 children. The Centre also provide training and support for schools and offer a training programme which includes Down Syndrome Awareness, Speech & Language, Behaviour Training and Reading & Language Intervention.

For further details, or to book a place, contact Helen Taylor or Lindsay McCulloch.



## EDUCATION OTHERWISE

 0845 478 6345

 [www.educationotherwise.net](http://www.educationotherwise.net)

Education Otherwise is a membership organisation that provides information and resources for home educating families and those considering home education (HE) for the first time, including guidance on HE and the law, SEN and disabilities; downloadable fact sheets covering many aspects of HE; and links to local HE groups across the UK.

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## HOME EDUCATION ADVISORY SERVICE

 01707 371854

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

A national, home education charity based in the UK dedicated to the provision of advice and practical support for families who wish to educate their children at home in preference to sending them to school.

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## IPSEA - INDEPENDENT PARENTAL SPECIAL EDUCATION ADVICE

 0800 018 4016 - Advice Line


 0845 602 9579 - SEND Tribunal representation

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

IPSEA is a registered charity which offers free and independent advice and support to parents of children with special educational needs, including advice on local authorities' legal duties to assess and provide for children with special educational needs; exclusion of children with special needs and disabilities; and actions or inaction by local authorities and/or schools which discriminate against children with disabilities. IPSEA also provide advice, support and possible representation for parents appealing to the Special Educational Needs and Disability Tribunal (SEND).

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## NATIONAL ASSOCIATION FOR GIFTED CHILDREN

 0845 450 0295

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

The National Association for Gifted Children is a charitable organisation that aims to provide help, support and encouragement to high ability children, their families (especially parents) and all others involved in their education and welfare.

## **NASEN**

 01827 311500

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

A UK organisation supporting those who work with or care for children and young people with special and additional educational needs and disabilities. They support all staff, including SENCOs, teachers, governors and teaching assistants, in meeting the needs of pupils in schools, and promote training, development and support for educational settings.

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## **NETWORK 81**

 0845 077 4055 - Helpline

 [www.network81.org](http://www.network81.org)

Network 81 is a national network of parents working towards properly resourced inclusive education for all children with special needs. The network offers a wide range of services including practical information, advice and support to parents and carers.

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## **PARENTS FOR INCLUSION**

 [info@parentsforinclusion.org](mailto:info@parentsforinclusion.org)

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

Parents for Inclusion is a charity for parents of disabled children and children with special needs; parents supporting parents so that ALL children and young people are valued and treated equally in education and throughout life.

## INTRODUCTION

Parents and carers of disabled children, and children and young people with disabilities, might be entitled to certain benefits and services that can help them.

These include:

- **Income Support**
- **Disability Living Allowance (DLA)**
- **Personal Independence Payments (PIPs)**
- **Carer's Allowance**
- **Direct Payments**
- **Housing Benefit**
- **Council Tax benefit**
- **Social Fund**
- **Tax Credits**
- **Child Benefit**
- **Disabled Students Allowance (DSA)**

For more information on benefits visit the Gov.UK website at [www.gov.uk](http://www.gov.uk).

The website has a PIP toolkit:

<https://www.gov.uk/government/publications/the-personal-independence-payment-toolkit-for-partners/the-personal-independence-payment-pip-toolkit>.

The following services provide information and support:

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## BLYTH VALLEY DISABLED FORUM

THE ERIC TOLHURST CENTRE, 3 - 13 QUAY ROAD, BLYTH, NE24 2AU

OPENING TIMES: MON - THURS 9AM - 5PM FRI 9AM - 4PM



01670 364657



[enquiries@bvdfadvice.f9.co.uk](mailto:enquiries@bvdfadvice.f9.co.uk)



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

The Blyth Valley Disabled Forum offers a range of services and support to people living in the Blyth Valley area, including advice and assistance on all disability issues.

You can contact the Forum for advice about sickness and disability benefits. You must make an appointment. Home visits can also be arranged.

## CARER'S ALLOWANCE UNIT (C.A. UNIT)

OPENING TIMES: MON - THURS 8.30AM - 5PM FRI 8.30AM - 4.30PM



0345 608 4321



0345 604 5312 - Textphone



[cau.customer-services@dwp.gsi.gov.uk](mailto:cau.customer-services@dwp.gsi.gov.uk)



[www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

The Carer's Allowance Unit answers queries about entitlement to Carer's Allowance; issues claim forms; and provides advice about claiming.

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## CITIZENS ADVICE BUREAU

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. Advice is available face-to-face and by telephone.

The Citizen's Advice website provides a range of information on benefits, work, debt and money, consumer advice, relationships and housing. Visit [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or [www.dawnadvice.org.uk](http://www.dawnadvice.org.uk).

For more details of your local Bureau and their opening times, visit the websites above or phone **03444 111 444**.

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## CONTACT A FAMILY - BENEFITS ADVICE



0808 808 3555 - Freephone helpline - 9.30am - 5pm, Mon to Fri



[helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk) (Response within 10 working days)



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



[@contactafamily](https://twitter.com/contactafamily) (Response within two working days)



[contactafamily](https://www.facebook.com/contactafamily) (Response within two working days)

Contact a Family provide information for parents and carers of disabled children on benefits and service that can help them, their children or family. The advice given includes benefits and tax credits, working and childcare, children's services and help with fuel bills. You can visit their website or call the free helpline for personalised advice about benefits and services from parent advisers.

## DISABILITY GRANTS


 [www.disability-grants.org](http://www.disability-grants.org)


A number of charities and trusts provide funding towards the high cost of disability equipment, holidays, housing and days out. The Disability Grants website helps people with disabilities, or parents or carers of disabled children or adults, find information about disability grants.

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## DISABILITY NORTH

THE DENE CENTRE, CASTLE FARM ROAD, GOSFORTH,  
NEWCASTLE UPON TYNE NE3 1PH  
OPENING TIMES: MON - FRI 10AM - 4PM

 0191 284 0480

 0191 213 0910

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


Disability North aims to promote social inclusion, independence and choice for disabled people. They provide independent information and advice on a wide range of disability issues, including equipment and activities for daily living, benefits and Direct Payments.

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## FAMILY FUND

OPENING TIMES: MON - FRI 9AM - 5PM

 01904 621115


 01904 658085 - Textphone

 [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

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

The Family Fund help low income families caring for severely disabled or seriously ill children aged 17 and under. They provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, furniture, outdoor equipment, clothing and computers.

## MOTABILITY SCHEME


 0300 456 4566

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

The Motability Scheme enables disabled people to use their high rate mobility component of Disability Living Allowance to obtain a car, powered wheelchair or scooter. Parents and carers can apply on behalf of a child.

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## TURN2US

 [www.turn2us.org.uk](http://www.turn2us.org.uk)

Turn2us is a national charity that helps people in financial hardship gain access to welfare benefits, charitable grants and support finances. Their website provides easy to use tools and information pages. The Benefits Calculator tool helps you to find out what welfare benefits, tax credits or other support you may be entitled to. The Grant Search tool enables you to find out if you might be eligible for financial help or support from a charitable fund.

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## WELFARE RIGHTS ADVISORY UNIT

WELFARE RIGHTS ADVISORY UNIT, FOUNDRY HOUSE, THE OVAL,  
BEDLINGTON NE22 5HS

OPENING TIMES: MON - THURS 8.30AM - 5PM FRI 8.30AM - 4.30PM

 01670 536488 (For professionals only)

The Unit provides a range of services to staff in statutory and voluntary organisations throughout Northumberland whose work will bring them into contact with patients/clients who may have an entitlement to welfare benefits and tax credits.

The Unit delivers training about welfare benefits and tax credits, provides a telephone support service for staff and can also provide general information about benefits. Enquiries should be made by someone working in the organisations listed above; for example, a social worker or support worker.

## INTRODUCTION

A child or young person may need to be referred to some of the health services listed in this section of the guide. Referral is when a professional decides to introduce a person to another specialised service for their help. This may be done by a health professional, such as a GP or health visitor; a social care professional, such as a social worker; or sometimes other professionals, such as teachers.

Medical assessments may lead to some children or young people being diagnosed as having a particular medical condition or disability. Sometimes no clear diagnosis can be made. If this is the case, the medical professional will do all they can to answer any questions and may refer the child or young person to other specialists for further assessment.

It is important that families feel supported throughout this process. Voluntary organisations or charities can provide helpful information about particular conditions and may also be able to put families in touch with other families who are in similar situations. You can find more information in the 'Local Support and Information' and 'Useful Organisations' sections of this guide.

Pupils at school with medical conditions should be properly supported so that they have full access to education, including school trips and physical education. Schools must ensure that arrangements are in place to support children and young people with medical conditions. They should also consult with health and social care professionals, pupils and parents to ensure that the needs of children with medical conditions are effectively supported.

Support to prepare young people for good health in adulthood should include supporting them to make the transition to adult health services, including mental health services. For young people with EHC Plans, the plan should be the basis for coordinating the integration of health with other services.

### People working in Health Services

The professionals who work in health services providing specialist support for children and young people with SEND include:

- **Clinical Psychologists** - who help children with emotional, social or mental health difficulties through counselling and other treatments
- **Community Children's Nurses** - specialist nurses who work with children and young people with disabilities and complex health needs.
- **Community Psychiatric Nurses** - nurses who specialised in mental health during their training.
- **District Nurses** - who provide nursing care to patients usually in their own homes, residential care homes or health centres.
- **Health Visitors** - trained nurses with specialist qualifications who can give advice on childcare and development.

- **Occupational Therapists** - who are concerned with a child's overall development in terms of mobility, play and activities of daily living.
- **Paediatricians** - who specialise in the treatment and care of children in hospital or in the community.
- **Physiotherapists** - who assess and work with children who have problems with movement, or who have chest and respiratory problems.
- **Psychiatrists** - doctors who specialise in treating mental health conditions.
- **School Nurses** - who support school children with different health or medical needs.
- **Speech and Language Therapists** - who work with children who have communication problems and/or eating and swallowing difficulties.

The following services provide support for children and young people with different types of health needs. You can also visit the Northumbria Healthcare NHS Foundation Trust website at [www.northumbria.nhs.uk](http://www.northumbria.nhs.uk) for more information about different health services.

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## CHILDREN AND ADOLESCENT HAEMATOLOGY AND ONCOLOGY



0191 282 6004



[www.newcastle-hospitals.org.uk](http://www.newcastle-hospitals.org.uk)

The Department of Paediatric and Adolescent Haematology and Oncology, located at the Great North Children's Hospital at the Royal Victoria Infirmary, treats children and young people under the age of 21 who have cancer, leukaemia and other related diseases. It is the Regional Treatment Centre for the entire northern region from Teeside to Newcastle and Northumberland to Cumbria.

The Paediatric Oncology Outreach Nursing Team provides expert knowledge, coordination and personal support throughout a child or young person's care pathway, in hospital and at home or other chosen place of care.

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## CHILDREN AND YOUNG PEOPLE'S SERVICE NORTHUMBERLAND - CHILD AND ADOLESCENT MENTAL HEALTH (CYPS)

NORTHGATE HOSPITAL, MORPETH, NORTHUMBERLAND NE61 3BP



01670 394 256 - 8am - 8pm Mon - Fri

The Children and Young People's Service (CYPS) provides a single service to all children and young people aged 0-18 years living in Northumberland who present with mental health difficulties. This includes children and young people who may have learning difficulties and those living in a range of difficult and challenging circumstances.



**The service provides:**

- Assessment, diagnosis and intervention on a range of mental health issues.
- Intensive response and home-based treatment for those children and young people whose mental health is causing significant concern.
- An intensive Eating Disorder Service to support children and young people on the eating disorder pathway, who are at risk of an inpatient admission.
- A comprehensive transition support package to those young people who are approaching their 18th birthday and may need continuing support as adults.
- Training, consultation, support and advice to front line staff working in targeted services for children.

**How to get referred**

Referrals will be accepted from any professional working with a child or young person or their family and self-referrals can also be made. Referrals can be made in writing or by telephone.

**CHILDREN'S COMMUNITY NURSING SERVICE**

NORTHUMBERLAND CHILD HEALTH CENTRE, WOODHORN LANE,  
ASHINGTON NE63 9JJ

OPENING TIMES: MON - FRI 8AM - 6PM SAT - SUN 9AM - 5PM  
BANK HOLIDAYS 9AM - 5PM



01670 564070

A specialist team of children's nurses and child health carers who work with children and young people aged 0 - 18 years living in Northumberland who have complex medical needs. The team work with children and young people whose health problems require the input of trained children's nurses to provide their nursing care.

Anyone involved with a child or young person's care (including a parent or carer), where a child has a complex health need, can refer the child to the service.

**CHILDREN'S OCCUPATIONAL THERAPY  
(NORTHUMBERLAND)**

CHILD HEALTH CENTRE, WOODHORN LANE, ASHINGTON NE63 9JJ




01670 564050

The team helps children and families adapt to the challenges of everyday life that may be a result of a child's difficulty or disability. This includes supporting children with autism, learning problems, broken bones, birth injuries or birth defects, cerebral palsy and chronic illnesses. The service can also help children with various needs to improve their cognitive, physical and motor skills and enhance their self-esteem and self-accomplishment.

If a child (0 - 18 years old) needs occupational therapy, the referral can come from a health professional, such as a GP, paediatrician, paediatric therapist or children's nurse. For housing adaptations and equipment a social worker can also refer a child to the service. Children who attend special schools can be referred by the therapist for the school.

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## **CHILDREN'S PHYSIOTHERAPY**

 0344 811 8111

 [www.northumbria.nhs.uk](http://www.northumbria.nhs.uk)

Provide assessment and treatment for children and young people aged 0 - 18 years who live or attend school in Northumberland. Physiotherapy treatment may be of benefit to children who have movement or other medical problems, such as cerebral palsy, cystic fibrosis, muscular dystrophy, or following bone fractures. A child or young person will be seen in the most suitable place for them, including home, school, in a hospital clinic or a local health centre. Referral to the service is through a health care professional, such as a GP.

You can phone the number above if you have a question or concern, or want to change your appointment.

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## **CHILDREN'S SPEECH AND LANGUAGE THERAPY**

**SPEECH AND LANGUAGE THERAPY NORTH LOCALITY TEAM,  
CONSULTING ROOMS, INFIRMARY DRIVE, ALNWICK NE66 2NR**

 01665 511880

**SPEECH AND LANGUAGE THERAPY CENTRAL LOCALITY TEAM,  
CHILD HEALTH CENTRE, WOODHORN LANE, ASHINGTON NE63 9JJ**

 01670 564066

**SPEECH AND LANGUAGE THERAPY SOUTH EAST LOCALITY TEAM,  
BROCKWELL CLINIC, NORTHUMBRIA ROAD, CRAMLINGTON, NE23 1XZ**

 01670 392754

**SPEECH AND LANGUAGE THERAPY WEST LOCALITY TEAM,  
CORBRIDGE HEALTH CENTRE, NEWCASTLE ROAD, CORBRIDGE, NE45 5LG**

 01434 636940

The service supports children and young people up to 18 years old. They can help with a variety of problems, including feeding and swallowing difficulties; mild, moderate or severe learning difficulties; physical disabilities; language delay; specific language

impairments; specific difficulties in producing sounds; cleft palate; autism/social interaction difficulties; and voice disorders.

There are also special services to help if a child has a stammer. The speech and language therapists can help them to increase their confidence in speaking, help with their fluency and give targeted help on specific speaking situations which they may struggle with.

Speech and language therapy services are delivered in clinics, children's centres, special schools and at home. Parents and carers can contact the services directly (see contact details above). Alternatively, health visitors, GPs and school staff can make a referral for a child or young person.

### Useful Organisations

(see the 'Education and Useful Organisations' section of this guide for contact details):

National Autistic Society, Downs Syndrome Educational Trust, Afasic, Contact a Family, ICAN, British Stammering Society, Speech Teach, The Hanen Centre, Makaton.

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## COMMUNITY PAEDIATRICIAN SERVICE

NORTH NORTHUMBERLAND: BERWICK INFIRMARY, BERWICK UPON TWEED



01289 356612

SOUTH EAST NORTHUMBERLAND: BLYTH HEALTH CENTRE, THOROTON STREET BLYTH, NE24 1DX



01670 396467 or 01670 396479

CENTRAL NORTHUMBERLAND: CHILD HEALTH CENTRE, WOODHORN LANE, ASHINGTON, NE63 9JJ



01670 564030

WEST NORTHUMBERLAND: HEXHAM GENERAL HOSPITAL



01434 655395

PONTELAND PRIMARY CARE CENTRE, PONTELAND



01661 867749

Community Paediatricians are specially trained doctors for children and young people aged 0 - 19 years. They have specialist skills and knowledge about all aspects of child health and development. Community Paediatricians perform one-to-one assessments in clinics. This may involve taking the patient's history, carrying out a clinical examination and further investigations, if needed. They will also organise on-going monitoring and future therapy as well as referral to more specialist services, if necessary and appropriate.

Community Paediatricians also run clinics for children with special problems such as feeding or language and special clinics for young children or teenagers with development problems or a disability. They work closely with other health professionals such as nurses and therapists, and agencies which include professionals such as social workers or teachers.

Each locality has its own community paediatric team. A child or young person can be referred by their GP, a nurse (including health visitors and school nurses) or another health professional.

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## **CONTINENCE SERVICE (BLADDER AND BOWEL PROBLEMS)**

THE VICTORIA THERAPY CENTRE, HAWKEY'S LANE, NORTH SHIELDS NE29 0SF



0191 2828093



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

The service provides assessments for both children and adults with bladder or bowel problems. There is also a home delivery service which provides continence products direct to the home. Referral is by GP, school nurse or district nurse.

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## **HEALTH VISITORS**

Every family with children under five has a named health visitor. They work with parents and carers to ensure that children have the best start in life and are able to achieve their full potential. Health visitors provide a wide-ranging service to children and their families, and can refer to other services for support with more specialist problems.

Health visitors offer support and information directly to parents and their children on a range of areas including: family health and wellbeing; infant feeding; parenting; a child's growth and development; language development; behavioural issues including sleeping, eating, potty training and temper tantrums; healthy eating, play, safety and exercise; accident prevention; and acting as a key worker for young children with disabilities.

You can contact your health visitor through your GP surgery.

## HEALTHWATCH NORTHUMBERLAND

 03332 408468

 [info@healthwatchnorthumberland.co.uk](mailto:info@healthwatchnorthumberland.co.uk)

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

Healthwatch Northumberland work with users of local health and social care services to hear about their experiences, find out the issues or problems and help make sure there are improvements. There are Healthwatch organisations in all council areas in England. They give users of health and social care services a powerful voice, both locally and nationally. Healthwatch Northumberland can be contacted directly.

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## JOINT EQUIPMENT LOAN SERVICE (JELS)

JOINT EQUIPMENT LOAN SERVICE (JELS), 43 COLBOURNE CRESCENT,  
NELSON PARK IND ESTATE, CRAMLINGTON NE23 1WB

 01670 730595

The service provides equipment that a child or young person has been assessed as needing. Assessments are completed by health or social care professionals, including care managers, physiotherapists, occupational therapists, specialist social workers, district nurses and health visitors.

The types of equipment provided by the services includes: alarms and door entry systems; beds and chairs; bathing and showering equipment; toileting aids; hoisting and moving and handling equipment; kitchen aids; personal aids; walking aids, grab rails; wheelchairs; pressure relief equipment; equipment specifically designed for children; and equipment for visual and hearing impairments.

Further information about the service can be provided by health or social work professionals or you can contact the service directly.

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## NHS - 111 SERVICE

OPENING TIMES: 24 HOURS, 7 DAYS A WEEK

 111 - Freephone

 18001 111 - Textphone

 [www.nhs.uk](http://www.nhs.uk)

111 is the NHS non-emergency number. A highly trained adviser, supported by healthcare professionals, will ask a series of questions to assess the patient's symptoms and direct them to the best medical care for them. You should use the NHS 111 service for urgent medical help or advice when a situation is not life threatening. For immediate, life-threatening emergencies, dial **999**. For less urgent health needs, contact your GP or local pharmacist in the usual way.

## NORTHUMBRIA DENTAL SERVICE

**For general enquiries contact Blyth Dental Clinic on 01670 396471**

The service provides specialised NHS dental treatment and oral health promotion services for adults and children in Northumberland who have been referred by a medical or dental practitioner or other health or social care professional. It is not an emergency dental service and does not see patients who are unable to register with an NHS dental practice. For urgent dental services call NHS 111. For details of local dental practitioners accepting new or emergency patients, visit [www.nhs.uk](http://www.nhs.uk).

Some of services provided include orthodontics; dental treatments under general anaesthetics; inhalation sedation; treatment for patients with complex needs; home visits to patients with medical special needs; school dental screening; dental surveys; and oral health promotion.

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## PAEDIATRIC NUTRITION AND DIETETICS



0344 811 8111



[www.northumbria.nhs.uk](http://www.northumbria.nhs.uk)

The service treats people with differing health needs, from health promotion activities and cooking sessions to those requiring help to manage their weight (both to lose weight and to gain weight) through to people who are unable to eat because of a medical condition.

The team consists of adult and children's dieticians and nutrition nurse specialists and is supported by nutritionists, dietetic assistants and food and health workers. Dieticians are qualified to give accurate advice and information on nutrition and diet. They are able to give tailored practical advice specific to the patient and their condition, and will ensure that the patient receives the most appropriate nutrition at the right time. For general enquiries, phone the number above.

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## PATIENT ADVICE AND LIAISON SERVICE (PALS) - NORTH OF TYNE



0800 032 0202



[northoftynepals@nhct.nhs.uk](mailto:northoftynepals@nhct.nhs.uk)



[www.ntw.nhs.uk](http://www.ntw.nhs.uk)

The service provides information on NHS services; advises and supports patients, their families and carers; listens to concerns, suggestions and queries; provides information on mental health and learning disabilities services; signposts to appropriate agencies or organisations; and can help sort out problems quickly on behalf of patients and their families. The service can be contacted directly.

## SCHOOL NURSING SERVICE

School nurses (sometimes known as public health nurses) promote and protect the physical health and emotional wellbeing of children and young people who are of school age. They work in partnership with other agencies to ensure that children and young people grow up to be healthy, make the right choices about their health and safeguard their welfare so they are protected from significant harm. Every local authority school or academy has their own school nurse.

School nurses can visit children and young people at home or another location, as well as at school. They can be contacted through the school or can be contacted directly on the following numbers to make an appointment:

Bedlington Medical Group, Bedlington	01670 822695
Bondgate Clinic, Alnwick	01665 626718
Broomhill Health Centre	01670 761908
Child Health Centre, Wansbeck Hospital, Ashington	01670 564048
Compass House, Cramlington and Blyth	01670 354316
Corbridge Health Centre	01434 636939
Haltwhistle Health Centre	01434 323366
Morpeth Family and Children's Trust office	01670 516131
Ponteland PCC, Ponteland	01661 864581
Prudhoe Health Centre	01661 832512
Tweedmouth Clinic, Berwick	01289 356962

## INTRODUCTION

There are a range of leisure opportunities for children and young people with special needs and disabilities in Northumberland, including youth clubs and play schemes.

Some of these groups have been listed in the following pages. You can contact all the services listed directly. It is also worth checking with your local leisure providers and entertainment venues to see what facilities and activities they offer.

The **Families Information Service** website <http://northumberland.fsd.org.uk> (or phone **0800 023 4440**) and the **Active Northumberland** website at [www.activenorthumberland.org.uk](http://www.activenorthumberland.org.uk) also provide information on different leisure providers.

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## ABILITY 2 PLAY

BLYTH SPORTS CENTRE, BOLAM PARK, BLYTH NE24 5BT

 01670 542222

 [www.activenorthumberland.org.uk](http://www.activenorthumberland.org.uk) (search for 'Ability to Play')

 07889 320377 - Ronnie Scheu

 [RScheu@bval.co.uk](mailto:RScheu@bval.co.uk)


Ability to Play provides sport and leisure activities to disabled children and young people. They offer a variety of evening and weekend sessions, including football, dance, trampolining and swimming, as well as a variety of activities during school holidays.

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## THE ALAN SHEARER ACTIVITY CENTRE

WEST DENTON HALL, WEST DENTON, NEWCASTLE-UPON-TYNE NE15 7LT

OPENING TIMES: 24 HOUR SERVICE, 7 DAYS A WEEK (except Christmas)

 0191 267 8118

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

The Alan Shearer Activity Centre is an interactive venue designed for disabled children and adults. Facilities include a giant indoor ball pool and a hydrotherapy suite.



## BLUE BADGE SCHEME (NORTHUMBERLAND)


The Blue Badge scheme enables people with disabilities to park in places where other drivers are not permitted, to ensure that they have access to public facilities. Eligibility criteria apply. Full details of the scheme are available on the Department of Transport website at [www.dft.gov.uk](http://www.dft.gov.uk).

In Northumberland, Blue Badges are administered by Northumberland County Council. Phone **0345 600 6400** for further details.

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## BLYTH VALLEY DISABLED FORUM (BVDF)

THE ERIC TOLHURST CENTRE, 3 -13 QUAY ROAD, BLYTH NE24 2AS

 01670 364657

 [enquiries@bvd advice.f9.co.uk](mailto:enquiries@bvd advice.f9.co.uk)


BVDF enables people with disabilities living in the Blyth Valley to access activities likely to increase their confidence and self esteem. Activities include athletics; swimming; youth clubs for 8-12 year olds, 13-19 year olds and over 19 year olds; and a football club for young people aged 16 and over. A play scheme runs during the school holidays. You can contact the Forum directly.


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## BRIGHTSIDE YOUTH SERVICES LTD

WANSBECK YOUNG PEOPLE'S CENTRE, SOUTH VIEW, ASHINGTON NE63 0SF

OPENING TIMES: 10AM - 1PM EVERY SATURDAY (Term time)  
10AM - 4PM SATURDAY; 1PM - 5PM MONDAY  
(School holidays)

 07818 032773

 [info@brightsideservices.co.uk](mailto:info@brightsideservices.co.uk)

A specialist youth provision for young people aged 11-19 years with additional needs. The group operates on a weekly basis and provides a variety of social, creative and physical opportunities to meet individual needs and interests. Staffing is allocated on a one to one, one to three or one to six basis and young people are supported by qualified and experienced team members. Brightside also offers an enabler service to children and young people with additional needs. You can contact the service directly. The cost for accessing the service varies depending upon the level of support required.

## CINEMA EXHIBITORS' ASSOCIATION CARD AND OTHER SERVICES FOR CINEMAS

This 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. Terms and Conditions of use apply. To apply for the card the holder will need to be in receipt of Disability Living Allowance (DLA), Attendance Allowance or Personal Independence Payment (PIP), or be a registered blind person.

The card is valid for 1 year from the date of issue. Application forms are available from cinemas across the UK supporting the card. Alternatively, you can contact the Card Network on **023 9224 8545**, apply on line or download a copy of the form from their website at **www.ceacard.co.uk**. A nominal processing fee is chargeable per card.

Some cinemas are part of the Autism Friendly Films initiative. In autism friendly screenings of films, adjustments are made to the viewer's experience, including eliminating adverts, lighting left on low and the sound turned down.

The Royal National Institute for the Blind (RNIB) can offer information about audio description services in cinema, on DVD, on digital television and in the theatre. Visit the RNIB at **www.rnib.org.uk**. For information regarding subtitles and audio description for cinemas, visit **www.yourlocalcinema.com**.

## CRAMLINGTON VOLUNTARY YOUTH PROJECT

MIDDLE FARM, STATION ROAD, CRAMLINGTON NE23 1DN  
OPENING TIMES: MON - FRI 9AM - 9PM

 01670 739009

A youth only centre for children and young people aged 8 -19 years old and up to 25 years old for young people with disabilities. The aim of the project is to offer a range of opportunities that can further the social and personal development of young people. The project provides a safe and friendly venue and can cater for the needs and interests of children and young people of different ages and abilities.


## ENGLISH FEDERATION OF DISABILITY SPORT (EFDS)

 01509 227750


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

A national charity that exists to make active lives possible. EFDS are dedicated to disabled people in sport and physical activity. Their vision is that disabled people are active for life. They can signpost disabled people to numerous participation opportunities and programmes.

## FAMILY HOLIDAY ASSOCIATION

 020 7436 3304

 [info@FamilyHolidayAssociation.org.uk](mailto:info@FamilyHolidayAssociation.org.uk)

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


A UK charity helping to provide access to holidays for families in need. Families must be on a low income, have at least one child aged 3 or over, and not have had a holiday for 4 years.

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## HEADWAY ARTS

THE OLD CHURCH, WATERLOO ROAD, BLYTH NE24 1BY

OPENING TIMES: MON - THURS 9AM - 5PM

 01670 351962

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

Headway Arts is a charity based in Blyth which specialises in participatory arts with disadvantaged groups, including learning disabled people of all ages. They offer dance (Mondays 10am - 3pm), creative arts (Tuesdays 10am - 3pm) and drama (Wednesdays and Thursdays 10am - 3pm) for adults with learning disabilities. New members are always welcome and no previous experience is necessary. The sessions are an ideal way to be creative, meet new friends and to improve confidence as well as realising creative ambitions. All sessions are led by professional artists in a safe and supportive environment. Contact Headway for more information.

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## HIPPOTHERAPY NORTHUMBERLAND

TOWN FOOT FARM, SHILBOTTLE, ALNWICK NE66 2HG

 07808 523638

 [Hipponorthumberland@gmail.com](mailto:Hipponorthumberland@gmail.com)

A community club enabling children with disabilities to access a fun, physical and therapeutic sport activity on a horse. Hippotherapy is a form of therapy in which the therapist uses the characteristic movements of horse to provide carefully graded motor and sensory input. It is a treatment approach that uses activities on the horse that are meaningful to the client and specifically address the individual's goals.

## MAX CARDS

Max Cards provide reduced admission fees for eligible disabled children and young people (up to 18 years old) in Northumberland for many local attractions across the north east. A booklet of where the cards are accepted is given to families when the cards are issued. Cards are valid on a yearly basis from the beginning of April. Renewals are processed automatically up until the disabled young person is 18 years old. For details of how to apply for a Max card, phone **01670 516131**.

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## NATURAL ABILITY

STUDIO 6, ALLENDALE FORGE STUDIOS, ALLENDALE MARKET PLACE,  
ALLENDALE, HEXHAM NE47 9BD



01434 618149



info@naturalability.org



www.naturalability.org

Natural Ability works with and for people with learning and other disabilities, including those with Autism Spectrum Disorder, mental health and/or complex needs. They support children and young people to get out and about and enjoy activities in their local communities. Natural Ability also provides specialist education for individual young people. For adults they offer work experience, training and qualifications in horticulture, animal care, environmental and conservation work, and also provide independent supported living.

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## PATHWAYS4ALL

TIM LAMB CENTRE, RISING SUN COUNTRY PARK, WHITLEY ROAD,  
TYNE AND WEAR, BENTON NE12 9SS



0191 266 5233



lynn4pathways@gmail.com

Pathways4All provides leisure and social opportunities for children with disabilities and additional needs in the North East of England. They are a parent-led charity providing a range of activities and events specifically tailored for children with disabilities and additional needs and their families. They also offer ongoing support to family members through informal advice, information and social networking.

## PERCY HEDLEY FOUNDATION - HEDLEYS SPORT ACADEMY



0191 268 7116



sportsacademy@percyhedley.org.uk



www.percyhedley.org.uk

Hedleys Sport provides a range of disabled sports clubs that compete at national level. Their aim is to develop and deliver high quality coaching and create sporting activities in a range of sports for all. They work to increase service users' participation in different sports, including powerchair football, wheelchair basketball, martial arts and boccia.

Based at Killingworth, the academy offers coaching in schools and can deliver and develop packages for both mainstream and specialist schools. They also offer training courses, including disability awareness, as well as holiday schemes and specialist projects.

## PINE HOUSE ACCESSIBLE HYDROTHERAPY POOL



0844 736 1442



www.pinehousepool.com

Pine House Hydrotherapy Pool is a purpose built indoor heated pool attached to Pine House at Hepscott Park near Morpeth, Northumberland. It has been designed to be used by disabled adults, or children and young people with their carers.

The pool is 7 metres long by 2.5 metres wide. It has a three wide-stepped entrance at one end and then is a constant depth of 1.2 metres. It also has a hoist for wheelchair users and is kept at a constant recommended temperature of 33°C. If required, it also features a Jacuzzi facility and, for the more able, a powerful jet stream for non-stop swimming.

## PUBLIC TRANSPORT

To arrange free **Disabled Assistance** on trains when travelling, you must book 24 hours in advance. You can contact East Coast Trains on **0345 722 5225** or text phone **1800 1034 5722 5225** from Monday to Saturday 8am to 8pm and Sunday 10am - 8pm.

### Concessionary Travel Scheme

You may be entitled to free off-peak travel on local bus services if you are considered to be 'eligible disabled' or aged over 60 years. If you need somebody to accompany you on journeys, they may be able to apply for a companion's concession card. To apply,

contact Northumberland County Council on **0345 600 6400** or visit their website for more details at [www.northumberland.gov.uk](http://www.northumberland.gov.uk), search for 'Concessionary travel'.

### **Disabled Person's Railcard**


The Disabled Person's Railcard allows you to buy tickets for rail travel at a discount of up to a third of the full price. These are usually available as a one year or a three year card. If another adult is travelling with you, they can also travel at the same discounted fare. Children aged from 5 to 15 may also be eligible for a Disabled Person's Railcard. While they pay the normal child's fare, an adult can travel with them at a discounted rate.

To buy a railcard you can download an application form from the Disabled Person's Railcard website - [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or telephone the helpline **0345 605 0525** and request a copy to be sent to you (Textphone: **0345 601 0132**).

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## **RIDING FOR THE DISABLED**

PEGASUS CENTRE, TRANWELL VILLAGE, MORPETH NE61 6AF

 01670 518219 or 07725 602549

The Pegasus Centre is a member group of the National Riding for the Disabled Association. They operate from a purpose built, BHS approved, riding centre and livery yard, seven days a week all year round. Contact the centre for further details and prices.

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## **SPLINTER GROUP**

33 WEST STREET, BELFORD NE70 7QB  
CVABV (COMMUNITY AND VOLUNTARY ACTION BLYTH VALLEY)  
22 BEACONSFIELD STREET, BLYTH NE24 2DP.

 07775 817544

 [splintergroupnorth@gmail.com](mailto:splintergroupnorth@gmail.com)

 [www.splintergroupnorth.org](http://www.splintergroupnorth.org)  
[www.wafflingon.uk](http://www.wafflingon.uk)

 WafflingOn1

 [splintergroupnorth](https://www.facebook.com/splintergroupnorth)

Splinter Group is run by a group of young people for people with SpLDs (specific learning differences) aged 16 years and over who live in Northumberland. The group is run and managed by the young people, with support and help from Northumberland Community Development Network, who also offer one to one support.

Splinter offers group sessions around the county, peer support, social events, workshops and having a say on issues that affect their members. Waffling On is a

social enterprise run by the group which takes a waffle-making stall to markets and employers fairs to raise funds and raise awareness about SpLDs with employers and the public. The group is always looking for new places to run the waffle stall. Group members can also run awareness-raising training for anyone who wants to hear about SpLDs, from people who have direct experience of them.

Splinter holds group sessions at CVABV (address above) on Fridays between 12pm and 2.30pm. They offer support for employment, accredited learning, projects and activities, and are happy to run sessions anywhere in the county where there is interest. Splinter is planning to start up a group in Alnwick. Please contact them for more details about their work and how to join the group.

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## **TORCH CENTRE, TYNEDALE**

CORBRIDGE ROAD, HEXHAM, NE46 1QS



01434 606672

The TORCH Association aims to support all disabled people who live in the Tynedale area by providing and maintaining the TORCH Centre for recreation and other activities for their benefit.

The Centre is used by a number of groups whose members have various disabilities, including physical and learning difficulties, and mental health problems. The Centre offers a safe and welcoming environment for meeting together and engaging in a range of activities.

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## **TRINITY SPECIAL NEEDS YOUTH CLUB**

THE OVAL COMMUNITY CENTRE, ROSLIN PARK, BEDLINGTON STATION  
NE22 5NU

OPENING TIMES: THURSDAY AND FRIDAY 8AM - 4.30PM



01670 531843 or 07957 336845

The Youth Club provides social interaction opportunities for young people with additional needs aged 8-18 years. It offers fun and exciting young person-led programmes of appropriate age and ability activities in a safe, secure, relaxed and informal atmosphere, to help young people to express feelings and worries, and explore their life skills, and to support them towards independence.

**WECAN**

TYNEDALE GOLF CLUB, HEXHAM NE46 3HQ

 07810 151511

 [info@wecanenable.co.uk](mailto:info@wecanenable.co.uk)

A community based organisation in Hexham, serving the South West Northumberland area. WECAN supports children and young people with additional needs to access community leisure activities and local events. They currently provide a term-time Saturday Club and a five week summer holiday scheme with further occasional activity days. WECAN also provide a high quality enabling service, where experienced staff can support children and young people with additional needs on a one-to-one basis in the community.

WECAN is a small local charity, with many volunteers, and they rely on fundraising to help fund the services provided. The service promotes inclusion, independence, friendship and lots of fun, enriching the lives of their users and providing vital support for their families. WECAN allows time for the children to develop socially, enjoying activities with friends, whilst providing respite for their parents and siblings.

WECAN enables children with additional needs to take part in and enjoy social activities of their choice, to form friendships and to increase their confidence and independence.



## INTRODUCTION

Support and information is one of the most important services required by families of children and young people with special educational needs and disabilities. They often face high levels of day to day stress, which can cause a major strain on family life. Getting the right help at the right time is of vital importance.

This section covers some of the local support organisations available to families in Northumberland.

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## ACTION FOR CHILDREN

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

Action for Children disability services provide disabled children and their families with residential and short break care, help families deal with challenging behaviour, and provide specialist education and leisure opportunities.

Action for Children is committed to promoting access for disabled children, young people and their parents/carers to all their services. In Northumberland they provide a short break service at their Monksfield provision (see the 'Childcare and Short Breaks' section of this guide). They also run the following Children's Centres.

### Coastal Children's Centres

ALL CENTRES ARE OPEN MONDAY TO FRIDAY FROM 9AM - 5PM

ASHINGTON CHILDREN'S CENTRE, ALEXANDRA ROAD, ASHINGTON NE63 9EF

 01670 819988

AMBLE AND COQUET CHILDREN'S CENTRE, COQUET CHILDREN'S CENTRE,  
BONDICAR ROAD, HADSTON, MORPETH, NE65 9SR

 01670 761596

You can find more details under 'Children's Centres' in this section of the guide.

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## ADAPT (NORTH EAST)

ADAPT NORTH EAST, BURN LANE, HEXHAM, NE46 3HN

OPENING TIMES: MON - FRI 9AM - 5 PM

 01434 600599

 [www.adapt-ne.org.uk](http://www.adapt-ne.org.uk)

ADAPT North East is a registered charity helping to improve the quality of life for both disabled and disadvantaged people in Northumberland. They provide a range of services for their members and the wider community, including accessible transport.

## **ASPIRE PERSONALISED CARE SOLUTIONS**



0191 383 7430



enquiries@aspirepcs.com



www.aspire-cs.co.uk

Aspire Personal Care Solutions (PCS) are commissioned by the Council for Disabled Children to deliver Independent Support to the families of children and young people in Northumberland who are going through the EHC (Education Health and Care) assessment and planning process (see the 'Education' section of this guide for more details).

Independent Supporters provide a range of time-limited support, including liaison across different agencies and information on personal budgets. The level and nature of support is tailored to the particular needs of individual families.

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## **AUTISM NORTHUMBERLAND**

UNITS 5 - 7 DUDLEY COURT, MANOR WALKS SHOPPING CENTRE,  
CRAMLINGTON, NE23 6QW



07932 835094



www.autismnorthumberland.co.uk

Autism Northumberland is a charity which supports families from the whole of the North East who are living with autism. Their services include parent/carer support groups; sibling support groups; activities and events for families; after school and holiday clubs; training workshops; a Facebook members only page (Autism Northumberland members group); specialist teaching and coaching sessions; soft play; help with DLA claims; form filling; and advice on schooling.

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## **BARNARDOS ORCHARD MOSAIC SERVICE**

75 OSBORNE ROAD, JESMOND, NEWCASTLE-UPON-TYNE NE2 2AN



0191 212 0237

Barnardos Orchard Mosaic Service provides therapeutic services for children, young people and families affected by trauma, loss, abuse, bereavement and those with a parent in prison. There are different referral paths for each of their services. Please ring them for further information.

## BLISS MEDIATION

THE ERIC TOLHURST CENTRE, 3-13 QUAY ROAD, BLYTH NE24 2AS  
OPENING TIMES: 9AM - 3PM MON TO THUR 9AM - 2PM FRI

 01670 540979

Bliss offer support services to children and young people with ADHD and their families. They also offer family mediation services to the South East Northumberland area and Child Anger Management in some schools. Referrals are through school or social care professionals, or you can contact the service directly.

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## BUS BUDDIES

NORTHUMBERLAND BUS BUDDIES, 22 BEACONSFIELD STREET,  
BLYTH NE24 2DP

 01670 353394

The Bus Buddies project supports young people aged 13-19 with disabilities who live in South East Northumberland. The young person is matched to a Bus Buddy Peer mentor (aged 18-30 years) or the project co-ordinator; where they go out on weekly one to one sessions to become more independent by using public transport and carrying out fun, social activities.

It does this in one of two ways:

- 1. Travel Training:** The project coordinator or bus buddy does a short, intensive piece of travel training with the young person; to enable them to learn to make a specific journey by bus, safely and independently
- 2. Peer mentoring:** By linking the young person with a volunteer peer mentor or 'buddy', who meets up with them on a one to one basis each week to support them over a longer period of time to learn new skills, make choices, increase their social opportunities and become more independent and confident.

### **A Bus Buddy Peer Mentor may help by:**

- Providing options and guidance
- Being a listening ear and talking through any problems
- Helping the young person to access local leisure/community activities
- Helping the young person to learn about, research and use public transport to attend further education, community activities/clubs or everyday activities
- Increasing the young person's independence and confidence

Contact Bus Buddies for more information or to make a referral.

## **CALMER THERAPY**

 calmertherapy@gmail.com

 Calmer Therapy

A non-profit community group based in Ashington, Northumberland, covering all of the North East. They offer support, advice, one to one support, training and much more to families whose lives are affected by Autism, ADHD, Learning Disabilities, Down Syndrome and complex needs.


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## **CARERS NORTHUMBERLAND**

107 & 109 STATION ROAD, ASHINGTON, NORTHUMBERLAND NE63 8RS

 01670 320025

 info@carersnorthumberland.org.uk

 www.carersnorthumberland.org.uk

A charity which aims to improve the lives of carers in Northumberland by providing a range of carer support services, including: one to one support; groups and social activities; an information and signposting service, with a dedicated carer telephone information service; and training for carers and professionals.

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## **CASTLE MORPETH AND WANSBECK CENTRE FOR VOLUNTARY SERVICE**

109 STATION ROAD, ASHINGTON, NE63 8RS

 01670 858688

 www.wansbeckcvs.org.uk

Wansbeck Centre for Voluntary Service (CVS) is a registered charity providing information, advice, training and support to volunteers and local voluntary and community groups in Northumberland. They help to encourage and develop networks and partnerships between the voluntary and community sector and others. Their services include project development, funding advice, support for volunteer-involving organisations, a web-based database of volunteering opportunities throughout the county, as well as an assisted shopping project and training opportunities.

## CHILDREN NORTH EAST

CHILDREN NORTH EAST, 9 DENHILL PARK, BENWELL,  
NEWCASTLE UPON TYNE N15 6QE



0191 256 2444



[www.children-ne.org](http://www.children-ne.org)

Children North East provide a range of services for individuals, their families and communities that offer opportunities for personal development and the enhancement of self esteem. They run services in partnership with other organisations, the communities they serve, and the children and families who use them. Their aim is to support vulnerable people through difficult times and to counter the effects of life's inequalities.

## CHILDREN'S CENTRES

Children's Centres work in partnership with the local community to improve the health and wellbeing of young children and their families in the area. They offer a multi-agency service providing integrated early learning and childcare, family support, community development, and child and family health services. For more information, contact your local Children's Centre or the Families Information Service on **0800 023 4440**.

CHILDREN'S CENTRE	TELEPHONE NUMBER	CHILDREN'S CENTRE	TELEPHONE NUMBER
Alnwick Children's Centre	01665 600896	Amble Children's Centre	01665 761496
Ashington Children's Centre	01670 819988	Bedlington and District Children's Centre	01670 822714
Berwick Children's Centre	01289 309734	Blyth Central Children's Centre	01670 798800
Blyth West Children's Centre	01670 541150	Coquet Children's Centre	01670 761496
Cramlington West Children's Centre	01670 710080	Hexham Children's Centre	01434 601698
Morpeth Children's Centre	01670 511581	Newbiggin Children's Centre	01670 812751
North Tyne Children's Centre	01434 220716	Ponteland Children's Centre	01661 821591/ 825687
Prudhoe Children's Centre	01661 839350	Rothbury Children's Centre	01669 621681
Seaton Valley Children's Centre	0191 237 5184	Western Tynedale Children's Centre	01434 321761
Wooler Children's Centre	01668 283605		

Children's Centres offer families with children under five a friendly place to get information and support on health, parenting, work and childcare. They provide stay and play activities for parents, carers and their children, and lots of opportunities for parents to develop new skills. They also offer outreach, home visiting and services for children and parents with special needs. Contact your local children's centre for details about the services and activities they provide.

**Blyth Valley Children's Centres** offer a support group for Dads, Mums and Carers who have a child on the autistic spectrum (for children under 8). They offer activities

for the whole family as well as a chance for parents to get together and gain support from each other. They also have a sensory room and offer a sensory session to give children who require specific support a friendly and fun place to learn and play with other children. For more information, contact Dorothy Lewis on **01670 798800**.

**Ashington Children's Centre** has a dedicated sensory room available for use by both parents and professionals by appointment. Families can access this at their convenience and use of the room is not restricted to residential area boundaries. They also have portable sensory equipment which is available for hire. The Language Development Worker at the centre works with children and families pending a diagnosis, via referrals from health visitors and speech and language therapists.

Ashington Children's Centre staff work closely with specialist services. After school provision is available at the centre and welcomes children with additional needs. The centre also hosts Little Miracles, a group for families of premature babies with complex needs.

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## **COLGATE COTTAGE**

**COLGATE COTTAGE, BLYTH WEST CHILDREN'S CENTRE,  
DEVONWORTH PLACE, BLYTH NE24 5AQ**

 **01670 541150**


Colgate Cottage is a self-contained facility alongside a sensory 'Smile' garden which is in the grounds of Blyth West Children's Centre. The purpose of the facility is to provide a place for local families of disabled children to book and use as a family. It is also available as a more local venue for families to meet with professionals for assessment work and therapies.

The use of the cottage is coordinated and monitored through the Children's Centre. Priority is given to children and families from the Blyth Valley area.

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## **CONTACT A FAMILY - NORTH EAST**

**DENE CENTRE, CASTLE FARM, NEWCASTLE-UPON-TYNE NE3 1PH  
OPENING TIMES: MON - FRI 9AM - 5PM**

 **0191 213 6300**  
**0808 808 3555 - National helpline**

 **[northeast.office@cafamily.org.uk](mailto:northeast.office@cafamily.org.uk)**

 **[www.cafamily.org.uk](http://www.cafamily.org.uk)**

Contact a Family provides advice, information and support to the parents and carers of all disabled children aged 0-19. They produce free publications, including regional newsletters and a range of fact sheets. They enable parents and carers to get in contact with other families on a local and national basis.

## **DASLNE (DATABASE OF CHILDREN WITH AUTISM SPECTRUM DISORDER LIVING IN THE NORTH EAST)**

INSTITUTE OF HEALTH AND SOCIETY, NEWCASTLE UNIVERSITY,  
SIR JAMES SPENCE INSTITUTE, ROYAL VICTORIA INFIRMARY,  
NEWCASTLE UPON TYNE NE1 4LP  
OPENING TIMES: 9AM - 5PM



0191 282 1400



0191 282 4725

Daslne is a database designed to help with planning services for children with ASD in the region. The database currently holds information provided by parents on over 900 children. With this snapshot information, the Daslne team can provide data which helps local authorities and voluntary organisations in planning services. Families on the database are kept informed about autism research projects they may wish to be involved with. All information is kept confidential and secure. Reports from Daslne will never identify individuals in any way.

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## **DEAF CHILDREN, YOUNG PEOPLE AND FAMILY SERVICE**

NATIONAL DEAF CAMHS, DEAF CHILDREN, YOUNG PEOPLE AND FAMILY SERVICE, NORTH EAST OUTREACH, BENTON HOUSE, 136 SANDYFORD ROAD, NEWCASTLE UPON TYNE NE2 1QE



0191 210 6875



07964 294395 - Mobile for text messages only



[NDCAMHSNorthlypft@nhs.net](mailto:NDCAMHSNorthlypft@nhs.net)

A national specialist service working with children up to the age of 18 with either a severe or profound hearing loss, BSL as their preferred/first language, or significant language impairment related to moderate to profound hearing loss. They also must have a mental health condition where a referral to a specialist Child and Adolescent Mental Health Service (CAMHS) is appropriate. The service also works with hearing children who have a parent who is a British Sign Language user, or has a severe or profound hearing loss.

As well as direct referrals the service will also support professionals working with families.

For accepted referrals the service can offer the following:

- Assessment of a child's emotional and developmental needs
- Therapeutic support that can be provided to individuals, families and groups
- Deaf awareness for individuals and groups
- Support and advice for the family


- Group work for young people and for parents
- Advice and consultation for teachers, care staff and other professionals working with deaf children

The service delivery team includes psychologists, nurses, psychiatrists, deaf family support workers, social work practitioners and therapists. They have both deaf and hearing professionals in the team.

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## **DISABILITY NORTH**

THE DENE CENTRE, CASTLE FARM ROAD, GOSFORTH,  
NEWCASTLE UPON TYNE NE3 1PH  
OPENING TIMES: MON - FRI 10AM - 4PM

 0191 284 0480

 [reception@disabilitynorth.org.uk](mailto:reception@disabilitynorth.org.uk)

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

Disability North aims to promote inclusion, independence and choice for disabled people. They provide independent information and advice on a wide range of disability issues (including equipment and adaptations) to disabled and older people, carers, health and social care staff and anyone with an interest in disability.

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## **DOWN'S SYNDROME NORTH EAST**

DSNE, PO BOX 185, NEWCASTLE-UPON-TYNE NE12 7WP  
OPENING TIMES: 24 HOUR ANSWER PHONE

 08707 652 121

 [contact@dsne.org.uk](mailto:contact@dsne.org.uk)

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


An organisation that provides information and support for people with Down's Syndrome, their families, friends and interested professionals. They organise conferences, and family social and leisure opportunities, and produce a quarterly newsletter.

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## **DYSLEXIA NORTH EAST ENGLAND**

 07868 263696

 [info@dyslexianortheastengland.org](mailto:info@dyslexianortheastengland.org)

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

Dyslexia North East England is a charity which offers support and educational opportunities for parents/carers and professionals involved in the care of children and



adults with dyslexia and related conditions, such as ADHD, dyspraxia and, autism. Their mission is to promote knowledge, skills and understanding about, dyslexia to enable dyslexics to achieve their potential. Their vision is to create a society that celebrates difference.


The charity aims to improve information and support to individuals and families, whether they are adults or children, from any background or culture, and raise awareness about dyslexia in the community at large, as well as encouraging Dyslexia Friendly Schools, Colleges and Businesses. They offer educational Meetings at Royal Grammar Junior School, Jesmond, Newcastle, NE2 4RX on the 2nd and 4th Thursday of the month in term time, as well as workshops, conferences, Parents Talking Circle, and teaching sessions for adults and children. They have contact groups in Hexham and Durham. Please see their website for further details.

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## EDUCATION CENTRE FOR CHILDREN WITH DOWN SYNDROME (ECCDS)

HEXHAM CHILDREN'S CENTRE, BEAUFONT AVENUE, HEXHAM NE46 1JD  
PRUDHOE CHILDREN'S CENTRE, BROOMHOUSE LANE, PRUDHOE NE42 5FT

 07581 181670 - Helen Taylor

 helen.taylor@eccds.org.uk or  
lindsay.mcculloch@eccds.org.uk

The ECCDS run a group every Thursday from 9am to 12.30pm (term time only) at Hexham Children's Centre, for the families of children aged 0 - 5 years.


There is also a fortnightly group held on a Saturday at Prudhoe Children's Centre for KS1 & KS2 children (5 - 11 year olds). The Centre also provide training and support for schools and offer a training programme which includes Down Syndrome Awareness, Speech & Language, Behaviour Training, and Reading and Language Intervention.

For further details, or to book a place, contact Helen Taylor or Lindsay McCulloch.


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## FAMILIES INFORMATION SERVICE (FIS)

COUNTY HALL, MORPETH NE61 2EF

 0800 023 4440 - Freephone

 fis@northumberland.gov.uk


 www.northumberland.fsd.org.uk/

The Families Information Service (FIS) is a free, impartial service providing detailed general information on a wide range of services for children and young people in Northumberland and their families. The service also provides detailed advice on childcare and early year's educational provision.

**FOREVER FAMILIES - POST ADOPTION SUPPORT GROUP**

FAMILY PLACEMENT SERVICE, NORTHUMBERLAND COUNTY COUNCIL,  
3 ESTHER COURT, ASHINGTON NE63 8AP

DUTY OFFICER AVAILABLE: MON - THURS: 8:30AM - 5PM FRI: 08:30AM - 4.30PM

 01670 626262

Forever Families is a post-adoption support group run by and for parents in Northumberland who have adopted children. It is an independent group, supported by Northumberland County Council. Membership is free of charge and open to all adoptive parents and long-term foster carers in the county.


Friendly and informal meetings of the group are held once a month in relaxed and confidential surroundings, giving parents the opportunity to meet and share experiences with others who have gone through the adoption process. Parents offer each other support and friendship. There are occasional events for the whole family.

The group directly sources a wide range of literature, advice and guidance from adoption experts. Occasionally experts are invited to meetings to take part in question and answer sessions. Members have free access to a small library of specialist resources on attachment, adoption and related areas. There is also a signposting service to sources of information and support from education, health, social services and other relevant professionals in Northumberland and beyond.

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**HENSHAWS SOCIETY FOR BLIND PEOPLE  
(CHILDREN AND FAMILIES SERVICE)**

ROOM 25 HEATON COMPLEX, TREWHITT ROAD, HEATON,  
NEWCASTLE UPON TYNE NE6 5DY

 0191 275 9417

 [newcastle@henshaws.co.uk](mailto:newcastle@henshaws.co.uk)

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

A specialist service for children (from birth to 18 years) who have a visual impairment, and their families.

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**INFOLINK - THE NORTHUMBERLAND DISABLED  
CHILDREN REGISTER**

COUNTY HALL, MORPETH NE61 2EF

 01670 516131

INFOLINK is a voluntary data base held by the Local Authority for children and young people (up to the age of 18 years) with disabilities in Northumberland. It is used to

identify children with similar disabilities or problems, and help target particular areas of need. Families are kept up to date via email with information, events and activities that may be of interest to them. Eligible disabled children and young people may also be entitled to a MAX card which provides reduced admission fees to local attractions throughout the North East.

Please phone **01670 516131** if you would like your child to be registered on the database. Their name is removed at 18 years, or earlier if requested.

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## **IN IT TOGETHER - NORTHUMBERLAND PARENT CARER FORUM**



07729 192909



info@in-it-together.org.uk



www.in-it-together.org.uk



inittogethernorthumberland/

In It Together provide opportunities for parents and carers of children/young people with special needs and disabilities to:

- give their views about services for their child;
- find out what is happening locally and nationally for children with disabilities and special needs;
- meet other parents and local professionals in friendly and informal setting
- influence the planning and delivery of services that impact on children and young people with additional needs and their families in Northumberland.

In It Together organise training and consultation events and an annual conference for parent and carers. They also facilitate meetings for the Northumberland Parent, Carer and Professional Forum.

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## **ME SUPPORT - NORTH EAST**

BULLION HALL, SOUTH APPROACH, CHESTER LE STREET,  
CO. DURHAM DH2 2ES



0191 389 2222



info@menortheast.org



www.menortheast.org

Provide help and support to people of all ages with ME, their family and carers. They help people understand and manage their condition, help with access to welfare benefit entitlements, provide opportunities for social interaction and offer a telephone helpline and information resource.

## **MORPETH BRIDGE STREET CENTRE**

MORPETH BRIDGE STREET CENTRE, 7 GREY'S YARD, OLDGATE,  
MORPETH NE61 1DQ



01670 510652



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

A drop-in centre providing information, counselling and social support. It provides premises for CONTACT (Morpeth Mental Health Group); an information and resource point providing information on all matters relating to mental health and carers' issues; and a Virtual Carers' Centre.

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## **NATIONAL AUTISTIC SOCIETY (NAS) BRANCHES**

NAS Branches offer support to families who have a child or other family member with autism or Asperger Syndrome. A range of information is available on the NAS national website at [www.autism.org.uk](http://www.autism.org.uk).

**The Hexham Branch** holds day and evening meetings on a monthly basis, with occasional speakers. The Rainbow Support Group usually meets monthly, usually on the last Wednesday of the month. The group also have a free library of books, with some sensory items to try out. Their aim is to provide information on local charities who can offer support and the chance to meet others with similar issues. Contact Lucy Irving or Eileen Robinson, Branch Officers, on **07786 856379** or by e-mail: [nas@hexham.org.uk](mailto:nas@hexham.org.uk) for further information.

**The North Northumberland Branch** meets at the Bellview Centre in Belford every second Wednesday of the month.

**The NAS Newcastle and Gateshead Branch** provides a range of support and activities. They can be contacted on **07920 086299** or by email: [NewcastleGateshead@nas.org.uk](mailto:NewcastleGateshead@nas.org.uk)

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## **NORTHUMBERLAND COMMUNITY ENTERPRISE CENTRE**

STOBHILL COMMUNITY LINKS, 37 SHIELDS ROAD, STOBHILL,  
MORPETH NE61 2SA

OPENING TIMES: MON - FRI 9AM - 2PM



01670 519575



[ncenterpriseld@hotmail.co.uk](mailto:ncenterpriseld@hotmail.co.uk)



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

The Centre offers a range of support and services to the local community including:


- Bedlington Community Allotment Project- a fully equipped and wheelchair accessible community allotment available for all ages and abilities to use.
- Facilitated sessions and support available to community groups, schools and individuals.
- Repaint scheme - Low cost paint available to the community
- Employability Project - Help with CV writing and job searches, use of computer.
- Handyman service for people over 60, single parents, low income families or people who have a disability. Call for an appointment on 01670 519575
- Free advice on education and training, which can lead to nationally accredited qualifications and employment opportunities.
- Advice on a range of disability aids
- An information library and signposting service.


The Centre welcomes enquires from anyone who feels that they or a friend or relative could benefit from their services.

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## NORTHUMBERLAND LOCAL OFFER

 01670 623563

 [thelocaloffer@northumberland.gov.uk](mailto:thelocaloffer@northumberland.gov.uk)

 [www.northumberland.fsd.org.uk](http://www.northumberland.fsd.org.uk) (or search for 'Northumberland Local Offer')

The Northumberland Local Offer sets out the provision available to children and young people with SEND in Northumberland, and their families. It includes a wide range of useful information, including details of services and organisations.

The purposes of the Local Offer are to provide clear, comprehensive and up-to-date information about the available provision and how to access it; and to make SEND provision more responsive to local needs and aspirations.

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## NORTHUMBERLAND PARENT, CARER AND PROFESSIONAL FORUM

 07729 192909

 [info@in-it-together.org.uk](mailto:info@in-it-together.org.uk).

The Northumberland Parent, Carer and Professional Forum aims to improve services for children/young people with special needs and disabilities, and their families. Locality meetings for the Forum are held every term in central, north and south-east, and west Northumberland. These are followed by a county wide meeting attended by parent/carer representatives from each locality and a range of key professionals from different services. Phone or email In It Together for further information.

## RESPECT EQUALS CHANGE (REC)

 01670 620320

 [ben.sanderson@northumberland.gov.uk](mailto:ben.sanderson@northumberland.gov.uk)

Respect Equals Change (REC) is a group of young people with disabilities who want to have a voice, influence change and make a difference in Northumberland. If you are a young person with a disability and would like to become a member of REC, they would love to hear from you.

For further information, contact Ben Sanderson, Youth Participation Worker.


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## SORTED (SUBSTANCE MISUSE SERVICE FOR YOUNG PEOPLE UNDER 18 IN NORTHUMBERLAND)

CIVIC PRECINCT, FORUM WAY, CRAMLINGTON NE23 6SJ

OPENING TIMES: MON - THURS 8.30AM - 5PM FRI 8.30AM - 4.30PM

(AT OTHER TIMES WHEN REQUIRED)

 01670 500150  
0800 633 5872 - Freephone

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

Sorted is a confidential young people's substance misuse service that provides information, advice, treatment and care to all young people under 18 years of age who are experiencing difficulties because of their use of substances. Sorted also offer training packages to professionals working in Northumberland. Further details are available on their website.

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## SPLINTER GROUP

33 WEST STREET, BELFORD NE70 7QB

CVABV (COMMUNITY AND VOLUNTARY ACTION BLYTH VALLEY),

22 BEACONSFIELD STREET, BLYTH NE24 2DP

 07775 817544

 [splintergroupnorth@gmail.com](mailto:splintergroupnorth@gmail.com)

 [www.splintergroupnorth.org](http://www.splintergroupnorth.org)  
[www.wafflingon.uk](http://www.wafflingon.uk)

 WafflingOn1

 [splintergroupnorth](https://www.facebook.com/splintergroupnorth)

Splinter Group is run by a group of young people for people with SpLDs (specific learning differences) aged 16 years and over who live in Northumberland. The group

is run and managed by the young people, with support and help from Northumberland Community Development Network, who also offer one to one support.

Splinter offers group sessions around the county, peer support, social events, workshops and having a say on issues that affect their members. Waffling On is a social enterprise run by the group which takes a waffle-making stall to markets and employers fairs to raise funds and raise awareness about SpLDs with employers and the public. The group is always looking for new places to run the waffle stall. Group members can also run awareness-raising training for anyone who wants to hear about SpLDs, from people who have direct experience of them.

Splinter holds group sessions at CVABV (address above) on Fridays between 12pm and 2.30pm. They offer support for employment, accredited learning, projects and activities, and are happy to run sessions anywhere in the county where there is interest. Splinter is planning to start up a group in Alnwick. Please contact them for more details about their work and how to join the group.

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## THE TOBY HENDERSON TRUST

TOBY HOUSE, EARTH BALANCE, WEST SLEEKBURN FARM, BEDLINGTON,  
NORTHUMBERLAND NE22 7AD



01670 789753



info@ttht.co.uk



www.ttht.co.uk

The Toby Henderson Trust provides relevant, appropriate and accessible support for autistic young people from 2 to 20 years old, while also empowering parents, families and carers by sharing knowledge, experience and understanding. The charity specializes in the post-diagnosis development of children aged 2 to 7 years through intervention to improve the long-term quality of life for both the autistic child and their family and carers. Contact the Trust or visit their website for more details of the services they offer.

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## TYNEDALE SUPPORT GROUP




01434 601594

A support group for parents and carers of children with special need and disabilities living in the Tynedale area. The group meet monthly at Action for Children, Monksfield, Corbridge Road, Hexham, NE46 1UY. Contact the group for more information and meeting times.

## **USEFUL VISION**

29 - 30 AZURE BUSINESS CENTRE, HIGH STREET, NEWBURN,  
NEWCASTLE UPON TYNE, NE15 8LN

OPENING TIMES: MON - FRI: 10AM - 4PM

 0845 604 8491

 [info@usefulvision.org.uk](mailto:info@usefulvision.org.uk)

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

Useful Vision is a charity which provides positive opportunities and fun-packed events for vision impaired children and their families across the North East. They offer a range of imaginative activities, relaxed family events and skills workshops which are designed to meet the needs of vision impaired children of all ages and abilities.


As a key part of their service they also offer practical advice and emotional support for children, siblings and families from early years through to young adulthood

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## **YOUTH LINK - BLYTH AND TYNEDALE**

BLYTH YOUTH LINK, 22 BEACONSFIELD STREET, BLYTH,  
NORTHUMBERLAND NE24 2DP

OPENING TIMES: MON - FRI 9AM - 5PM

 01670 353394 or 07760624868

TYNEDALE YOUTH LINK, HEXHAM COMMUNITY CENTRE, GILESGATE,  
HEXHAM NE46 3NP

OPENING TIMES: MON - FRI 9AM - 5PM

 01434 608414

Youth Link is a Children North East project which aims to improve the lives and wellbeing of young people. They are matched with a trained volunteer who will help and encourage them to explore any difficulties and identify solutions to their problems. Youth Link supports young people through difficult times, helping them to move forward and take up new opportunities.

Youth Link recruits, trains, supports and supervises a pool of young volunteers aged 18-25 years. The volunteers then provide one to one peer mentoring support for younger people aged 12-18 years. All volunteers are subject to an enhanced DBS check, provide references and are required to complete a training programme before they start. For further details about the project, contact the numbers above.



## INTRODUCTION

Northumberland County Council has a duty to provide services for 'children in need'; which is a legal term from the Children Act 1989. The law says that there are three ways in which children may be in need:

- If the child is unlikely to achieve a reasonable standard of health or development without the provision of services;
- If the child's health or development is likely to be significantly impaired without the provision of services; or
- If the child is disabled.

The County Council works together with the NHS, schools, voluntary organisations and others to provide a range of services to support children, young people and their families. Different assessments are used to identify the social care needs of children, young people and families, and different types and level of support are available.

**If you are worried about the wellbeing of a child or young person you should take the following action:**

- Emergency: If a child is in immediate danger or left alone, you should contact the police or call an ambulance on **999**.
- Non-emergency: If there is no immediate danger or you need advice or information, you should contact your local children's social care team (details on page 65). Opening times: Mon - Thurs 8.30am - 5pm, Fri 8.30am - 4.30pm; Duty team at other times.

The social care needs of children and young people with SEND can be met in a range of different ways. For some the universal services available to all children and young person will be appropriate. For others more specialist services will be required. Details of different types of social care provision are listed below.

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## EARLY HELP ASSESSMENT (EHA)

Early Help means providing support as soon as a problem emerges, at any point of a child or young person's life, from the foundation years through to the teenage years. The Early Help Assessment (EHA) is a way of working with children, young people and families to make sure that they get the help they need. It has replaced what was previously known as the Common Assessment Framework (CAF).

EHA is a voluntary process which will only go ahead with the agreement of the family. Information provided by the family will be kept confidential and only shared with their permission. The only exception to this is if there any safeguarding concerns.

EHA involves listening to parents and their children to find out what is working well, where there are concerns and what kind of support they may need. Once an assessment form is completed, a Team around the Family meeting will be held. An action plan

will be agreed to ensure that the child or young person and their family get the right support and help. To enquire about an EHA you can contact a professional working with you or your family or phone **01670 629450** (North and Central Northumberland) or **01670 629278** (South East and West Northumberland).

## CHILDREN'S SOCIAL CARE LOCALITY TEAMS

The aim of the Social Care Locality Teams is to work closely with schools and other services to develop joint ways of supporting children and their families, and responding to a range of issues. They protect children from harm and provide advice and support for families.

CHILDREN'S SOCIAL CARE LOCALITY TEAMS OFFICE	ADDRESS	CONTACT NUMBERS
Alnwick	10 Bailiffgate Alnwick NE66 1LU	01665 626830 01670 822386 out of hours
Ashington	South View Ashington NE63 0SF	01670 629200 01670 822386 out of hours
Berwick	Walkergate Berwick Upon Tweed TD15 1DB	01289 334000 01670 822386 out of hours
Blyth	Compass House 68 Bridge Street Blyth NE24 2BA	01670 354316 01670 822386 out of hours
Cramlington	Civic Precinct Forum Way Cramlington NE23 6SH	01670 712925 01670 822386 out of hours
Hexham	St. Matthews House Haugh Lane Industrial Estate Hexham NE46 3PU	01434 603582 01670 822386 out of hours

## THE DISABLED CHILDREN TEAM

COUNTY HALL, MORPETH NE61 2EF



01670 516131

The Local Authority has certain responsibilities for disabled children and young people who live in Northumberland. All the Social Care Locality teams provide services to children and young people with special needs, and their families.

Children and young people with more complex and profound disabilities are dealt with by the Disabled Children Team. The team also provides a service for hearing impaired children and young people, and commissions a specialist service for children with visual impairments.

You, or a professional on your behalf, can contact the Disabled Children Team to make a referral. The most appropriate team to respond will be identified and an initial assessment will be undertaken by a qualified social worker if required.

### **The Disabled Children Team aims to:**

- Promote the care of children within their own families and communities by providing an assessed package of support, if appropriate.
- Minimise the impact of the disability by limiting the social barriers that exclude disabled young people from universal provision.
- Assist young people in the move to adulthood and transfer to an Adult Services Care Manager, if appropriate.

### **What will an assessment look at?**

An Early Help Assessment (EHA) should have been considered prior to referral to the Disabled Children Team. If a child or young person is eligible for support from the Disabled Children Team, a social worker will complete a Children & Family assessment within a timescale of 10, 25 or 45 days depending on the complexity of need and agencies involved to meet needs. The assessment will also, in an integrated way, include an assessment of the carer's needs. However, carers are able to request a separate Carers Needs Assessment if they feel this would better meet their needs.

An assessment will look at the needs of the child or young person and the needs of the family. The information gathered helps the team to find out how best to help the family and the most appropriate range of people to help. If a child has a moderate to severe learning and/or physical disability the team will do their best to provide support or put families in touch with other services or organisations who are able to help.

### **The Disabled Children Team is responsible for:**

- Co-ordinating care plans
- Organising services - this includes referring to other services, if appropriate
- Liaising with other multi-agency professionals who may be involved with a child/family, as appropriate
- Regularly reviewing the plans and services with young people and their carers; at least every six months
- If part of the service is for the child to be 'looked after' overnight in the form of short-break care, or through full time accommodation, then the Local Authority has additional responsibilities to promote the child's welfare and protection.
- Contributing to Education, Health and Care Plans (EHCP) if the disabled child or young person meets the criteria for support from the Disabled Children Team.

### **What sorts of services are available?**

The following are examples of services which might be provided in response to an assessed need for a package of individual support:

- After school clubs and specialist holiday activity schemes
- Day care, overnight care (including after school, weekends and during school holidays) or sponsored child minding

- Sitting services and/or direct care of the child, if unable to be met through standard services.
- Enabler support to provide periods of respite for parents/carers and/or enabling the young person to access local resources and break down social isolation.
- Short-break or full-time care may be necessary and the most appropriate way of meeting the needs of some children and young people. Referrals are sometimes made to specialist residential education resources with the support of Social Care and Health Service funding.
- Aids for daily living and support with adaptations through paediatric occupational therapists via a referral from the Disabled Children Team if the department criteria are met.
- Specialist social workers and aids for deaf children.
- Specialist social worker for children with dual sensory needs.
- Specialist Visual Impairment assessment which can then recommend equipment and/or mobility training.
- Referrals to specialist services, such as the Portage service, benefits advice and sign posting to the most appropriate service to respond to an enquiry.
- Assessed services can be funded through a Direct Payment, if this is the preferred option.

### **What else does the Disabled Children Team do?**

The team identifies young people who have an Education, Health and Care Plan or a Statement of Special Educational Needs who will require assistance to access further education, supported employment or particular care services after the age of 18, through the Disabled Person Act 1986. From Year 9 onwards the young person's annual reviews will include planning for their education, training and placement after the age of 16 and assistance towards living independently, if appropriate. The young person's needs will be identified over time and services coordinated for the transition to adulthood and adult services.

### **Safeguarding Disabled Children**

Disabled children have the same rights as all children to be protected from harm, but may be more vulnerable to abuse. Parents and carers of disabled children should be particularly vigilant to protect their child from harm.

Things parents and carers can do include:

- Making sure your child knows they are loved for themselves
- Ensuring your child is happy and comfortable with their carers, especially if the carer provides intimate care
- Listening to your child carefully if they tell you someone has hurt them and taking what they say seriously

- Making your child's safety your priority when they are in someone else's care
- Making sure your child knows what abusive behaviour is

**Parents and carers can help their child to stay safe by teaching them:**

- What abusive behaviour is
- To respect their own body and other people's bodies
- To recognise when a situation is not safe and what to do to be safe
- To communicate their thoughts and feelings
- To report adults or other children who behave inappropriately
- How to get help in an emergency

If you are worried that a child is being abused, or if you have any other safeguarding concerns, please speak to a professional person such as a social worker, health visitor, GP or teacher.

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## **INFOLINK - THE NORTHUMBERLAND DISABLED CHILDREN REGISTER**

INFOLINK is a voluntary data base held by the Local Authority for children and young people (up to the age of 18 years) with disabilities. It is used to identify children with similar disabilities or problems and helps target particular areas of need. Families are kept up to date via email with information, events and activities that may be of interest to them.

Please phone **01670 516131** if you would like your child to be registered on the database. Their name will be removed at 18 years, or earlier if requested.

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## **MAX CARDS**

The cards provide reduced admission fees for eligible disabled children and young people in Northumberland (up to 18 years old) to local attractions throughout the North East. A booklet of the places where the cards are accepted is given to families when the cards are issued. Cards are valid on a yearly basis from the beginning of April. Renewals are processed automatically up until the Disabled Young Person is 18 years old. For details of how to apply for a Max card, phone **01670 516131**.

## NORTHUMBERLAND ADOLESCENT SERVICES

NORTHUMBRIA HOUSE, MANOR WALKS SHOPPING CENTRE,  
CRAMLINGTON NE23 6UR

 01670 622930

A range of services that work with vulnerable adolescents, including looked after pupils and care leavers. Interventions are targeted to provide support to young people and prevent crime and anti-social behaviour within local communities. The services, which contribute to the management of complex young people and their needs, include the Youth Offending Service, the 16+ leaving care team, the Sorted team and a specialist supported accommodation scheme. All teams contribute to the effective risk management of young people.

Referral routes to the different parts of the service vary, so if you wish to make an enquiry, please contact the office and ask to speak to the duty worker.

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## SOCIAL CARE SUPPORT FOR ADULTS

### ADULT SOCIAL CARE

 01670 536400

 [socialcare@northumbria.nhs.uk](mailto:socialcare@northumbria.nhs.uk)

When a young person receives support from children's social care services their needs will be identified over time and services co-ordinated for the transition to adulthood and adult services, where appropriate. Under the Care Act 2014, adult **care transition assessments** must be carried out by the local authority where there is a significant benefit to a young person or their carer in doing so and they are likely to have needs for care or support after turning 18.

Social care support for ill or disabled adults in Northumberland is operated by Northumbria Healthcare NHS Foundation Trust in partnership with the Northumberland County Council.

The Northumberland County Council website at [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for 'Social Care for Adults') contains details of how social care support is arranged. There are also links to useful information produced elsewhere.

## INTRODUCTION

Children and young people face a number of transitions in their lives as they are growing up; for example, when they start school and move from one school to another. These transitions will need to be carefully planned for all children and young people, and particularly those with special educational needs and disabilities (SEND), to make their experience positive and successful.

Leaving school and moving into adulthood can present challenges for many young people with SEND. It is important that they are given the support they need with making plans for their future and achieving their goals. Schools must ensure that pupils from Year 8 until Year 13 are provided with independent careers guidance, including advice about options for further and higher education. Further Education (FE) colleges also have equivalent requirements. Their duty applies for all students up to and including age 18 and also 19 to 25 year-olds with EHC Plans.

A young person can leave school at the end of the school year in which they turn 16, but, if they don't move into employment, would be expected to stay in some kind of education or training until they are 18. They may choose to stay on at school into the sixth form, move on to further education, do an apprenticeship, traineeship or internship, or follow a programme which combines training with work experience.

After compulsory school age the young person, rather than their parents, has the right to make requests and decisions about their education directly, unless they lack the mental capacity to do this. The young person's parents or other carers can continue to support them in making decisions, or act on their behalf, if the young person is happy for them to do so.

For children and young people with EHC Plans or Statements of Special Educational Needs, their reviews from Year 9 onwards must include a focus on preparing for the transition to adulthood. Transition planning should include discussions about options for future education, employment or training; preparation for independent living; support for maintaining good health in adult life; and the social support a young person might require as an adult.

Further education providers, such as colleges, receive funding to meet the needs of their students with SEN. They must use their best endeavours to give them the support they require. Support for most young people will be through SEN Support. Young people who require more support than the further education provider can normally provide may need to be supported through an EHC Plan (please refer to the 'Education' section of this guide for more details about the EHC process).

EHC Plans don't carry on into higher education (universities), but universities are still required to provide appropriate support for students with additional needs. They have to make reasonable adjustments so that disabled students don't suffer a substantial disadvantage compared to other students. Support will depend upon individual needs and may be in the form of assistive technology, copies of documents in other formats or one to one help.

**Disabled Students' Allowances** (DSAs) are grants available to higher education students to help meet the extra cost they may incur on their course because of a disability. This can include a long term health condition, mental health condition or specific learning difficulty, such as dyslexia. The support the student gets will depend on their individual needs and not on their income. More information about DSAs and how to apply for them is available from the GOV.UK website at **www.gov.uk**.

The following services provide transition support for young people with SEND.

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## **ADULT LEARNING IN NORTHUMBERLAND**

 [www.northumberland.gov.uk](http://www.northumberland.gov.uk) (search for Learning and Skills)

There are a range of adult learning courses and activities right across the county, both day and night, for adults or young person (16 years or over) who are looking to gain a qualification, interested in apprenticeships, or looking for something fun to do in their spare time. Visit the website above for more information, including details about courses and the contact details for the different adult learning centres.

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## **AZURE**

KIELDER AVENUE, BEACON LANE, CRAMLINGTON NE23 8JT

 01670 733966

An enabling service for young people aged 13 years and over, who have a disability. Provide one to one support to enable the client to access services and facilities within their communities. Azure also has a supported living and employment service. Young people need to be referred by their social worker or a health care professional.

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## **CAREERS GUIDANCE TEAM**

LEARNING AND SKILLS SERVICE, COUNTY HALL, MORPETH, NE61 2EF

 01670 622799

 [careersteam@northumberland.gov.uk](mailto:careersteam@northumberland.gov.uk)

Schools have a statutory duty to ensure that pupils from Year 8 to Year 13 have access to independent careers guidance. This includes information on a range of education or training options, including apprenticeships and other vocational pathways. The Careers Guidance Team works with a range of Year 11, Year 12, Year 13 and Year 14 young people who are either NEET (Not in Education, Employment or Training) or at risk of becoming NEET. This includes young people with SEND.



## CSV TRAINING AND ENTERPRISE NORTHUMBERLAND

79 BRIDGE STREET, BLYTH NE24 2AW



01670 544445



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

CSV Training and Enterprise is part of CSV, the UK's largest volunteering and training organisation. CSV aims to enable people to play an active part in the life of their community. CSV Training and Enterprise contributes to this by creating training opportunities for the most disadvantaged people in the labour market. Their aim is to be a leading supplier of education and training that enables people to build confidence, develop skills and achieve their goals. CSV also offer a free Lone Parent course to help parents to gain the skills and confidence needed to achieve their goals (all childcare costs are covered). For more information contact CSV directly.

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## DIMENSIONS UK

AT HOME IN THE COMMUNITY LTD, WEST ROAD, NEWCASTLE UPON TYNE,  
TYNE AND WEAR NE15 7PY



0191 228 8160



[newcastle.office@dimensions-uk.org](mailto:newcastle.office@dimensions-uk.org)


Provide support for young people and adults who have a broad range of learning disabilities and/or autism. They are particularly experienced in supporting people with autism and/or complex needs, such as those who have additional physical and sensory disabilities or behaviour that may challenge.

Dimensions UK provide the following types of support:

- Individualised support packages for people living in their own homes
- Support for people living in shared housing
- Registered residential care
- Transitions support services for 16 - 25 year old young people with a learning disability
- Short breaks
- Support for people to access employment and leisure opportunities

They can be contacted directly.

## ESPA (EDUCATION AND SERVICES FOR PEOPLE WITH AUTISM)

 0191 510 2611

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

A north-east based charity whose mission is to enable people across the autism spectrum to enjoy rewarding and fulfilling lives. Their services include: an Independent Specialist Further Education College; Residential Care; Supported Living; Domiciliary Support; Floating Support; Transition Houses; Day Service; University support programme; Vocational traineeships. Visit their website or phone them for more details.

## FURTHER EDUCATION AND TRAINING PROVIDERS

There are a range of different further education and training providers which cover Northumberland, including further education colleges, sixth form colleges, specialist training providers and specialist colleges. A young person's school will be able to provide them with details of the different providers.

The Association of Colleges website at [www.aoc.co.uk](http://www.aoc.co.uk) provides a list of further education colleges, sixth form colleges and specialist colleges across the UK.

**Northumberland College** is the further education college located in Northumberland and has campuses in different areas of the county. Details for their Additional Learning Support Team are as follows:

### NORTHUMBERLAND COLLEGE

COLLEGE ROAD, ASHINGTON NE63 9RG

 01670 841200

 [advice.centre@northland.ac.uk](mailto:advice.centre@northland.ac.uk)


 [www.northumberland.ac.uk](http://www.northumberland.ac.uk)

The team provides a range of services for learners with varying support needs and is committed to responding to specific learner requests for support where possible. The team can offer support and supervision for students with learning difficulties, such as dyslexia, physical disabilities, mental health difficulties, emotional/behavioural difficulties or language support needs. They cater for learners at all the levels of support set out in the SEND Code of Practice, including those with Education Health and Care Plans.

**Other local further education colleges** are listed in the table below. Further details about their campuses, courses and other information can be found on the college websites.

COLLEGE	WEBSITE	LEARNING SUPPORT SERVICES CONTACT NUMBER
Gateshead College	<a href="http://www.gateshead.ac.uk">www.gateshead.ac.uk</a>	0191 490 2253/426 4329
Newcastle College	<a href="http://www.nci-coll.ac.uk/">http://www.nci-coll.ac.uk/</a>	0191 200 4189
Tyne Metropolitan College	<a href="http://www.tynemet.ac.uk">www.tynemet.ac.uk</a>	0191 229 5000 (ask for learning support)

## INDEPENDENT SPECIALIST PROVIDERS


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

Independent specialist colleges cater for students with a range of disabilities. They are also known as Independent Specialist Providers or ISPs. These institutions are located around the country. They are often residential and can help people learn to live away from home. Applications for funding are made via the Local Authority. There are specific entry criteria that have to be satisfied and funding will not normally be granted if a local mainstream college can meet the young person's needs. There is also an expectation that funding for residential placements will be shared jointly between Education and Social Care services, and the Health service, if involved. Multi-agency support for the application is therefore required.

The Association of National Specialist Colleges (NATSPEC) provides detailed information about their colleges on their website.

## JOB CENTRE PLUS - DISABILITY EMPLOYMENT ADVISERS

### DISABILITY EMPLOYMENT ADVISERS

 0345 604 3719

A Disability Employment Adviser (DEA) at your local Jobcentre can help you find a job or gain new skills and tell you about disability friendly employers in your area.

They can also refer you to a specialist work psychologist, if appropriate, or carry out an 'employment assessment', asking you about your skills and experience, and what kind of roles you're interested in

Contact your local Jobcentre for details.

## NATURAL ABILITY

STUDIO 6, ALLENDALE FORGE STUDIOS, ALLENDALE MARKET PLACE,  
ALLENDALE, HEXHAM NE47 9BD



01434 618149



info@naturalability.org

Natural Ability works with and for people with learning and other disabilities, including those with Autism Spectrum Disorder, mental health and/or complex needs. They support children and young people to get out and about and enjoy activities in their local communities and provide specialist education for individual young people. For adults they offer work experience, training and qualifications in horticulture, animal care, environmental and conservation work. They also provide independent supported living.

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## PREPARING FOR ADULthood



020 7843 6348



info@preparingforadulthood.org.uk



www.preparingforadulthood.org.uk

Preparing for Adulthood is a programme commissioned by the Department for Education to support the requirements of the SEND reforms which came into effect in September 2014. The aim of the programme is to provide knowledge and support to local authorities and their partners, including families and young people, so they can ensure that disabled young people achieve paid work, independent living, good health and community inclusion as they move into adulthood. The Preparing for Adulthood website contains a range of information and resources to support young people with SEND as they move into adulthood.

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## POST 16 TRANSPORT

Under certain circumstances the Local Authority may provide Post 16 transport for young people with special educational needs, disabilities or medical needs. This would usually be to their nearest appropriate educational establishment. Eligibility is based on assessment of individual need.

For more information about the Local Authority's Post 16 transport policy and applying for transport, visit the Northumberland County Council website at **www.northumberland.gov.uk** (search for School Transport) or contact the School Transport Team on **0345 600 6400**.

## REMPLOY

UNIT 3-4 NORTHUMBERLAND HOUSE, PRINCES SQUARE



0300 456 8034



[newcastle@mail.remploy.co.uk](mailto:newcastle@mail.remploy.co.uk)



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

Remploy exists to improve the lives of disabled people and those with complex needs through the power of work. They believe that everyone has something to offer so they work to find their strengths and skills. They match their clients to proper jobs with carefully chosen employers who help them achieve.

Their mission is to transform society and the lives of disabled people by:

- creating equality in employment
- facilitating their access to sustainable employment and careers
- enabling them to achieve their ambitions and maximise their potential.

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## SHAW TRUST



01225 716300  
08457 697288 - Minicom



[www.shaw-trust.org.uk](http://www.shaw-trust.org.uk)

A national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently. The Shaw Trust believe that everyone has the right to work and campaign to turn this vision into a reality. They work with clients who face barriers due to disability, ill health or social circumstances, and also have a range of services for businesses.

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## SKILLS FOR PEOPLE

KEY HOUSE, TANKERVILLE PLACE, JESMOND,  
NEWCASTLE-UPON-TYNE NE2 3AT  
OPENING TIMES: MON - FRI 9AM - 4.30PM



0191 281 8737



[info@skillsforpeople.org.uk](mailto:info@skillsforpeople.org.uk)

A user-led voluntary organisation based in Newcastle. Support adults and young people with learning and/or physical disabilities to speak up, gain in confidence and have more control over own lives.

## **SPLINTER GROUP**

33 WEST STREET, BELFORD NE70 7QB and  
CVABV (COMMUNITY AND VOLUNTARY ACTION BLYTH VALLEY)  
22 BEACONSFIELD STREET, BLYTH NE24 2DP.



07775 817544



splintergroupnorth@gmail.com



www.splintergroupnorth.org  
www.wafflington.uk



WafflingOn1



splintergroupnorth

Splinter Group is run by a group of young people for people with SpLDs (specific learning differences) aged 16 years and over who live in Northumberland. The group is run and managed by the young people, with support and help from Northumberland Community Development Network, who also offer one to one support.

Splinter holds group sessions at CVABV (address above) on Fridays between 12pm and 2.30pm. They offer support for employment, accredited learning, projects and activities, and are happy to run sessions anywhere in the county where there is interest. Splinter is planning to start up a group in Alnwick. Contact them for more details of their work and how to join the group.

This section lists some of the many organisations that can provide information, advice and/or support. These are in addition to the organisations already listed in previous sections. You can visit their websites or contact them directly.


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## **ACTION ON HEARING LOSS**

 0808 808 0123 - Information Line (all calls are free)

 0808 808 9000 - Textphone

 [informationline@actiononhearingloss.org.uk](mailto:informationline@actiononhearingloss.org.uk)

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

Action on Hearing Loss is a charity which provides support and information to people with deafness, tinnitus and hearing loss.

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## **ADDERS**

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

Promote awareness of AD(H)D and provide information and free practical help to sufferers, both adults and children, and their families via the web-site.

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## **AFASIC (SUPPORTS ALL CHILDREN AND YOUNG PEOPLE WITH SPEECH, LANGUAGE AND COMMUNICATION NEEDS)**

 0300 666 9410 - Helpline

 use the online help form

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

Afasic is a parent-led UK charity helping children and young people with speech and language impairments, and their families. They provide information and training to parents and professionals, and produce a range of publications.

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## **ARTHRITIS CARE - NORTH ENGLAND REGIONAL OFFICE**

 01924 882150

 [northengland@arthritiscare.org.uk](mailto:northengland@arthritiscare.org.uk)


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

Works with and for all people with arthritis to promote their health, well-being and independence through services, support, self help and information.

## **ASTHMA UK**

 0300 222 5800 - Advice line - Mon - Fri 9am - 5pm


 [info@asthma.org.uk](mailto:info@asthma.org.uk)

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

Work with people with asthma, health care professionals and researchers to develop and share expertise to help people increase their understanding and reduce the effect of asthma on their lives.

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## **ATAXIA UK**


 0845 644 0606 - Helpline - Mon to Thur 10.30am - 2.30pm

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

A national charity for people with ataxia, their families and carers. They provide support and aim to find treatments and cures. The ataxias are a group of neurological conditions that affect walking, speech and movement

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## **ATTENTION DEFICIT DISORDER INFORMATION AND SUPPORT SERVICE (ADDISS)**

 020 8952 2800


 [info@addiss.co.uk](mailto:info@addiss.co.uk)

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

ADDISS provides people-friendly information and resources about Attention Deficit Disorder to anyone who needs assistance; including people affected by the condition, parents, teachers and health professionals.

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## **BARNARDOS**

 0191 240 4800

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

Barnardos offer help and support when a child or young person's future is under threat from homelessness, drugs, sexual abuse, disability, unemployment, prejudice or emotional problems. They help children turn their lives around.



## BLIND CHILDREN UK



0800 781 1444



services@blindchildrenuk.org



www.blindchildrenuk.org

Provides services for families of children and young people with a visual impairment, from birth to the completion of full time education. They provide family support and information, education support, IT advice/support, a range of activities, CustomEyes large print children's books and can also offer Buddy Dogs and guide dogs for young people.

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## BIBIC (BRITISH INSTITUTE FOR BRAIN INJURED CHILDREN)



01458 253344



info@bibic.org.uk



www.bibic.org.uk

The aim of bibic is to help children aged from six months to 18 years with conditions affecting their social, communication and learning abilities to achieve their potential for a happier and more fulfilled life.

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## BRITISH DYSLEXIA ASSOCIATION (BDA)



0333 405 4567 - Helpline



www.bdadyslexia.org.uk

Provide advice and information for all dyslexic people, parents, teachers, employers and other agencies. Their vision is a dyslexia friendly society enabling dyslexic people of all ages to reach their full potential.

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## BRITISH STAMMERING ASSOCIATION (BSA)



0845 603 2001 - Helpline



info@stammering.org



www.stammering.org

BSA offers support to all whose lives are affected by stammering, including information and resources, and a helpline.

## BRITTLE BONE SOCIETY


 01382 204446

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

A charity which provides information, support and advice to anyone affected by brittle bones (osteogenesis imperfecta).

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## CARERS UK (NATIONAL)

 020 7378 4999

 [info@carersuk.org](mailto:info@carersuk.org)


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

Carers UK is the voice of carers. Carers provide unpaid care by looking after an ill, frail or disabled family member, friend or partner. They give so much to society, but as a consequence of caring may experience ill health, poverty and discrimination.


Carers UK works to try and ensure that the true value of carers' contribution to society is recognised, and that they get the practical, financial and emotional support they need.

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## CEREBRA - FOR CHILDREN WITH NEUROLOGICAL CONDITIONS

 0800 328 1159 - Freephone helpline - Mon - Fri 9am - 5pm


 [info@cerebra.org.uk](mailto:info@cerebra.org.uk)

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

A national charity that strives to improve the lives of children with neurological conditions, through research, information and direct on-going support. Cerebra offers a range of support services including advice, a sleep service, grants, a holiday home and 'personal portfolios' to help introduce children to new people they meet.

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## CHILD BEREAVEMENT UK


 0800 02 888 40 - Mon - Fri 9am - 5pm

 [enquiries@childbereavement.org.uk](mailto:enquiries@childbereavement.org.uk)


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

The organisation supports families and educates professionals when a baby or child of any age dies or is dying, or when a child is facing bereavement.

## CHILD BRAIN INJURY TRUST (CBIT)

 0303 303 2248 - National Helpline - Mon - Fri 9am - 5pm


 [info@cbituk.org](mailto:info@cbituk.org)

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

A UK-wide charity providing support, information and training to anyone affected by childhood acquired brain injury. This includes the child or young person, their family and the professionals who support them.

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## CHILDLINE


 0800 1111 - (24 hours) - (Calls are free and confidential)

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


A private and confidential service for children and young people up to the age of 19. No problem is too big or too small.

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## THE CHILDREN'S SOCIETY

 0300 303 7000

 [supportercare@childrenssociety.org.uk](mailto:supportercare@childrenssociety.org.uk)

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

A charity committed to making childhood better for all children in the UK. They work to defend, safeguard and protect the childhood of all children in a range of ways; including a national network of projects, research and influential campaigning.

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## CLAPA (CLEFT LIP AND PALATE ASSOCIATION)


 020 7833 4883

 [info@clapa.com](mailto:info@clapa.com)

 [www.clapa.com](http://www.clapa.com)

The charity works to provide non-medical services which complement the medical care provided by the specialist Cleft Teams, and aims to support people with cleft and their families from infancy through to adulthood.

## **CLIC SARGENT - CARING FOR CHILDREN WITH CANCER**

 0300 330 0803

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

CLIC Sargent provides support to children and young people with cancer and leukaemia, and their families, through clinical and care professionals, home from home, holidays, care grants and research.

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## **COMMUNICATION TRUST**


 [enquiries@thecommunicationtrust.org.uk](mailto:enquiries@thecommunicationtrust.org.uk)

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

The Communication Trust is a coalition of more than 50 not-for-profit organisations, who provide support to children and young people with speech, language and communication needs (SLCN). The members of the Trust offer a wide variety of services and information to all families in England. Some services are provided free, while others have a fee.

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## **CONTACT A FAMILY**

 0808 808 3555 - Freephone helpline - Mon - Fri 9.30am - 5pm

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

 **Contact a Family** - Mon - Fri 9.30am - 5pm

Contact a Family is a national charity that provides information and advice on any aspect of caring for a child with special educational needs or a disability. Their website has information on issues such as education, benefits and family life, and their parent resources cover a range of topics, including health and social care services. Specialist advisers provide advice on their helpline or you can post a query on their Facebook page.


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## **CORUM CHILDREN'S LEGAL CENTRE**

 [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

Provide specialist advice and information on child, family and education law.

## COUNCIL FOR DISABLED CHILDREN (CDC)

 0207 843 1900


 cdc@ncb.org.uk

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

CDC aims to make a difference to the lives of disabled children and children with special educational needs. They do this by influencing government policy, working with local agencies to translate policy into practice and producing guidance on issues affecting the lives of disabled children.

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## CYSTIC FIBROSIS TRUST

 0300 373 1000 - Helpline


 [enquiries@cftrust.org.uk](mailto:enquiries@cftrust.org.uk)

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

Provides information, advice and support to families affected by cystic fibrosis.

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## DIABETES UK

 0345 123 2399


 [info@diabetes.org.uk](mailto:info@diabetes.org.uk)

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

Provide support and information to people with diabetes, as well as their friends, family and carers. Provide information about the condition and how to manage it.

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## DISABLED LIVING FOUNDATION


 0300 999 0004 - Helpline

 [info@dlf.org.uk](mailto:info@dlf.org.uk)

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

A national charity that provides impartial advice, information and training on independent living for all types of disability.

## DISABILITY LAW SERVICE

 0207 791 9800 - Free legal advice


 [advice@dls.org.uk](mailto:advice@dls.org.uk)


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


A charitable organisation offering free legal information and advice to people with disabilities and their carers.

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## DOWN'S SYNDROME ASSOCIATION (NATIONAL OFFICE)

 0333 1212 3000 - Helpline

 [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)

 [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

The Down's Syndrome Association provides support, information and advice to people with Down's Syndrome, their families, carers, professionals and others with an interest.

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## DYSPRAXIA FOUNDATION


 [dyspraxia@dyspraxiafoundation.org.uk](mailto:dyspraxia@dyspraxiafoundation.org.uk)

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

Provides information, advice and support on dyspraxia also know as Developmental Coordination Disorder (DCD).

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## EDWARD'S TRUST

 0121 454 1705

 [admin@edwardstrust.org.uk](mailto:admin@edwardstrust.org.uk)

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

Support children and families during serious illness and bereavement.

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## EHLER-DANLOS SUPPORT UK

 0208 736 5604

 [www.ehlers-danlos.org](http://www.ehlers-danlos.org)

Offer support, advice and information to those living with Ehlers-Danlos Syndrome.

## ENCEPHALITIS SOCIETY

 01653 699599 - Support

 [www.encephalitis.info](http://www.encephalitis.info)

Support adults and children affected by encephalitis, their families and carers, by providing advice and information, and working at a national level to improve services.

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## EPILEPSY ACTION

 0808 800 5050 - Freephone Helpline


 [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk)

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

An organisation that exists to improve the lives of everyone affected by epilepsy. Their services include confidential, personal advice through their helpline.

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## EPILEPSY SOCIETY


 01494 601 400 - Helpline  
01494 601 300 - Enquiries

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

A charity that works for everyone affected by epilepsy in the UK through research, awareness campaigns, information resources and expert care.

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## ERIC (EDUCATION AND RESOURCES FOR IMPROVING CHILDHOOD CONTINENCE)


 0845 370 8008 - Helpline

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

A national charity that supports children with continence problems and campaigns for better childhood continence care.

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## FAMILY LIVES

 0808 800 2222 - Free phone helpline - (24 hour - 7 days a week)

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

A national family support charity providing help and support in all aspects of family life. A freephone helpline is available 24 hours a day, seven days a week.

## FAMILY RIGHTS GROUP


 0808 801 0366 - Free confidential advice line

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

A charity that works with parents in England and Wales whose children are in need, at risk, or are in the care system; and with members of the wider family who are raising children unable to remain at home. They advise parents, grandparents, other relatives and friends about their rights and options when social workers or courts make decisions about their children's welfare.

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## FOUNDATION FOR PEOPLE WITH LEARNING DIFFICULTIES

 0207 803 1100

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

The Foundation aim to break down the economic and social barriers and prejudices that people with learning disabilities face throughout their lives, as well as providing them with information, resources and services that can help them lead fuller, more independent lives. They do this by working with people with learning difficulties, their families and those who support them. They do not operate a helpline and unfortunately can't offer advice.

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## FRAGILE X SOCIETY

 01371 875100

 [info@fragilex.org.uk](mailto:info@fragilex.org.uk)

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

A national charity that provides support, information and advice to families whose children and adult relatives have Fragile X syndrome. Raise awareness and understanding; encourage and publicise research on all aspects of Fragile X.



## HAEMOPHILIA SOCIETY



0207 939 0780



info@haemophilia.org.uk



www.haemophilia.org.uk

A charity for everyone affected by a bleeding disorder. They help people with bleeding disorders to lead fulfilling lives, make informed choices and to support and inspire others.

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## THE HANEN CENTRE



www.hanen.org

A not-for-profit charitable organisation based in Canada which is committed to providing the best possible language, social and literacy skills in young children with delays in language development, including children with developmental delays and autism. The Hanen Centre provides information and resources for parents and professionals.

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## HEARING LINK



0300 111 1118



07526 123255 - SMS



enquiries@hearinglink.org



www.hearinglink.org

A national organisation which aims to direct people to useful information about hearing loss and specialist services, and put people in touch with others who are having similar experiences.

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## HYPERACTIVE CHILDREN'S SUPPORT GROUP (HACSG)



01243 539966




hyperactive@hacsg.org.uk




www.hacsg.org.uk

The HACSG is a charity which works with children with Attention Deficit Hyperactivity Disorder (ADHD) and hyperactive children, and their families. Their specialism is advocating a dietary approach to the problems of hyperactivity. The organisation offers ideas, information and advice to parents, carers and professionals.

## I CAN - CHILDREN'S COMMUNICATION CHARITY

 0845 225 4073

 [enquiries@ican.org.uk](mailto:enquiries@ican.org.uk)

 [www.ican.org.uk](http://www.ican.org.uk)  
[www.talkingpoint.org.uk](http://www.talkingpoint.org.uk)

I CAN is a children's communication charity which works to develop speech, language and communication skills for all children. I CAN's particular focus is children who find communication difficult. It provides expert information to parents and practitioners about speech, language and communication. It provides information about training, research and other organisations that can offer help and advice.

You can call **020 7843 2544** to book a free and confidential call-back from a speech and language therapist or email your enquiry to **help@ican.org.uk**. The I CAN Help Enquiry Service does not include meeting and assessing children, so the service is unable to provide specific advice about a child or the level of provision they should have.

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## KIDSCAPE

 020 7730 3300

 [info@kidscape.org.uk](mailto:info@kidscape.org.uk)

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

The charity equips young people, parents and professionals across the UK with the skills to tackle bullying and safeguarding issues.

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## LEUKAEMIA CARE


 08088 010 444 - (24 hours a day, 7 days a week)


 [care@leukaemicare.org.uk](mailto:care@leukaemicare.org.uk)


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

Leukaemia Care is a national charity that provides care and support to patients, their families and carers during the difficult journey through the diagnosis and treatment of leukaemia, lymphoma, myeloma or an allied blood disorder.

## LISTENING BOOKS

 0207 407 9417 - (general enquiries)  
0207 7234 0522 - (library enquiries)

 [info@listening-books.org.uk](mailto:info@listening-books.org.uk)

 [www.listening-books.org.uk](http://www.listening-books.org.uk)

Provide a postal and internet based audiobook service for people who find it difficult to read due to illness or disability. Cover the school curriculum from National Curriculum Key Stage 2 to A-level and also have a large selection of fiction titles for both adults and children. Visit the website or phone the library team to find out how you can start using the service.

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## LOOK (NATIONAL FEDERATION OF FAMILIES WITH VISUALLY IMPAIRED CHILDREN)

 07939 508485

 [information@look-uk.org](mailto:information@look-uk.org)

 [www.look-uk.org](http://www.look-uk.org)

LOOK provides practical and emotional support, information, advice and guidance on any issue relating to visual impairment. They provide links to other families in the same area or other people with the same eye condition.

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## MAKATON - THE MAKATON CHARITY

 01276 606760

 [info@makaton.org](mailto:info@makaton.org)

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

Makaton is a language programme using signs and symbols to help people to communicate. It is designed to support spoken language, and the signs and symbols are used with speech in spoken word order.

The Makaton Charity exists to ensure that everyone living with learning or communication difficulties has the tools and resources they need to communicate. The charity works towards this through their activities, which include: providing training; developing resources; working with others to make their information accessible; providing advice and support for families and professionals; providing a discussion forum; and working in partnership to influence society and empower people.

**MENCAP**

0808 808 1111



help@mencap.org.uk



www.mencap.org.uk

Mencap works with people with a learning disability to change laws, challenge prejudice and support them to live their lives as they choose. They provide a range of services; including advice and information, personal support services and training.

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**MIND (THE MENTAL HEALTH CHARITY)**

0845 766 0163



www.mind.org.uk

Mind provides confidential help on a range of mental health problems and their consequences. The charity is an influential voice on mental health issues.

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**MULTIPLE SCLEROSIS SOCIETY (MS)**

0808 800 8000 - Free helpline



www.mssociety.org.uk

A UK charity for people affected by Multiple Sclerosis (MS). The charity fund research, provide grants, campaign for change, provide information and support, invest in MS specialists and lend a listening ear to those who need it.

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**MUSCULAR DYSTROPHY UK**

0800 652 6352 - Freephone helpline - (Mon - Fri 8.30am - 6pm)



info@muscular dystrophy.org



www.muscular-dystrophy.org

A charity that brings individuals, families and professionals together to beat musclewasting conditions. They support high quality research; campaign for faster access to emerging treatments for families in the UK; ensure that everyone has the specialist NHS care and support they need; and provide a range of services and resources to help people live as independently as possible.

## NATIONAL AUTISTIC SOCIETY (NAS)


 0808 800 4104 - Autism Helpline

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

Provide specialist help, information and care across England for children, adults or families living with autism; including social support, student support and outreach services. They support adults and children on the autism spectrum to build independence, try new things and achieve their potential.

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## NATIONAL DEAF CHILDREN'S SOCIETY (NDCS)

 0808 800 8880 - Freephone Helpline  
020 7490 8656 - Minicom

 [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)

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

NDCS is an organisation of families, parents and carers, providing emotional and practical support through their free phone helpline, their network of trained support workers, and their wide range of other support services, publications and website.

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## NATIONAL ECZEMA SOCIETY

 0800 089 1122 - Helpline - Opening Times Mon - Fri 8am - 8pm

 [helpline@eczema.org](mailto:helpline@eczema.org)

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

The National Eczema Society provides practical support, advice and information for people with eczema and their carers; and raises awareness of the needs of those with eczema with health professionals, teachers and the government.

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## NATIONAL FEDERATION OF THE BLIND OF THE UNITED KINGDOM (NFBUK)

 01924 291313

 [admin@nfbuk.org](mailto:admin@nfbuk.org)

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

A self advocacy organisation which aims to promote a better quality of life for all visually impaired people, through activities at local branch level and nationally, through campaigning.

## NEWLIFE FOUNDATION FOR DISABLED CHILDREN



0800 9020 095 - Freephone helpline - Mon - Fri 9.30am - 5pm



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

Provide support for disabled and terminally ill children in the UK through equipment to help individual children, nurse-led support services, the funding of medical research, and campaigning.

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## PHAB



[info@phab.org.uk](mailto:info@phab.org.uk)



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

Phab's aim is to promote and encourage people of all abilities to come together on equal terms to make more of life together.

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## THE PLACE2BE



0207 923 5500



[enquiries@place2be.org.uk](mailto:enquiries@place2be.org.uk)



[www.theplace2be.org.uk](http://www.theplace2be.org.uk)

The Place2Be is a national charity which provides emotional and therapeutic services in primary and secondary schools, building children's resilience through talking, creative work and play. They help children and young people to cope with wide-ranging and often complex social issues including bullying, bereavement, domestic violence, family-breakdown, neglect and trauma.

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## RAINBOW TRUST




01372 363438



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

Provides practical and emotional support to families who have a child with a lifethreatening or terminal illness.

**SCOPE**

 0808 800 3333 - Free helpline - Mon - Fri 9am -5pm


 helpline@scope.org.uk

 www.scope.org.uk

A national disability organisation that supports disabled people and their families. Provide a range of support, information and campaigning services, both locally and nationally, in addition to providing opportunities in education, employment, residential and day services. Visit the Scope website or contact the helpline for free, confidential information and advice.

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**SENSE - FOR DEAFBLIND PEOPLE**

 0300 330 9256  
0300 330 9256 - Textphone

 info@sense.org.uk

 www.sense.org.uk

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. They provide expert advice, information and specialist services to deafblind people, their families and carers, and the professionals working with them. They also support people with sensory impairments who have additional disabilities.

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**SPEECH TEACH**

 www.speechteach.co.uk

A website for parents and professionals supporting children with speech difficulties. It provides free Speech and Language Therapy resources for speech and learning difficulties, for example dyspraxia, apraxia and autism. Other areas of articulation, literacy and late speaking are covered together with links and reviews for other websites specialising in these area. There is also a forum for exchanging ideas and opinions.

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**TOURETTES ACTION (UK) ASSOCIATION**


 0300 777 8427 - Helpdesk

 www.tourettes-action.org.uk

A registered charity dedicated to educating, informing, campaigning, providing support and promoting medical research on behalf of all those affected by Tourette Syndrome.

## WHIZZ-KIDZ

 0845 052 1231

 [info@whizz-kidz.org.uk](mailto:info@whizz-kidz.org.uk)

 [www.whizz-kidz.org.uk](http://www.whizz-kidz.org.uk)

Whizz-Kidz is a charity that aims to give disabled children and young people the independence to enjoy an active childhood - at home, at school and at play.

The charity provides children and young people with wheelchairs and other mobility equipment, training, advice and life skills to give them the independence to be themselves, and to make an immediate and life changing difference to their lives.

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## WINSTON'S WISH

 0845 2030 405 - Helpline


 [info@winstonswish.org.uk](mailto:info@winstonswish.org.uk)

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

A national service providing support to children who have been bereaved and their families. Parents, carers and professionals can use the helpline for information and guidance or to refer children to the service. Advice/support can be provided for children bereaved by suicide or murder. Resources available for families and professionals.

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## YOUNG MINDS - CHILD AND ADOLESCENT MENTAL HEALTH

 0808 802 5544 - Parents' confidential helpline  
(Free for mobiles and landlines)

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

Young Minds is a UK charity committed to improving the emotional wellbeing and mental health of children and young people, through campaigning, research and influencing policy and practice. They also provide a telephone helpline service for parents and carers, on-line resources, training and development, outreach work and publications.

Young Minds can provide support on a range of different issues; including depression, anxieties and phobias, self injury, and drug and alcohol abuse.



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