

# FIND IT OUT

## BRISTOL DIRECTORY OF SERVICES FOR CHILDREN WITH ADDITIONAL NEEDS

This directory has been compiled and edited by The Care Forum on behalf of Bristol City Council, Bristol North and Bristol South and West Primary Care Trusts, Connexions West of England and The Children's Fund. Information is correct at the time of going to press, but changes occur rapidly. If you come across inaccurate information contact:

**The Care Forum**

**Tel: 0117 965 4444**

**You can find an up-to-date version of Find it out on Bristol City Council's website [www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

### **You have a right to accessible information**

If English is not your first language you are entitled to have information translated into your preferred language or to have community language interpreters available when you meet professionals, see page 181.

If you are a disabled parent and need information in a particular format such as Braille or audiotape, service providers must do this for you by law. If you are Deaf, you are entitled to ask for British Sign Language interpreters.



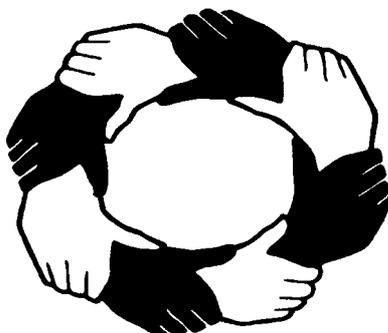
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## Acknowledgements

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Find it out was edited by Elley Reinhart from The Care Forum



The Care Forum

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## Foreword

Disabled children are a significant proportion of children in need in Bristol and their well-being is important to us. Good communication and understanding is a key to good care services. Therefore, I am pleased to present Find it out: Bristol Directory of Services for Children with Additional Needs, which provides a good view of all that is available and where to go to get answers to your questions.

Preparation of the directory has been a valuable exercise in communication, bringing together representatives of education, health, social services, voluntary organisations and parents on resolving priorities and accessibility. I am confident that the learning from preparation of the directory bodes well for the development of services for all of Bristol's disabled children and their families.

Claire Cook

Chair of Bristol Children and Young People's Strategic Partnership  
Bristol City Council Executive Member for Education and Children's Planning

For additional copies of Find it out contact:

**Referral and Information Assistant Tel: 0117 903 8250**

**If you have received more than one copy of Find it out please take it into your child's school or pass it on to someone who would find it useful.**

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## Chapter 1 Introduction

Find it out is your directory of services for children with additional needs. Children are described as having additional needs when they are disabled or have a physical, sensory, communication, behavioural or mental impairment or a long-term medical condition. Help and support come from six main areas:

- Health services
- Local Education Authority
- Social Services and Health
- Voluntary organisations
- Other parents or carers
- Self organised user led groups and organisations which focus on inclusion, equality and advocacy. Examples are parent led groups and forums; and children and young people with additional needs' support groups such as the West of England Centre for Inclusive Living, Bristol and South Glos People First, and the West of England Coalition of Disabled People, WECODP, see page 180.

This book will help you find your way through the services available from your child's early years, through school years to adolescence and beyond. We cannot possibly include everything, but we have tried to give you enough information to enable you to find out where to go for more help and advice for your own child.

Many parents speak highly of the professionals such as teachers, doctors, nurses and others who are involved with their child, but some find communicating with them difficult. The glossary section at the end of this book gives the meaning of some of the different words you might come across. Whoever you meet, the following tips could be helpful:

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### **You know more about your child than anyone else does**

You probably see more of your child's abilities, strengths, symptoms and behaviour than anyone does. You know what she or he is like at home, at night, and with other children.

*"If there is any advice I can pass on it is 'Go with your feelings; you know your child best'. If you are not happy with what is being offered, seek advice."* Parent.

### **Your child knows a lot too**

It is also important to make sure that as your child grows up she or he can be empowered to give opinions and views about his or her own situation and learn the skills of self advocacy. This may be difficult for some children with complex impairments, but all children should be supported by the range of professionals they meet to learn to make choices and express preferences.

*"That is one of the things that really annoys me, I hate being spoken to through my parents. If they want to speak to me, speak to me, not anybody else but me. I won't accept anybody talking to me through anybody else but me".*

Disabled teenager.

### **Say what your child is really like**

It could help doctors or other professionals to find out what the issue is, how a situation is progressing, or how a treatment is working.

- Try to keep a diary or notebook and write down things as you notice them. You can use it to record every meeting or telephone call about your child: what was said, by whom and when. Make a list of questions you want to ask
- Take your diary or notebook to your appointments
- You can also take a friend or relative with you for support. They can help look after your child, make sure you have asked all the questions you wanted to, write things down, or comfort you if you are feeling emotional

- Ask for information to be confirmed in writing, if possible
- If you don't understand what is being said, don't be afraid to say something like "I'm sorry, I don't understand what you mean. Can you go through it again?"
- Keep on asking for things to be repeated or explained until you are sure you understand.

*"Our consultant used two words a lot in those early days: 'independent mobility' and 'mainstream education'. We didn't understand the concepts or how important they would become back then". Parent.*

### **Why don't they tell us?**

If you think you are not being given accurate information, a diagnosis or specific assessments of your child, or your questions are not being answered, this could be because:

- They simply do not know
- They have an idea, but cannot be certain and do not want to label a child as having more difficulties than might actually be the case
- They think someone else has told you
- They think they have told you, but they have not explained it properly
- They haven't understood your question.

*"You need to take into account the different approaches of different personalities you come across with your child, rather than accepting an opinion or a prognosis at face value. You need to hear what they say with realistic optimism". Parent.*

### **Make sure you ask the question you want the answer to**

If you are unhappy about your child's support, diagnosis or any aspect of the support you are getting, raise your concerns with the professionals you meet, and discuss with them the possibility of seeking a second opinion, (see page 86).

*"We need to understand, we need the opportunity to ask*

*questions, and often to go over the same ground again and again to make sure we see how all our help can fit together”.*  
Parent.

## **Complaints**

It is always best to try and sort out problems with the people most directly involved, as complaints often turn out to be caused by misunderstandings which can be sorted out fairly easily. However, if you really do feel you have cause to make a complaint, there are proper procedures in place to allow this. Social Services and Health, the Local Education Authority and some of the larger voluntary agencies provide leaflets explaining their complaints procedure so just ask for a copy of the one you need. For complaints, compliments and legislation see Chapter 9.

*“For me personally, before I had Mark I was a very quiet person but because of all the fighting you have to do for these children you need to be their voice and sometimes you have to be assertive and sometimes shout loudly!”* Parent.

## **Planning and Coordination of Services**

### **The Register**

The Children Act 1989 requires each council to keep a register of children and young people under 18 who are disabled and living in its area. It is held on computer by Social Services and Health, and access to the information is restricted. Parents can request a copy of the information held about their child. The information is used by social services, education and health services to plan appropriate services.

Registration is open to children with additional needs who have in their opinion or the opinion of their parents or carers a significant and permanent impairment. It is voluntary on the

part of the child's parents or carers. Provision of services is not affected by a child being registered. For further information contact:

**Disabled Children Service**

**Tel: 0117 903 8250**

Address details page 196.

The register has absolutely nothing to do with the Child Protection Register or any other register held by Social Services and Health.

## Questions and Answers

Listed below are just a few of the questions you may ask. The answers or where to go for the information needed can be found in this book.

### **I am concerned about my child. What should I do?**

Speak to your family doctor; contact your child's consultant for further explanation; talk to their educational setting; talk to a disabled peoples' organisation; contact a local or national organisation for the specific condition.

*"In speaking to people we found support, and only then realised that we had always needed it. Not in any cathartic way, just to know that we weren't alone".* Parent.

### **How can I find out more about my child's impairments?**

See Chapter 11. If your child has a rare condition, ring Contact a Family Tel: 0808 808 3555 or contact Supportive Parents, see page 193.

*"We feel that because of the combination of our cultural background and our children's disabilities, the children need a far greater level of help and attention from specialist professionals".* Parent.

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### **How can I meet other parents or carers in a similar position?**

You could join a parents' or carers' group. See Chapter 10 or ring Contact a Family Tel: 0808 808 3555 to find a family like yours.

*"It was the most wonderful feeling to be able to describe his feeding and sleeping difficulties, echolalia and hypersensitive hearing and have other parents tell me they were having the same problems! I was also given so much advice regarding methods and therapies to try, that other parents had found helpful".* Parent.

### **I want to help my pre-school child to learn and meet other children. What is available?**

See pre-school page 104, Portage page 99, day nurseries page 100, nursery classes page 103. Contact Children's Information Service Tel: 0845 129 7217, see page 184.

*"They learnt to see that the disability wasn't him, but that he was an individual who had a personality, and who had the same likes and dislikes as other children of his own age".* Parent.

### **I want to return to work as planned. How can I find a childminder or nursery who will understand my child's special needs and be able to cope?**

Contact Children's Information Service Tel: 0845 129 7217 details page 184 for a comprehensive list of childminders in your area, and for childminders able to care for your child's specific needs, or look in the DIS database, see page 191.

*"When you have a child, you're so proud of all their achievements, like when they start walking. When it's a disabled child the smallest things are wonderful, you want to shout and tell the world, 'He's done it, he's done it!'".* Parent.

### **I have had to give up my job to look after my child. Can I get benefits? Is my child entitled to any benefits?**

There is a wide range of benefits available for children with additional needs. Chapter 7 has information on benefits available to parents, carers and children. Chapter 3 may help too.

*“It was almost a relief after she was diagnosed, as we no longer had to tear our hair out wondering why she was so naughty. Suddenly we had some answers and with answers came help that we desperately needed although we did not see it at the time”.* Parent.

### **Can I get help with incontinence nappies for my child?**

Yes, from the age of three upwards. Your health visitor will be able to advise you, see page 72.

*“This is a steep learning curve for us; we have no idea how to plan the future with a disabled child....It is not the future we had planned for our daughter, nor for our older son, but we do find ourselves counting our blessings”.* Parent.

### **Is there anywhere I can borrow specialist toys for my child?**

Yes, there are specialist toy libraries in Bristol, see page 28.

*“What is hard to explain to those people who are so fearful of engaging with disability is the fun that we had in spite of the anxiety that I learnt to live with, day in, day out”.* Parent.

### **I hear so many different words and see so many groups of letters. What do they all mean?**

If you do not understand what a word means, ask for it to be explained. Ask what initials stand for. For example, OT is short for occupational therapist, ENT stands for ear nose and throat, LEA stands for local educational authority. There is a list of words and initials with their explanations at the end of this book in the glossary, see page 217.

**What should I do if I think my child is not achieving as she or he should at school?**

If your child has difficulties in learning for whatever reason, then talk to your child's teacher about your concerns and ask what can be done to support your child. Remember to note the date and teacher's name. The teacher should discuss your concerns with you and a programme should be worked out. See Chapter 5.

*"His screaming tempers seemed almost continuous and he would fly into a rage at the slightest thing. I may have given him a different teaspoon than the one he wanted, or put his shoes on in the wrong order: his only way of telling me was to scream....and scream".* Parent.

**My child will be having a period of time out of school because of: his or her condition; she or he is being excluded; she or he has to spend some time in hospital. What support is available regarding his or her education?**

See Education Otherwise than at School (EOTAS) page 122; Hospital Education Service page 115.

**Are there accessible after-school clubs and holiday playschemes for my child?**

See Play and Learning, page 22.

*"After school and in the holidays, you just stay at home at night... too difficult to do it and nowhere to go... and finding a friend is difficult".* Disabled young person.

**My child with additional needs takes up so much of my time that I worry about my other children and the effect on them. How can I make sure they don't feel left out?**

See Brothers and Sisters page 43 for sources of advice and information.

*“When my bro’ was sick in intensive care, as brothers and sisters we were told about the condition my brother had...so we knew what was happening to him”.* Sibling.

**My child is growing fast. I find it hard to take him into an ordinary public toilet. Can I use accessible toilets? Where do I get keys?**

RADAR keys are available from many tourist information offices. A key costs a few pounds and should fit all accessible public toilets in the country but check this when you buy one.

*“Even those involved in the caring profession cannot fully appreciate the day-to-day problems and difficulties we face. Even a hospital appointment can be an ordeal in itself”.* Parent.

**I’m finding it hard to cope with my child. Is there anyone who can give me a break for a little while every week?**

See Getting a Break, page 29.

*“It was time to get on with our lives, and do our best to keep her as happy and healthy as was within our power. To do this we needed to be happy and healthy which is why the support and help you receive is so important”.* Parent.

**Parents sometimes go through all sorts of emotions: sorrow, anger, tiredness and grief. Is there any sort of counselling available?**

Many voluntary organisations for specific conditions can often give support; some parents find talking to another parent who has gone through the same experience helps. Your family doctor may be able to recommend a counselling service.

*“Many were the days that I sat at the bottom of the stairs in tears, tired, upset and isolated. I love my son with all my heart and we have many good days, but the bad days are black”.* Parent.

**I need specialist equipment for my child (such as a supportive chair or bath seat), where do I go for help?**

Your occupational therapist can help, see page 36. There is also a display of some types of equipment available at the Disabled Living Centre, see page 187.

*“The change over must be gradual. He can only take little steps at a time, as he retains the familiarity as he moves onto something new. He can’t cope with a sudden change”.*  
Parent.

**Models of Disability**

Fundamental to an awareness of disability are the two models of disability: the social model and medical model. Many services are still based on the medical model. This looks at the disability as being caused by medical symptoms. It is the impairments that prevent the child or adult from fully participating in society, and the disabled person should adapt to fit into an able-bodied world. If this is not possible, then their needs should be met outside of mainstream society, for example in a special school. It focuses on the disability and locates the “problem” within the child or adult.

The social model of disability accepts the effects of an individual's impairment. However, it suggests that society itself disables people by creating barriers that prevent disabled people from fully participating in society. These barriers range from inaccessible buildings to people’s attitudes. This model gives society the responsibility for problems faced by disabled child or adult rather than just blaming the individual.

As an example, this is how the two models would affect a child’s education. In the medical model, a disabled child

would have to fit into mainstream school without adequate resources, adaptations or changes in attitudes. In the social model, the school would adapt the environment, provide training, and bring in adequate support to enable the child to play a full part in the life of the school.

The World Health Organisation's definition says that disability is “any restriction or lack (resulting from an impairment) of ability to perform an activity in the manner or within the range considered normal for a human being”.

Medical labels are often misleading, as no two people are alike. Medical labels tend to reinforce stereotypes of disabled people as patients who are ill, powerless and wholly dependent on the medical profession.

*“We are real people with the same feelings as everyone else”.* Disabled young person.

## **Bristol City Council’s Equalities Statement**

Bristol City Council has a specific Equalities and Anti-Harassment Policy which contains a disability equality statement. You can use this with service providers to ensure that the services you receive are adequate and that your child’s rights are upheld. Contact:

**Equalities and Social Inclusion Team Tel: 0117 922 2352**

Room U16, The Council House **Fax: 0117 922 2392**

College Green **Text phone: 0117 922 2661**

Bristol BS1 5TR **Videophone: 0117 922 2399**

**Email: [equalities\\_team@bristol-city.gov.uk](mailto:equalities_team@bristol-city.gov.uk)**

**[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

*“Nobody should be discriminated against for who they are.”*

Disabled young person.

## **Chapter 2 Social Services, Practical Help and Community Support**

### **Services for Carers in Bristol**

*“All parents or guardians especially those with young children, provide substantial and regular care. A parent carer of a disabled child or young person is likely to provide substantial and regular care beyond that which would usually be expected for a similar age child.”* (Based on Carers UK definition and Practice Guidance to Carers (Recognition and Services) Act 1995).

The most recent Carers' Act (Carers and Disabled Children Act 2000) strengthens carers' rights to an assessment of their needs. It gives local authorities the power to provide services to carers to support them in their caring role. Local authorities also have powers to introduce direct payments for carers' services and vouchers for short break services. This means that you could get services for your child, or under the Act, you may be able to receive carers' services. Carers' services include anything which helps you cope as a carer but doesn't actually affect the person you care for, such as access to some kind of relaxation or other support for you. You can ask the Disabled Children Service, address details on page 196, through your child's social worker (if you have one) for a carers' assessment as part of the overall assessment of your child. The assessment will look at the impact that caring has on you and the support you may need to help you continue caring.

Of course all parents care for their children, but in this context care means giving the extra care and support a disabled child

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needs. Your right to an assessment as a carer applies if you provide a substantial amount of care on a regular basis. Deciding what substantial and regular means for each individual carer means considering: the sort of things you do to look after your child; the support you get from family, friends and neighbours; your other commitments such as work and family; and your health and any other stress factors.

If you continue to care, you have a right to a further assessment when the person you care for is either being reassessed or having their care plan reviewed following a change in their circumstances or your circumstances as a carer.

### **Bristol Young Carers**

**Tel: 0117 965 2200**

Bristol Young Carers is part of the Princess Royal Trust Carers' Centre (address details page 191). It can: support you to find and get the help you need; provide information, advice and support; help if you need a break from caring, a couple of hours a week, overnight or for a longer period; and arrange fun activities you can take part in with other young carers.

Young carers are children or young people under 18 years old who take on caring responsibilities for a family member, usually a parent or sibling who has an impairment, long-term illness, a mental health or substance misuse problem. Because of these responsibilities their lives are in some way restricted, and this affects their education, social, health or emotional welfare.

The Young Carers' Project can support siblings if they actually provide this additional support for a disabled sibling or take over substantial responsibilities for other siblings. The project works in partnership with other agencies to develop new opportunities and support for young carers.

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**Princess Royal Trust Carers' Centre Tel: 0117 965 2200**

Help line open 10am to 1pm Monday to Saturday. Offers parent carers information, advocacy and support either through the help-line, or at home through a carer support officer. Parents are also invited to feedback through regular meetings with social services on how well the needs of their child are being met locally. It also offers support groups, outings, free therapies, and free carers' newsletters quarterly.

Carers' support officers can make home visits. They can offer advice information and emotional support to all carers. They can advise on benefits, community care assessments and provide advocacy support, and liaise with and refer carers to relevant local and national services. Interpreters can be accessed for carers who do not speak English.

**Bristol Carers' Voice: Getting your views heard**

*"We have to change things, for ourselves and other carers"*

Brings together carers with senior officers from Bristol City Council and the health trusts. There is a forum for adult services and one for children's services. To get involved, to find out what is going on, or to let carer representatives know about issues which concern you.

**Childtime****Tel: 0117 929 1533**

Address details page 92. Offers confidential child and family counselling and provides help for children and families experiencing emotional difficulties due to bereavement, separation, divorce, abuse or deprivation, or when all is not well for your child emotionally.

**Black Carers' Group****Tel: 0117 914 4491/2**

Address details page 183. Provides training, support, information and advice for adults and young carers from Black

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and minority ethnic communities. It also provides a sitting service for people from African and African Caribbean communities. Help line Monday to Friday 9.30am to 4.30pm.

### **Children's Society Young Carers**

**[www.childrenssociety.org.uk/youngcarers/info/index.htm](http://www.childrenssociety.org.uk/youngcarers/info/index.htm)**

**Early Support Family Pack** is for families with a child under three who are being supported on a regular basis because their child needs additional help. It is likely to be most useful to families where a range of agencies (like health, education and social services) are involved and support needs to be well coordinated. You can order packs online at **[www.espp.org.uk/pilot2/families/](http://www.espp.org.uk/pilot2/families/)** or from:

**DfES Publications**

PO Box 5050

Sherwood Park

Annesley

Nottingham NG15 0DJ

**Email: [dfes@prolog.uk.com](mailto:dfes@prolog.uk.com)**

**Tel: 0845 602 2260**

**Fax: 0845 603 3360**

**Text phone: 0845 605 5560**

When ordering, please quote the reference number ESPP 1.

## **Social Services and Your Child**

Bristol City Council Social Services and Health department is responsible for the protection and care of a child in need. A disabled child is legally a child in need. Social services do not provide a universal service; services are only available to a child who meets certain criteria. There are five district social services offices, see page 196, and one team which specialises in work with disabled children. If you need help, a referral and information assistant will listen to what you have to say and arrange for an assessment by a social worker or occupational therapist (OT) if necessary.

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After an assessment the social worker's report saying what help is needed goes to the resources allocation panel. The panel allocates services according to set criteria based on the risk of family breakdown and isolation of the child. Direct payments, see page 133, will always be considered. If you need help with daily living tasks an OT may do an assessment at home or at school to see how best to help you.

If necessary, support such as help in the home; after-school, weekend and holiday activity groups; and short breaks away from home in the daytime or overnight with foster carers or in a specialist children's home can be offered.

If a child needs care away from home for longer than a few days, a place may be arranged with foster carers, in a children's home, or in a residential school if education is also a concern. When the amount of stays a child has away from home add up to more than 120 days a year, the child is considered to be looked after by Bristol City Council, and special procedures apply to protect the child's interests.

### **Disabled Children Service**

**Tel: 0117 903 8250**

Address details page 196.

Consists of two teams, the Duty and Assessment team and the Resource team. The Duty and Assessment team consists of social workers and occupational therapists providing assessment, intervention and planning to meet the needs of disabled children up to 18 years of age and their carers. The referral and information assistant takes referrals for disabled children and provides advice and information for service users and professionals. Referrals to the Resource team are via a social worker. A duty social worker is available from 8.30am to 5pm Monday to Thursday and from 8.30am to 4.30pm on Fridays. Resource team address details page 196.

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## Play and Learning

### Coordinator Out of School Activities

**Disabled Children Service Duty Desk Tel: 0117 903 8250**

All children have a right to play. Play helps children learn about the world around them, get on with one another, burn off excess energy and much more. The coordinator gives information, support and advice about how children and young people with additional needs can access mainstream play and leisure activities by:

- Providing information about mainstream and specialist play and leisure opportunities in a child's local community
- Providing resources such as one-to-one play workers or personal assistance, equipment or transport to enable children with additional needs to attend particular play or leisure schemes
- Supporting and advising play and leisure schemes about including specific children in their activities and developing their inclusive practice.

### Choosing a Play Activity

There are many different types of play opportunities to choose from. You may need to contact and visit several different activities before you and your child decide which one will be best. You may want to think about some of these issues:

#### **The other children:**

- Do any other children with additional needs attend the play activity?
- Have play workers had training on disability awareness or inclusive play?
- Have play workers talked to all the children about disability issues?

#### **The building:**

- Will your child be able to get in and around the building?
- Is the building safe for your child?

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- Are personal care facilities adequate for your child?
- What can be done to improve access?

### **Communication:**

- Can any of the play workers use the same method of communication as your child?

### **Inclusive play:**

- Does the play activity offer things to do that **all** children can join in with?
- Do they have appropriate toys and equipment that **all** children can use?

### **Children's involvement:**

- Are the children happy and involved in activities?
- Can they plan and choose activities?

### **Staffing:**

- Are there enough staff to enable your child to participate fully in activities and to meet their personal assistance needs?

Ask if a play worker will visit you and your child at home so that they can have as much information about your child's strengths and needs before she or he attends the play activity.

## **Play Activities in Your Area**

### **Children's Information Service**

**Tel: 0117 941 3999**

See page 184.

### **Bristol Association of Neighbourhood Day Care (BAND)**

The Proving House

**Tel: 0117 954 2128**

Sevier Street

St Werburghs BS2 9LB

For information on nurseries, after school clubs and holiday play schemes.

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**Bristol Holiday Play Schemes** **Tel: 0117 907 7371**

The Proving House

Sevier Street

St Werburghs BS2 9LB

For information on holiday play schemes.

**Bristol City Council Children and Young People Services**

Colston House

**Tel: 0117 922 3719**

Colston Street BS1 5AQ

For information on local sports groups and facilities and adventure playgrounds.

**Hop Skip and Jump Centre** **Tel: 0117 967 7282**

Seven Springs South West

Grimsbury Farm

Kingswood BS15 9SE

Provides a safe but challenging environment with day care facilities and supervised play for children and young people with physical emotional and learning difficulties from the South West. It aims to build confidence, social skills and self-esteem through play centred learning. There are indoor and outdoor adventure play facilities, a complementary medicine clinic, quiet rooms, sensory rooms, a sympathetic listening service and self-help support groups for parents and carers.

**RNIB Bristol** **Tel: 0117 953 7750**

Runs a two-week summer holiday play scheme for visually impaired children. Address and other services see page 81.

**Bournstream Trust for the Disabled** **Tel: 01453 843630**

Bournstream Farm

Wotton-under-Edge

Gloucestershire GL12 7PA

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

Provides a safe play area for children with additional needs. It is open from April to October. Keys cost £8.

### **Kingston Seymour Disabled Children's Playground**

Purpose built playground near Clevedon offering a multi-sensory resource for all children with additional needs.

Membership costs £2.50 for unlimited usage. Contact:

3 Chescombe Court

**Tel: 01934 835043**

Yatton BS49 4JZ

## **Toy Libraries**

Play can help children with additional needs to reach their full potential. Good toys can be very expensive, but borrowing toys from a toy library gives a child a chance to experience a wide selection of carefully chosen toys. Some toy libraries are for parents and their children to use, others are for childcare providers to ensure your child will have a good range of equipment and toys, whichever setting she or he attends.

### **Bristol Sensory Support Service      Tel: 0117 903 8442**

Early Years Hearing Support Team

Elmfield House

Greystoke Avenue

Westbury-on-Trym BS10 6AY

Equipment can be borrowed by parents, families and professionals, usually for one month. The range of equipment includes: sign language video material; literature and videos for deafness and hearing impairment; a general range of toys; specialist sound toys and musical instruments.

### **Bwerani**

**Tel: 0117 9159805**

Kuumba Project

20-23 Hepburn Road

St Pauls BS2 8UD

Offers a wide range of high quality multicultural toys and equipment for children under eight, including resources for children with additional needs. Membership is open to groups and families for a small fee plus a charge for borrowing items.

**Inclusion Resource at Hartcliffe Early Years Centre**

Hareclive Road

**Tel: 0117 903 8633**

Bristol BS13 0JW

Supports the inclusion of individual children up to four years old within their local nurseries. It can loan a small range of chairs and aids for physically disabled children within their pre-schools and also other materials which encourage sensory play and play at the earliest stages of development.

**Tyndalls Park Children's Centre      Tel: 0117 923 7998**

31 Tyndalls Park Road

Clifton BS8 1PH

Holds a range of special equipment such as seating and standing frames which can be borrowed free by United Bristol Healthcare Trust (UBHT) patients for assessment purposes on a monthly basis. Access via UBHT physiotherapists.

**Sense**

**Tel: 0117 967 0008**

(National Deaf Blind and Rubella Association), see page 193. The equipment is owned by Sense/Sense Avon/Look West, and can be borrowed by members of these groups for two months. Equipment provides sensory stimulation, mainly for pre-school age children but there is no upper age limit.

## **Getting a Break**

Every parent needs and deserves a break to recharge their batteries. If you feel that caring for your child is affecting your health, see your GP or talk to health or social services staff

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involved with your child. Many parents find it useful to join a local support group, see Chapter 10. Being with people who really understand what you are going through because they have similar experiences can be very helpful and reassuring. Family or friends living nearby will often help by childminding for an hour or two to give you a break. Help or support need not be childcare, it could be: ironing; shopping; cooking or general housework; picking up children from school; helping sort out benefits or equipment; or being there to listen.

### **Short Break Care**

This is when somebody else takes over the care for a short time, perhaps a few hours, a day or a week. It can be family based or residential, or getting your child into a holiday play scheme or an afternoon club. It can be having a sitter for your child for a few hours while you go out shopping or spend time with the rest of your family.

The Social Services and Health department offers a family link scheme, see page 31, providing short break care by families who are approved as foster carers to care for a child in their own home. Short breaks can also be provided by childminders, see page 32, or at one of the residential homes for children with additional needs. Children can sometimes stay for a weekend or longer to give them and their families a short break. A stay at a residential home is usually only available to children with a significantly higher level of need. There is only limited residential short break care available and most parents find they can cope with and often prefer other forms of short breaks mentioned above.

**Church House**  
3 Church Road  
Soundwell  
Kingswood

**Tel: 0117 907 7813**

A residential service provided by the NHS with a duty registered nurse, offering short breaks for children aged five to 18 years who have a learning difficulty and an additional health need. Referral is direct by an NHS professional but each referral is considered at the joint resources allocation panel with social services along with all referrals for short break provision of any type. It is in the process of transfer from the NHS to South Gloucestershire Council.

**Bellbrook**

**Tel: 0117 959 1277**

18a Dragonswell Road  
Brentry BS10 7BU

Provides a similar service, and is transferring from the NHS to Bristol City Council. It will be replaced by a new facility at Saltmarsh Drive, Lawrence Weston. For news of this contact:

**Disabled Children Service**

**Tel: 0117 903 8250**

**The Bush Residential Resource Centre**

This is a unit for children with learning difficulties who may have additional impairments aged eight to 18 years, offering day care and/or overnight respite. Referrals to this service are made by a social worker.

**The Family Link Service**

This service provides children with additional needs an opportunity to spend time away from their family by linking them with an approved carer. They may then spend time in the carer's home, maybe including overnight stays; they may be taken out for activities from their own home; or they may join a group with other young people.

Access to this service is limited by the availability of suitable carers. Referrals are made via the social services resource panel. Anyone interested in becoming a Family Link carer can contact recruitment directly.

**Tel: 0117 954 8503/4**

### **Disabled Children Community Care Team**

The team works with disabled children from birth to 18 years old. They offer support in children's own homes or help them to access community facilities and activities. Support is usually short term and time limited; it is designed to help during emergencies or when a family's capacity to care is temporarily exhausted.

### **Bristol Autism Project**

The project is based in social services' Disabled Children Resource team, and funded by Bristol Children's Fund. It was set up to research the needs and try out ways of helping families of children with autism aged between five and 13 years old. The project is developing services which will be available to all children with autistic spectrum disorders (ASD) across Bristol. Access to services is by referral form.

All services aim to prevent social isolation and to help children to join in with mainstream activities. The project offers information and advice; parents and siblings support groups; and it designs support packages for children. Contact:

**Disabled Children Service Duty Desk Tel: 0117 903 8250**

### **Care Watch Bristol**

**Tel: 0117 310 1280**

Trym Lodge

Westbury-on-Trym BS9 3HQ

Specialises in one-to-one care, including supporting families with children who have learning difficulties or mental health problems. They provide generic care including mother's help and respite care within the carer's home.

### **Childminders**

Childminders are self-employed and look after children in their home for a fee. They have to be approved and registered by

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OFSTED. Some have a particular interest in children with additional needs, and these are listed in the DIS database, see page 191, and the Children's Information Service, see page 184. Childminders can offer a flexible, personal service to children and their families. Arrangements are made directly between the two parties. In exceptional circumstances, social services may be able to give some financial help.

For a list of registered childminders in your area contact:

**Children's Information Service**      **Tel: 0117 941 3999**

Address details page 184.

### **Home Childcarers**

Childminders can be registered as home childcarers, who can look after children at home. Details are in the Ofsted/NCMA Home Carers leaflets from the Children's Information Service.

### **Local Pre-schools**

These can take children with additional needs. See page 98.

### **Day Nurseries**

Provide group care for children from babies up to school age. See page 100.

### **Out of School Childcare**

For out of school childcare including before and after school clubs as well as holiday schemes, contact the Children's Information Service, see above. Address details page 184.

### **[www.childcarelink.gov.uk](http://www.childcarelink.gov.uk)**

A government website providing general information. You can search for local organisations and schemes by postcode.

## Family Holidays

Many organisations give information and advice about holidays. Some of the large national organisations for specific conditions have their own holiday accommodation.

### **Holiday Care Service**

**Tel: 0845 124 9971**

7<sup>th</sup> Floor, Sunley House

4 Bedford Park

Croydon

Surrey CR0 2AP

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

Information on all types of holidays for people with special needs, including family holidays, group holidays, activity holidays, and holidays for unaccompanied young people.

### **RADAR**

**Tel: 0207 250 3222**

(Royal Association for Disability and Rehabilitation). Address details page 214, produce holiday guides and fact packs.

### **Contact a Family**

**Tel: 0808 808 3555**

Address details page 205, have a free fact sheet **Holidays**.

### **AFASIC**

**Tel: 0207 490 9410**

Address details page 200

**Help line: 0845 355 5577**

Local groups organise activity week holidays for children and young people with speech and language disorders.

### **Break**

**Tel: 01263 823161**

1 Montague Road

Sheringham

Norfolk NR26 8NL

**[www.break-charity.org](http://www.break-charity.org)**

Has two holiday, respite and short-stay residential care centres in Norfolk. It specialises in holidays for children and

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adults with learning and/or multiple disabilities, individually or in groups, with or without accompanying parents or staff. A wheelchair-friendly chalet is available for self-catering family holidays at Westward Ho! in Devon.

**Calvert Trust Exmoor                      Tel/Minicom: 01598 763221**

Wistlandpound

Kentisbury

North Devon EX31 4SJ

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

Offers outdoor activity holidays to disabled people, their family and friends. Accommodation is in either self-catering apartments or fully catered en-suite bedrooms. The centre is fully accessible and offers activities such as canoeing, sailing, climbing, abseiling, riding, swimming and archery.

**Churchtown (SCOPE)**

**Tel: 01208 872148**

Lanlivery

**Fax: 01208 873377**

Bodmin

Cornwall PL30 5BT

A holiday and activity centre for disabled children and adults. Activities include sailing, canoeing, rock climbing, farm studies, natural history, arts and crafts, and visits to the seaside. It offers accommodation for a wide range of special needs; respite care available throughout the year.

**Family Holiday Association**

**Tel: 0207 436 3304**

2<sup>nd</sup> Floor, 16 Mortimer Street

London W1N 3JL

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

Provides grants for families of children with additional needs to have a holiday. Referrals are through a social worker.

**The Family Fund Trust** Address details page 208.

May be able to help towards holiday costs when there is a severely disabled child under 16 in the family. Grants can be used for family holidays with or without the disabled child.

**Direct Payments** See page 133.

Families could use direct payments to arrange short breaks.

**Tripscope** Address details page 52.

Has details of many commercial travel companies and travel insurance policies that meet the needs of disabled people not covered by standard policies.

## **Daily Living Activities**

### **Occupational Therapy Service, including special equipment and adaptations**

Occupational therapists (OTs) are employed either by health or social services. They each have a different role but work closely together.

OTs employed by the health service work with parents and schools to assess disabled children and provide advice and treatment programmes to increase your child's independence in play and activities. Assessments are carried out at home, at the hospital's children's centre or at school, either by the OT or by parents or teachers under the OT's guidance.

OTs from social services visit your child at home to help improve independence skills. They work with parents or carers to teach them coping strategies and/or provide specialist equipment to enable more independence. Equipment could be anything from special cutlery or cups to supportive seating to help your child to play and do other activities more easily.

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OTs also give advice and help to prevent parents and carers getting back strain if they are constantly lifting their child. This could be information or the provision of specialist equipment, such as bathing equipment or hoists that help children to be safely lifted out of their bed or the bath.

There is also a specialist OT who will assess the suitability of the school environment for a disabled child. Ask your school to do a referral.

### **Housing Advice**

Social services' OTs provide advice about housing issues such as re-housing or adaptations to the home, including accessing the Disabled Facilities grant. They find ways of looking after the longer-term needs of your disabled child and your family within the home. Adaptations include making doorways wide enough for a wheelchair to go through, putting in ramps or redesigning the house to accommodate a downstairs bedroom and bathroom.

There is usually a waiting list for social services' OT services but requests are dealt with by priority. They will tell you how long the waiting time is when you contact them.

### **Who Pays?**

There is no charge for equipment assessed as necessary by the OTs. Small adaptations such as rails are usually organised and funded by social services but if the assessment shows that more complicated adaptations are needed, the OT may recommend a Disabled Facilities grant. This is means-tested so you may have to make a contribution depending on your income and savings. Making an application can be a lengthy process. The Family Fund Trust, see page 208, may make a contribution to the work.

Contact social services' OTs at:

**Bristol City Council Disabled Children Service Duty Desk**

Address details page 196.

**Tel: 0117 903 8250**

There is a duty social worker available from 8.30am to 5pm Monday to Thursday and from 8.30am to 4.30pm on Fridays.

**Other Suppliers**

If you do not want to wait for a social services assessment and are able to buy your own equipment, you can make an appointment and visit the Disabled Living Centre. They specialise in equipment for disabled people and have occupational therapists who advise on its use. Although they do not have a specialist children's section, they can find out about equipment for children and arrange for a trial at the centre, overseen by one of their OTs. Contact:

**Disabled Living Centre**

**Tel: 0117 965 3651**

(West of England) Address details page 187.

**Westgate House**

**Tel: 0117 959 5361**

Community Child Health/Community Therapists (Physio/OT)

Address details page 63. Hold equipment (seating and standing frames and therapy toys) for therapy and short-term loan, for therapy at home. They do not loan equipment for nursery and school use.

**Special Clothing and Shoes**

Parents often find they can adapt high street clothes, but you can get clothing specially adapted to help children with dressing. Contact:

**Suit Yourself**

Disabled Living Centre

**Tel: 0117 965 3651**

**Fax: 0117 965 3652**

Address details page 187. They offer information and advice on clothing and footwear, usually by phone or post, but appointments can be made to visit the centre if necessary. Information includes lists of dressmakers who can make or adapt clothes, mail order clothing, equipment and footwear services. You can also ask an occupational therapist for advice at the Disabled Living Centre or contact national organisations specialising in your child's impairment.

Having the latest look can often help a child's self-esteem. For advice on clothes for your child contact:

**Awear (UK) Ltd**

**Tel: 0115 953 0439**

Nottingham International Clothing Centre

Knightsbridge Way

Annesley Road

Hucknall

Nottingham NG15 8AY

Awear aims to ensure that disabled people get full and direct access to fashionable clothing of their choice.

If you need to have clothes specially made for your child's needs by a dressmaker the Family Fund Trust, see page 208, may be able to help with the cost, or a sewing machine so you can do it yourself.

### **Shoes**

Correctly fitting footwear is important for growth and development. Many disabled children can use shoes from a good shoe shop such as Clarks, sometimes with adaptations such as insoles or wedges. If you think your child may need these or specially made footwear (such as Pedro boots), talk to your GP, paediatrician or physiotherapist, who can refer you to a specialist podiatrist or orthotist. If keeping up with the cost of your child's shoes is difficult, The Family Fund Trust, page 208, may be able to help.

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Specially made footwear is usually obtained by the referral route described above, but you can buy it privately from:

**RSL Steeper Ltd**

**Tel: 0113 2070435**

(Orthotic Division)

Unit 7, Hunslet Trading Estate

Severn Road

Leeds LS10 1BL

They offer free consultations by a qualified team.

## **Computers and Other Information Technology**

Most schools in Bristol are well equipped with computers in accordance with the requirements of the National Curriculum. Information and Communication Technology (ICT) is a subject in its own right as well as being integrated with most other subjects.

Computers can be a great help to children with additional needs, such as a child with specific learning difficulties like dyslexia who has difficulty writing. For some children with complex impairments where handwriting or keyboard use is not possible, specially adapted computers can open up a whole new world.

Usually the technology requirements of children with additional needs can be met within the usual classroom setting. As part of its Access Plan the school should purchase a wide range of hardware and software as a matter of course to enable all children to access the curriculum. If a child is on School Action or School Action Plus, see page 106, the school should try to meet their ICT requirements.

In Bristol if a child with physical impairments needs an ICT assessment it could be carried out by the inclusion support worker based at Claremont School. Contact:

**Outreach Coordinator**

Claremont School

Henleaze Park

Westbury on Trym BS9 4LR

**[www.claremontspecial.ik.org](http://www.claremontspecial.ik.org)**

**Tel: 0117 924 7527**

**Extension: 1**

In practice most children will already have contact with the Learning Support Service of Bristol LEA who will pass on the referral. Contact:

**Education Support and Development Service ICT team**

**ICT Adviser**

**Tel: 0117 903 1274**

Bristol Education Centre

Sheridan Road

Horfield BS7 0PU

This service also assesses children with learning difficulties for appropriate hardware and software.

**ACE Centre**

**Tel: 01865 759800**

92 Windmill Rd

Headington

Oxford OX3 7DR.

Carries out ICT assessments for pupils with additional needs and is especially helpful with those who need voice output devices and/or adapted hardware.

There are a number of charities that may be able to help towards the provision of a computer if it will help your child's development. If there is a national voluntary organisation for your child's condition, it is worth contacting them to see if they can help. There are other useful organisations and companies who offer products for children and adults with special needs,

including software, keyboard and mouse alternatives, and access software for children with physical impairments.

**AbilityNet****Freephone: 0800 269 545**

PO Box 94

Warwick

Warwickshire CV34 5WS

**[www.abilitynet.co.uk](http://www.abilitynet.co.uk)**

Free information and advice on computing and disability.

**Computers for Life****Tel: 0117 939 2543**

The Vassall Centre

**Fax: 0117 939 2542**

Gill Avenue

Fishponds BS16 2QQ

Supplies computers to children with cerebral palsy. Open Monday to Friday 10am to 5pm and 24 hour answer phone.

**Keytools Ltd****Tel: 023 8058 4314**

PO Box 700

**Fax: 023 8055 6902**

Southampton

Hants SO17 1LQ

**[www.keytools.co.uk](http://www.keytools.co.uk)**

Produces a catalogue of products for special needs users such as special keyboards, mouse alternatives, adaptive software and other accessories.

**Inclusive Technology Ltd****Tel: 01457 819790**

Gateshead Business Park

Delph New Road

Oldham

Lancashire OL3 5BX

**[www.inclusive.co.uk](http://www.inclusive.co.uk)**

Has a wide range of software and hardware adaptations for people with physical and/or learning difficulties.

**Dreamwriter Solutions Ltd****Tel: 01902 423111**

15 Imex House  
 Imex Business Park  
 Upper Villiers Street  
 Wolverhampton WV2 4 NA  
**www.dreamwriter.co.uk**

Provides low cost computers to schools and to parents of children with special educational needs

**R.E.M. Ltd****Tel: 01458 254700**

Great Western House  
 Langport  
 Somerset TA10 9YU  
**www.r-e.m.co.uk**

Hold a comprehensive range of software and hardware for people with additional needs, whatever their age.

**Nottingham Rehabilitation Supplies Tel: 0845 606 0911****Fax: 01530 419150**

Findel House  
 Excelsior Road  
 Ashby Park  
 Ashby de la Zouch  
 Leicestershire LE65 1NG  
**www.nrs-uk.co.uk**

Provides equipment to improve access, including Information and Communication Technology.

**Brothers and Sisters (siblings)**

Growing up with someone with additional needs can be very rewarding and very difficult at the same time. When someone in the family needs a lot of help and support, it can have a negative impact on other family members. The single biggest issue for child siblings is not getting enough attention from

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their parents. Social workers, teachers and doctors are becoming more aware of the needs of siblings and the importance of having support such as someone to talk to outside the immediate family. These organisations can help:

**Contact a Family**

**Tel: 0808 808 3555**

Address details page 205. Their free fact sheet **Siblings and Special Needs** gives helpful advice for parents.

**NCH: Action for Children**

**Tel: 0207 047000**

85 Highbury Park

London N5 1UD

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

Produces a variety of publications including **All in the Family: Siblings and Disability** which focuses on the needs of brothers and sisters of children with additional needs.

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

Aims to make growing up with a brother or sister with additional needs a bit easier.

**[www.sibspace.org](http://www.sibspace.org)**

Tuberous Sclerosis Association siblings' website.

**[www.siblinks.org](http://www.siblinks.org)**

For young people with a brother or sister who has or has had cancer.

**[www.chmc.org/department/sibsupp](http://www.chmc.org/department/sibsupp)**

A global website with information for siblings and about sibling support groups. It allows brothers and sisters to share information and discuss issues of common interest with their peers from around the world, and includes contacts in the UK.

Siblings can also join a penfriend club and write to another child who has a brother or sister with additional needs. See

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page 167. Bristol Young Carers project also offers support, see page 21. There is a Young Carers website at [www.youngcarers.net](http://www.youngcarers.net)

## **Bullying**

“Bullying can mean many different things such as being called names; being teased; being pushed or pulled about; being hit or attacked; having your bag or possessions taken and thrown around; having rumours spread about you; being ignored and left out; being forced to hand over money or possessions; being attacked because of your religion or colour.” (Definition from Childline 2003)

Children with additional needs, or their brothers and sisters may be bullied. If you think your child is being bullied (or indeed is doing the bullying), start by talking to the class teacher and then the head teacher. Ask to see the school’s policy on bullying. All schools are required to have such a policy, setting out procedures for dealing with bullying and the support offered to victims, with specific mention of bullying children with additional needs. You could also ask for children and staff to receive disability equality training. This can be provided by the inclusion coordinator at:

**Department of Education and Lifelong Learning**

**Tel: 0117 903 7722**

If you are still not happy, you should complain to the school governors.

Bristol Education Authority has issued policy guidelines on combating racial harassment and bullying. Contact

**Race Equality Officer**

**Tel: 0117 377 3238**

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In cases of racial harassment you can also contact:

**SARI**

**Tel: 0117 952 5652**

P.O. Box 642

Bristol BS99 1UT

**Bullying Online** has linked up with the Anti-bullying Campaign in London so that parents and children in despair can either pick up the telephone or use their computer to contact someone who understands what they are going through. Training is given to schools as well as resource material for teachers to use in class.

**Anti-bullying Campaign**

**Tel: 0207 378 1446**

Address details page 200. Open Monday to Friday 9.30am to 5pm offering help, advice and coping strategies for parents and children on all aspects of bullying.

For other organisations which give help and advice contact:

**Parentline**

**Tel: 0808 800 2222**

53-79 Highgate Rd

London NW5 1TL

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

**Kidscape Campaign for Children's Safety**

2 Grosvenor Gardens

**Help line: 08451 205 204**

London SW1 ODH

**Tel: 0207 730 3300**

**Email: [contact@kidscape.org.uk](mailto:contact@kidscape.org.uk)**

**Fax: 0207 730 7081**

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

**Kidscape Adviser Bullying help line for parents Bristol**

**Answer machine: 0117 932 9332**

Help line councillors are all parents whose own children have been bullied and they offer parents and carers practical and constructive advice for dealing with bullying.

**Help line numbers inside front cover**

**Childline**

Freepost 1111  
London N1 0BR

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

Publishes **Bullying: What can Parents Do?**

**Freephone: 0800 1111**

**Advisory Centre for Education ACE Tel: 0808 800 57 93**

Produces a fact sheet **Bullying: Advice for Parents.**

## **Protecting Children from Harm**

All children have the right to be protected from the risk of child abuse. Children with additional needs may find it difficult to tell someone that this is happening to them so it is important that you are aware of the possible risks to children and are vigilant about possible signs of abuse. Children can be physically, emotionally or sexually abused and they might also suffer from neglect. All schools should have child protection policies available for you to see, and a designated teacher with responsibility in this area. If you are worried that this may have happened to your child or any other child that you are aware of you can contact the 24 hour help line operated by the

**NSPCC**

**Tel: 0808 800 5000**

**Social Services Children's Assessment Team**

Child protection queries

**Tel: 0117 903 6500**

**Disabled Children Service**

Address details page 196.

**Tel: 0117 903 8250**

**Email: [sskpduty@bristol-city.gov.uk](mailto:sskpduty@bristol-city.gov.uk)**

**Help line numbers inside front cover**

The Area Child Protection Committee has also produced specific guidance on child protection and children with additional needs. This is available from:

**Bristol City Council**

**Tel: 0117 903 7788**

P.O.Box 30

Bristol BS99 7NB

## **Police Enquiries**

If your child is involved in a police enquiry in any way, tell the police as soon as possible if your child has

- Learning difficulties
- A sensory impairment
- Communication difficulties
- Needs medication or treatment.

This will help the police to ensure that your child gets the right support and understanding.

If your child is to be interviewed by police, it is a legal requirement that they should have someone with them at an interview. This would be a parent, guardian, social worker, advocate or other responsible adult. If your child is suspected of an offence it is wise to have a solicitor present as well. Abuse against a child is a criminal offence and will be investigated by the Police Child Protection Team.

**Child Protection Team**

**Tel: 0117 945 4320**

For advocates and support agencies see page 178.

## **Securing Your Child's Future**

An issue that concerns all parents is who will look after their children if they themselves were to die. This is particularly

**Help line numbers inside front cover**

worrying if you have a child with a disability who may need care throughout his or her life. It is important to discuss this with family and friends and to make a will. You can use a will to appoint guardians and make arrangements for the care of children under 18 years of age. If your child is likely to need care throughout adult life, you could consider setting up a trust fund to provide for them.

### **Where can I find a solicitor who has the right expertise and experience?**

The best starting point is to ask around amongst family and friends. You may find other parents at your child's pre-school, school or local support group who have already gone through this process and can recommend someone. Your Citizens Advice Bureau or local voluntary organisations may be able to advise you on solicitors who have the specialist knowledge you need. Get as much information and advice as you can and do not be afraid to ask what the solicitor will charge. If you have little or no income you may be able to get Legal Aid.

### **Making a Will**

When you have chosen your solicitor, it will be helpful to have ready a list of: your assets (property and money), who is in your family, their ages and marital status; anyone else you want to benefit from the will.

Tell the solicitor about your child's special needs, what you want the will to provide for him or her, and any worries you have. Do not be afraid to ask questions.

### **Trust Funds**

When you make a trust you give money (or other assets) in trust to people (trustees) who look after it and spend it to benefit your child, the beneficiary. Trustees can be family members or friends; they can also include a solicitor or

accountant. Whether you need a trust will depend on your child's needs and your financial circumstances, but it is worth considering for children with learning difficulties or those who will need care as adults. It is really important to get specialist advice from a solicitor with experience in trust work.

If the child you care for has a specific condition for which there is a national organisation, it may be useful to contact them to see if they have produced any information on wills and trusts. Some examples are given below. Please send a stamped addressed envelope to receive the information.

### **How to Make or Change your Will in Seven Easy Stages**

**Asthma UK**

**Tel: 0207 226 2260**

Address details page 201

**Advice line: 08457 010203**

Monday to Friday 9am to 5pm

### **Wills and Trusts. Protecting Your Family's Future**

**Tuberous Sclerosis Association**

**Tel: 01527 871898**

Address details page 216.

### **Leaving Money by Will to People with Learning Disabilities**

**Mencap Community Support Team Tel: 01823 340030**

Address details page 189. Mencap can give names of solicitors with experience to help in making a provision in a will for a dependent with a learning difficulty.

### **Setting up a Will for People with Disabilities**

**Guidelines for a Trust where there is a Member of the Family with a Disability**

**Disability Law Service**

**Tel: 0207 791 9800**

Address details page 206. Send an SAE (9 x 6 ins) for free copies.

**MIND****Tel: 03457 660 163**

The mental health charity will send details of local solicitors who specialise in wills and trusts. Address details page 211.

**The Children's Legal Centre****Tel: 01206 873820**

Address details page 204. This independent charity is concerned with law and policy on children and young people. It offers free advice and information by phone or letter. Advice line open 2pm to 5pm Monday to Friday.

**The Law Society****Tel: 0870 606 2555**

133 Chancery Lane  
London WC2A 1PL

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

Keeps a register of solicitors with interests in or experience of specific subjects. Call their public enquiry line for names of local solicitors who specialise in wills and trusts. You can also find information on solicitors at **[www.solicitors-online.com](http://www.solicitors-online.com)**.

## Chapter 3 Transport and Getting Around

### For transport to schools see Chapter 5

For many disabled people, and especially for the parents of children with additional needs, everything can revolve around the provision of transport. Tripscope is a national travel and transport information service for disabled people. It can help with advice on any journey, whether local, long distance or international as well as related matters such as accessible toilets and wheelchair hire. The information service is free of charge, although Tripscope is not a travel or booking agency.

#### **Tripscope**

**Tel: 08457 58 56 41**

The Vassall Centre

Gill Avenue

Fishponds BS16 2QQ

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

An important part of travelling about in comfort is easy access to adapted toilets. **RADAR** keys are available from many tourist information offices or from RADAR's website, **<http://there.is/cgi-bin/radar/e-shop.cgi>**. Keys cost £3.50 and should fit all disabled public toilets in the country but it would be advisable to check this when you buy one.

## **Motoring**

### **Motability**

There are several ways of selecting and funding a vehicle for use by a child with additional needs, but the most usual is the Motability scheme. This is a government-sponsored scheme which provides vehicles for disabled people, using the benefit

**Help line numbers inside front cover**

system to provide the finance. The most usual benefit used is the Higher Mobility Component (HMC) of the Disability Living Allowance (DLA).

The scheme is in three parts. The first and most popular way of getting a car through Motability is through the Motability Lease Scheme. This is a three-year leasing arrangement. Depending on the make and model of the vehicle, an advance payment (occasionally a nil amount) secures the lease. Monthly payments for the lease are funded by all or a proportion of the HMC. Packaged in with the lease scheme are additional benefits such as free servicing, breakdown cover and free insurance. This is all arranged through an approved dealer, usually a main dealer of one of the major motoring manufacturers. There is a mileage allowance, and at the end of the lease period there is the option to buy the vehicle outright.

The other two methods of obtaining a vehicle through Motability are the new and used car schemes. These are in effect hire purchase schemes where Motability Finance Ltd, the private company which deals with all finance for Motability, arranges preferential finance rates. In some cases special purchase prices are arranged with motor manufacturers. These schemes have been upgraded, with more attractive interest rates and other improvements.

**Motability**

**Help line: 0845 456 4566**

Address details page 211.

There is a charity arm of Motability that may be able to help with some of the costs involved in some cases of hardship.

### **Adaptations**

Sometimes the off the shelf vehicle will not be suitable for what is required, and will have to be adapted. Adaptations for

**Help line numbers inside front cover**

a family with a disabled member could be ramps for getting a wheelchair aboard, clamping for the wheelchair in the vehicle, or special seating and safety belt arrangements.

The dealership that you get the vehicle from will be able to advise on adaptations and adaptation companies, but it is advisable to contact one of the assessment centres whose details can be obtained from:

**Disabled Living Centre  
(West of England)**

**Tel: 0117 965 3651**

**Fax: 0117 965 3652**

See page 187.

**Driving Assessments: 0117 965 9353**

The number and complexity of the devices on the market is so great that independent advice is very important. Bear in mind that the conversion of a vehicle can take some time, so plans need to be made early. This applies especially at the end of a Motability lease, when a new car with adaptations is needed. The gap between leases can be considerable and very inconvenient. The length of Motability leases for radically adapted vehicles can now be extended. This, together with the right to buy at the end of a lease, makes it cost effective to lease a vehicle that has been heavily adapted.

### **Blue Badge**

**Tel: 0117 922 2997**

The best known of all special provisions for disabled motorists is the 'Blue Badge' parking permit. This is a parking permit recognised and accepted throughout the European Union.

Local authorities issue badges, and eligibility is usually based on the inability to walk a certain distance, or the receipt of certain benefits. As children under the age of two years are not normally expected to be able to walk independently they do not qualify for a badge.

## **Learning to Drive**

The Family Fund Trust, see page 208, is a very good source of help with the cost of driving lessons if you need to learn to drive. Tripscope can help with information about lessons in adapted cars and advise on driving tests at age 16 for young people on the higher rate of mobility allowance.

## **Hiring a Car**

If you do not get the mobility part of DLA but need a car at times for your child's benefit, the Family Fund Trust, see page 208, can sometimes help with short periods of hire. Tripscope has details of companies which hire out adapted cars.

## **Public Transport**

### **Disability Discrimination Act 1995 and Public Transport.**

The Disability Discrimination Act 1995 governs the provision of a range of services to disabled people. Over time the design of public transport vehicles will change. Already there are buses with low floors some of which can accommodate wheelchairs; trains with wheelchair accessible toilets; and fully wheelchair accessible taxis.

Bristol City Council is working in partnership with the bus companies to provide easy access to bus services throughout the city. As a result, bus routes are being equipped with low floor buses and raised kerbs for easy bus access. Park and Ride services have these facilities.

Bristol City Council operates a concessionary bus pass scheme that allows reduced fare travel for certain groups of people. Some conditions apply. Passes are accepted by all local bus service operators, Bristol Dial-a-Ride and the new

Portway Park and Ride service. People needing help to travel on public transport are entitled to a type of pass which allows a companion to travel with them at the half fare rate. Contact:

**Concessionary Fares enquiry line Tel: 0117 922 3089**

8.30am to 5.00pm Monday to Thursday, and 8.30am to 4.30pm Friday. Or write to:

**Concessionary Bus Passes Tel: 0117 922 4454**

Bristol City Council

Department of Environment Transport and Leisure

PO Box 37 Brunel House

St Georges Road BS99 7GX

The council also provides a scheme for registered blind people offering free travel. Contact:

**Social Services Directorate Tel: 0117 928 4886**

## **Trains**

Wheelchair users who travel in their chairs, and use the wheelchair space on the train, or registered blind or partially sighted people who have to travel with a companion qualify for an automatic 34% reduction on their fare and that of their companion. This reduction only applies to the standard fare.

Depending on how much notice you can give and the days or times on which travel takes place, it may be cheaper to buy one of the many special price tickets that are available, such as 'apex' or 'saver', which the train companies offer.

Railcards are available for disabled people (as well as cards for students and families), which give a 34% discount on the majority of the special fares. The saving can more than cover the cost of buying the railcard if you are planning a very long, expensive journey, or you anticipate making several trips in a year. A disabled person's railcard costs £14 (at May 2004) and is valid for one year. A companion accompanying you also receives the discount. You can obtain more details and a

railcard application form from the booklet 'Rail and the Disabled Traveller' available from railway stations.

Children from five to under 16 years old may also be eligible for a disabled persons railcard, but will themselves pay the normal children's fare. An adult companion travelling with them will be entitled to the appropriate discounted fare.

## **Train Operating Companies**

**First Great Western** **Tel: 0845 741 3775**  
 1 Milford Street **Customer Services: 01793 499458**  
 Swindon  
 Wiltshire SN1 1DW  
[www.great-western-trains.co.uk](http://www.great-western-trains.co.uk)

**Arriva Trains Wales** **Tel: 08457 48 49 50**  
 Brunel House **Disabled Assistance Tel: 0845 300 3005**  
 2 Fitzalan Road  
 Cardiff CF2 1SU  
[www.arrivatrainswales.co.uk](http://www.arrivatrainswales.co.uk)

## **Voluntary and Community Transport**

The voluntary sector provides a lot of transport for disabled people, and there are three ways in which this is done.

### **Community Transport**

Community Transport Schemes (CTs) are set up to provide transport for groups in their areas. This could be the local scout group or pensioners lunch club. They are only for groups, which must be non-commercial.

For a parent to use this service the family would need to register as a group and one member of the family obtain the relevant assessment certificate. However if a group of parents formed themselves into a self-help group it could be an appropriate way of providing transport.

### **Dial a Ride**

This is a transport scheme for disabled individuals offering accessible transport to individual disabled people wherever they want to go. Usually run on a membership basis, they are designed to suit the needs of the local area. Contact:

#### **Bristol Dial-a-Ride**

The Vassall Centre

Gill Avenue

Fishponds BS16 2QQ

**Email: [admin@bristoldialaride.org.uk](mailto:admin@bristoldialaride.org.uk)**

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

**Tel: 0117 939 5525**

**Fax: 0117 939 0007**

### **Car Schemes**

These are voluntary sector schemes, run by volunteers using their own vehicles. They are often associated with a CT scheme or Dial a Ride, but vehicles are seldom wheelchair accessible and most would not be able to transport a disabled child without a supporting carer travelling with them.

### **Shopmobilities**

These are facilities set up by both the commercial and voluntary sectors in shopping centres, to supply low cost (sometimes free) mobility aids such as wheelchairs and pavement scooters for use in the immediate area. Mobility aids are also provided at other venues such as Bristol Zoo.

#### **Bristol Broadmead Shopmobility**

26 Castle Gallery

The Galleries

Broadmead BS1 3XE

**Tel: 0117 922 6342**

**Fax: 0117 922 6342**

Some of the schemes will loan equipment for longer periods, and some have equipment for children. For details of local schemes, contact Tripscope, see page 52.

### **Easyrider**

**Tel: 0117 977 8759**

This helps people who cannot use public transport. An escort is there to help and there is also a wheelchair lift. Easyrider can pick you up away from advertised bus routes. This has to be arranged before 5pm on the day before you need picking up and you will have to tell them if you are a wheelchair user.

### **Bristol Community Transport**

**Tel: 0117 902 0158**

This scheme provides regular transport for several day care centres using accessible minibus transport. They also offer driver training to Bristol's community groups focusing on high safety standards in driving and the carriage of passengers.  
**[www.bristolcommunitytransport.org.uk](http://www.bristolcommunitytransport.org.uk)**

## **Wheelchairs and Buggies**

Your GP or consultant, OT or physiotherapist can request the issue of a wheelchair or buggy for your child through the National Health Service, and will seek advice on the type of chair required. A large buggy (McClaren Major) is not usually issued until a child is over three years old.

If your child needs a special wheelchair or buggy not available through the NHS, contact the Disabled Living Centre, see page 187, or contact:

### **Whizz-Kidz**

**Tel: 0207 233 6600**

1 Warwick Row

Victoria

London SW1E 5ER

**[www.whizz-kidz.org.uk](http://www.whizz-kidz.org.uk)**

A charity supplying wheelchairs, specially built trikes, buggies, go-karts, etc. Qualified OTs or physiotherapists assess the child's needs before you buy.

**Disablement Services Centre****Tel: 0117 959 5474**

Southmead Hospital West  
Bristol BS10 5NV

Can offer advice about whether wheelchairs are compatible with education transport vehicles

## Financial Help with Transport

### Exemption from Road Tax

You can apply for exemption from vehicle excise duty (road tax) if your child receives the higher mobility component of the Disability Living Allowance. The vehicle must be registered in the name of the nominee named on the relevant certificate of entitlement, DLA 404, issued by the Disability and Carers' Service, and the exemption can only be claimed if the vehicle is used only for the purposes of the disabled person concerned. There is no restriction on who may drive the vehicle on behalf of the disabled person as long as they are insured to do so. Contact:

**Disability and Carer Benefits Directorate**

Disability and Carers' Service

**Tel: 0845 7123456**

Warbreck House

**Minicom: 0345 224433**

Warbreck Hill

Blackpool FY2 0YE.

### Help with Hospital Travel Costs

If you are on income support, income based job seekers allowance or maximum working tax credit (WTC), or have £70 or less deducted from your WTC you are entitled to travel costs to and from hospital for NHS treatment while

accompanying your child. If you are not getting these benefits but are still on a low income you may still be able to get help. Leaflet H11 **Are You Entitled to Help with Health Costs?** gives details and advice. It is available from hospitals, GP surgeries, post offices, libraries, social services offices and benefits offices, or you can talk to your local Jobcentre Plus, Citizens Advice Bureau, a hospital social worker or the Disabled Children Service Resource Team, see page 196.

If you are visiting your child in hospital and are receiving income support or income based job seekers allowance you may be able to get help with your fares from the Social Fund. Apply directly to the Jobcentre Plus and ask for a Social Fund grant. This is quite separate from the system for getting help with travelling costs for treatment.

### **Clifton Suspension Bridge**

People on the higher rate of the mobility component of disability living allowance can buy a £5 annual ticket from:

**Bridge Master**

**Tel: 0117 973 2122**

Clifton Suspension Bridge  
Leigh Woods BS8 3PA

### **Severn Bridges**

**Tel: 01454 632 457**

Blue badge holders are exempt from paying the toll at either of the Severn bridges as long as they can produce a valid blue badge at the time of the crossing.

## **Contacts**

**Driver and Vehicle Licensing Agency (DVLA)**

**Drivers Medical Group**

**Tel: 0870 600 0301**

Customer Enquiries Unit

**Minicom: 01792 782756**

**Help line numbers inside front cover**

**Disabled people's parking bays**

**Tel: 0117 922 3872**

**The Parking Shop**

**Tel: 0117 922 3091**

Bristol City Council

Wilder House

Wilder Street BS2 8PH

**Licensed taxi companies using wheelchair accessible taxis**

This list changes frequently. Contact Tripscope for up to date information.

## Chapter 4 Health Services

### Hospitals in the Bristol area

<b>Bristol Eye Hospital</b>	<b>Tel: 0117 923 0060</b>
<b>Bristol Dental Hospital</b>	<b>Tel: 0117 923 0050</b>
<b>Bristol General Hospital</b>	<b>Tel: 0117 926 5001</b>
<b>Bristol Royal Hospital for Children</b>	<b>Tel: 0117 927 6998</b>
<b>Bristol Royal Infirmary</b>	<b>Tel: 0117 923 0000</b>
<b>Frenchay Hospital</b>	<b>Tel: 0117 970 1212</b>
<b>Southmead Hospital</b>	<b>Tel: 0117 950 5050</b>

**NHS Direct** **Tel: 08 4546 47**

Provides a 24-hour telephone advice line 365 days a year.  
See page 189 for full details.

**Bristol North and Bristol South and West Primary Care  
Trusts (PCTs)** **Tel: 0117 9766600**

King Square House  
26-27 King Square BS2 8EE

The PCTs are responsible for meeting the health needs of everyone registered with GPs in the Bristol area and for their health care provided for them. They work with colleagues in hospitals and special services to make sure local needs are met, and to develop a greater range of services close to where people live.

### Child Disability Services for Bristol

**North Bristol Trust** **Tel: 0117 959 5355**  
Directorate of Woman and Children's Health  
Westgate House

**Help line numbers inside front cover**

Southmead Hospital  
Westbury-on-Trym BS10 5NB

**United Bristol Healthcare Trust (UBHT)**

Tyndalls Park Children's Centre      **Tel: 0117 923 7998**  
31 Tyndalls Park Road  
Clifton BS8 1PH

**The Child Disability Service** offers specialist assessment and therapy programmes for children with developmental and learning difficulties.

The service is usually accessed through the community paediatrician. Children are referred to the community paediatrician by hospital specialists, GPs, health visitors and school health nurses through the Single Point of Entry system. There is a single referral form for all community paediatric services. All referrals are centralised, recorded and sent to the requested professional body. If the referrer is not sure which service is needed, it will be discussed at the children's locality team and allocated appropriately. All referrals have to have been discussed with the parent or carer and permission given before a referral can be accepted.

**Assessing your child's needs and abilities**

If there is concern about some aspects of your child's development a more detailed assessment may be suggested. Assessments may be carried out by and advice sought from a range of professionals such as paediatricians, physiotherapists, occupational therapists, speech and language therapists, clinical psychologists, learning difficulties specialists, educational psychologists or social workers. When several different people are involved with assessing a child, this is often referred to as a "multi-disciplinary assessment". This can be done either in the community (home or nursery)

**Help line numbers inside front cover**

or the assessment nursery at the Children's Centre. Your own knowledge and concerns about your child are of course a very important part of the assessment, see "you know more about your child than anyone" page 10. How long this assessment takes depends on your child's needs.

### **Who works in the service?**

The following professionals work in the service: community paediatricians; clinical psychologists; occupational therapists; physiotherapists; speech and language therapists; ophthalmologists; orthoptists; optometrists; community learning difficulties nurses; school health nurses (special schools); nursery nurses; health visitors; and psychiatrists.

The aims of the service are to work in partnership with parents, to coordinate an individual plan of care for your child and to work closely with education, social services and other health service providers.

### **What happens after assessment?**

The service aims to develop an individual plan with you to meet the needs of you and your child.

### **Waiting Times**

Waiting times vary, and it is best if you discuss this with individual services at the time of referral.

### **How will the services for your child be reviewed?**

Regular review meetings will be held with you, your child and everyone providing services to your family. This gives you a chance to discuss your child's development and any ongoing concerns, and plan together which services your child needs.

### **Where are the services provided?**

Your child may be seen at Tyndall's Park Children's Centre (for the inner city, south and west Bristol); Bristol Royal

Hospital for Children; Westgate House, Southmead Hospital (for north-west and east Bristol); or at home, in a nursery, at school or at a local clinic. If you have transport difficulties phone at least 48 hours before your appointment, as hospital transport may be available. If you are on Income Support, you can reclaim travel costs if you bring your order book with you.

Southmead, Frenchay and Bristol Royal Hospital for Children are teaching hospitals and trainee doctors and therapists are invited to some clinics. If you do not wish them to be present during your appointment, please tell the team before you go.

### **Community Paediatricians**

#### **Westgate House**

**Tel: 0117 959 5355**

Address details page 63.

#### **United Bristol Healthcare Trust**

**Tel: 0117 976 6600**

King Square House

26-27 King Square BS2 8EE

**Community paediatricians** are doctors who have additional training and expertise in child health, development, educational and behaviour issues as well as child disability. They give medical advice and treatment. They work as part of the multi-disciplinary health team in the children's centres at Frenchay Hospital, Tyndalls Park, and at Westgate House, Southmead. They also see children at clinics in the Bristol Royal Hospital for Children, Frenchay Hospital, Southmead Hospital and at a range of health centres and clinics throughout Bristol. Clinics are also held in special schools.

Every school in Bristol has a named school doctor from the community paediatric team. GPs, school health nurses, health visitors, and other members of the Child Disability team can refer children to the community paediatrician through the single point of entry.

**Help line numbers inside front cover**

## **Occupational Therapists (OTs)**

### **Frenchay Children's Centre**

**(North Bristol)**

**Tel: 0117 918 6788**

**The Grange (UBHT)**

**Tel: 0117 974 1465**

**Southmead (North Bristol)**

**Tel: 0117 959 5361**

OTs are employed by the health service and work as part of a multi-disciplinary team in partnership with parents and schools to assess children with disabilities and coordination difficulties. Where appropriate they provide assessment, advice, home, nursery or school programmes, and equipment for home or school. When appropriate they offer blocks of therapy intervention. Treatment programmes help to develop your child's skills so that they learn through play and work towards independence in daily living activities. The individual programme developed for your child can be used (as recommended by the therapist) by you, other carers and teachers. It is monitored by the OT or OT technician where applicable. Sessions can be completed at home, or at the children's centre, nursery, school, clinic or hospital. Referrals are made through paediatricians, physiotherapists or speech and language therapists. There are also OTs in the UBHT and North Bristol Child and Adolescent Mental Health Service teams. See also social services OTs, page 36.

## **Speech and Language Therapists**

### **Administration base for North Bristol Trust**

**Southmead Hospital**

**Tel: 0117 959 5680**

### **Administration base for UBHT**

**Bristol Royal Hospital for Children Tel: 0117 342 8298**

Speech and language therapists offer assessment, diagnosis and intervention for children with all types of communication difficulties and eating, drinking and swallowing problems. They are based at most health centres and at the children's centre at Frenchay Hospital, Tyndalls Park and Southmead

**Help line numbers inside front cover**

Hospital. They also work in mainstream and special schools, nurseries and clients' homes. Referral is through the single point of entry from your health visitor, GP, school nurse or paediatrician.

### **Paediatric Communication Aids Service (PCAS)**

Claremont School

**Tel: 0117 9247527**

Address details page 41.

**Fax: 0117 9426942**

**pcasclaremont@hotmail.com**

**www.pcas.claremont.bristol.sch.uk**

Offers assessment for children with physical difficulties, learning difficulties, neurological problems or those with severe communication difficulties. Assessment is by educational staff with IT expertise, physiotherapists, OTs, speech and language therapists and rehabilitation engineers working in partnership with parents and carers to help your child's independence. There is a resource library of voice output communication aids and a resource service running training programmes. Referrals are open but are usually from the speech and language therapist with the carers' consent. Your child's paediatrician and speech and language therapist must be informed of the referral. For further details contact the speech and language therapist at the above address.

### **Community Paediatric Physiotherapy Service**

Provides assessment, treatment and advice for children from birth to 16 years or school leaving age. Physiotherapists can see children at schools, nurseries, children's centres and in the child or young person's home. Paediatricians, GPs, and other health professionals can make referrals to the service.

**United Bristol Healthcare Trust**

**Tel: 0117 928 5706**

Bristol Royal Hospital for Children

**North Bristol Trust**

**Tel: 0117 9425689**

Claremont School Physiotherapy Dept

Address details page 41.

**Westgate House****Tel: 0117 959 5361**

Southmead Hospital, address details page 63.

**Health Visitors** are qualified nurses with an additional specialist qualification. They work with your GP, midwife, practice nurse, district nurse and school health nurse. This is known as the Primary Health Care Team (PHCT). Other members of the health visitor team can include nursery nurses and community staff nurses. They visit all age groups, but in particular children and families, and older people. Health visitors work with individuals, families, groups and communities. They offer information, advice and support on:

- Family health need
- Health in pregnancy and preparation for parenthood
- Parenting support, including behaviour management
- Promoting a healthy lifestyle, including advice on nutrition; child development; injury prevention; smoking cessation
- Immunisation
- Postnatal depression
- Support following loss, significant change or bereavement
- How to access other services
- Needs of families in vulnerable situations.

You can be seen at home or in your local clinic or GP surgery. Health visitors work in partnership with you and other agencies. If you think the service can help, contact them at your health centre or GP surgery.

**School Health Nurses**

Each school has a named school health nurse who you can contact at your local health centre, via school or any health professional. They are public health practitioners who work within the multi-professional Children's Locality team. They play an active role in supporting vulnerable children and

**Help line numbers inside front cover**

young people, helping them to develop their physical, social, educational and emotional well being.

School health nurses respond to health needs by acting as a focal point for children, parents and other agencies and developing health care plans for individuals and for whole school communities. The role includes:

- Drop-in clinics in secondary schools offering confidential advice to young people
- Support and advice to promote positive mental health in young people
- Support and advice to education staff on a range of child health issues
- Health promotion in schools and other community settings
- Liaison with the multi-agency team
- Parenting groups
- Working with parents and young people to promote positive parenting
- Support and advice to children and families with medical needs
- Enuresis (bedwetting) clinics, see page 72.

Referrals come through the health service single point of entry, education, families or self-referrals from children and young people.

### **Inclusion Nursery Nurses**

These posts exist in areas across the south-west and Inner city. Some of them are funded by education such as the posts in Hartcliffe Early Years, others are jointly funded and are based in:

- St Pauls Day Nursery and Tyndall's Park Children's Centre
- Knowle West Early Years and Tyndall's Park Children's Centre
- Redcliffe Early Years and Tyndall's Park Children's Centre

**Help line numbers inside front cover**

These nursery nurses support families who have pre-school children with additional needs. They assess children within the community nursery and Tyndall's Park assessment nursery, assisting in planning and entry of children into their inclusive early years settings.

### **Asthma Service**

Every GP practice has specialist asthma services with qualified asthma nurses offering clinics, support and advice.

### **Children's Diabetic Nurse**

**North Bristol Trust**

**Tel: 0117 959 4945**

**United Bristol Healthcare Trust**

**Tel: 0117 342 8572**

**The Paediatric Diabetes Team** is based at Bristol Royal Hospital for Children, led by a consultant endocrinologist and includes a diabetic nurse, dietician and podiatrist. The children's diabetes nursing service provides:

- Education and support for newly diagnosed children and families
- On-going education and support for all children and young people with diabetes
- Telephone advice line for families and professionals
- Adjustment of insulin doses on an individual basis
- Training and advice for the multi-disciplinary team.

Referral can be made through paediatricians, school health nurses and other health professionals.

## **Continence, Toilet Training, Bedwetting**

Wherever possible the aim is for your child to be toilet trained. Sometimes instruction and advice about exercises or ways of training can help a child or young person gain better

**Help line numbers inside front cover**

continence control. Talk to your health visitor or GP to find out what you can do or for referral to nurse led enuresis (bedwetting) clinics contact your child's school health nurse, paediatrician or GP.

### **Enuresis (Bedwetting) Clinics**

**North Bristol: Cadbury Heath Health Centre**

**Tel: 0117 980 5731**

**UBHT: Central Health Clinic Tel: 0117 929 1010 ext 6800**

**Bristol Royal Hospital for Children Tel: 0117 927 6998**

### **Continence Advisory Service**

**North Bristol:**

**Tel: 0117 9677191**

**South Bristol:**

**Tel: 0117 9532064**

Works with clients to cure or improve bladder or bowel problems. In many cases these are curable, but if not, effective management gives people with this problem maximum quality and dignity in their lives. The service sees people over the age of 16 years and referrals can come from any source. There is a telephone support service for children.

### **Enuresis and Resources for Improving Childhood Continence (ERIC)**

**Tel: 0117 960 3060**

Address details page 187. A national registered charity that provides advice and information to children, teenagers, parents and professionals on bedwetting, daytime wetting, constipation and soiling. ERIC produces a range of products and literature including useful guides for parents. For a free information pack send an A5 stamped addressed envelope.

### **Help if your child is not toilet trained**

Parents of babies with additional needs are expected to provide nappies as they would for any child. When a child over the age of three has a long term need, the right continence products to help your child's development can be

**Help line numbers inside front cover**

provided. A health visitor can assess your child's needs and arrange for the most suitable nappies or incontinence aids to be supplied. As your child gets older you may want help with managing things comfortably for them, as well as practically and hygienically for you and your family. Talk to your health visitor or school nurse about ways to make it easier.

### **Children's Epilepsy Nurse**

Based at the Barbara Russell Unit, Frenchay Hospital, this nurse specialising in the care of children with epilepsy works with consultants at North Bristol Trust and UBHT. Most referrals come from paediatric neurologists. The role includes helping to coordinate the children's epilepsy surgery programme, and providing support for children with epilepsy and their families such as:

- Home visits in Bristol and telephone support and advice within the south west region
- Health education to carers and professionals
- Advice and support to school nurses and teaching staff, and participation in school reviews
- Involvement in nurse-led and consultant-led epilepsy clinics
- Liaison with professionals in primary and secondary care
- Multi-agency liaison.

### **Community Children's Nurses**

Specialist children's nurses who care for the child and family in their own home. The area covered is the North Bristol NHS Trust catchment area, and referrals are from children's wards at Southmead and Frenchay hospitals and paediatricians at both sites. There is no specific community children's nurse for the inner, south and west areas of the city. The role includes:

- Preventing admissions to hospital where possible
- Discharging a child from hospital early where possible
- Holistically assessing the needs of the child and their family
- Providing skilled hands-on care

**Help line numbers inside front cover**

- Teaching families how to undertake clinical procedures
- Providing a visiting service which is responsive to the needs of the whole family
- Working collaboratively with other agencies.

## **Community Learning Disability Nursing Service**

### **United Bristol Clinical Psychology and Community Learning Disability Team**

Within UBHT, the community learning difficulty nurses work in a team with clinical psychologists (CAMHS). They are at:

#### **CAMHS Knowle Clinic**

Address details page 75.

#### **CAMHS Old Institute of Child Health**

Tyndalls Avenue

St Michaels Hill BS2 8BJ (This site may soon be relocating.)

### **North Bristol Clinical Psychology and Community Learning Disability Team**

Westgate House, address details page 63.

### **Community Learning Difficulty Nurses**

Work specifically with children with learning difficulties. They work in partnership with clients and their carers to assist in improving the child's health, lifestyle and independence. They are also actively involved in monthly social communication team meetings that discuss children who are potentially on the autistic spectrum. Their aim includes reducing as far as possible the affects of disability; improving or maintaining aspects of health that are essential for living in the community; encouraging involvement in local communities; and increasing personal competence.

An assessment is done to decide the priority and appropriateness of referral, and an initial care plan is drawn up in consultation with the child or carer. A community learning disability nurse can help with: developmental issues, including autism; toilet training; sleep issues; anger management; behaviour management; and epilepsy and other allied health disorders.

Referrals are made through paediatricians, social workers, school health nurses, health visitors and other health professionals via the single point of entry system.

## **Child and Adolescent Mental Health Service**

(CAMHS) also called Child and Family Consultation Service.

### **Bristol East:**

**Downend Clinic**

**Tel: 0117 956 6025**

**Bristol North West:**

**Tel: 0117 959 5800/2**

Child and Family Consultation Service

Monk's Park House

Southmead Hospital

Westbury-on-Trym BS10 5NB

**UBHT(CAMHS)**

**Tel: 0117 972 427**

Knowle Clinic

Broadfield Road

Knowle BS4 2UH

**The Old Institute of Child Health**

**Tel: 0117 929 4530**

Address details page 74.

The service works with children and young people who are experiencing serious emotional or behavioural difficulties and their families to help you to find ways of overcoming these difficulties. It is usually accessed through GPs, health visitors, school health nurses, community paediatricians, and other hospital specialists, via the single point of entry system.

**Help line numbers inside front cover**

Referrals are first considered at an intake meeting and either allocated immediately to a team member or put on a waiting list according to clinical need.

The first appointment can last up to one and a half hours. This allows the team member to build up an idea of what the difficulties are and how they have developed. They will then be able to let you know how they see the difficulties and to discuss how they can work with you to improve the situation.

Sometimes one appointment is enough to help a child or family cope with their difficulties. Usually they offer follow up appointments, which may last between 40 minutes and an hour. Working with you they can plan the help that you need. This might involve offering: regular family meetings; to see your child or others in the family separately; a place in a group with others who have similar difficulties; individual art therapy; psychotherapy; family therapy; medication; or parent support and group work.

Sometimes they find it useful to arrange meetings with other groups of professionals who are involved. They ask for your permission first, and these meetings allow them all to work with you to help your child.

When they arrange further appointments they will try to fit in with any other commitments that you have. But appointments are always on a weekday, usually between 9am and 5pm.

**Waiting times** vary, and it is best if you discuss this with individual services at the time of referral.

### **Privacy**

All the information you give is confidential subject to the requirements of the law and child protection procedures.

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**Your appointment letter**

This comes from the member of the team that you will be seeing. The team includes: consultant child and adolescent and family psychiatrists; community psychiatric nurses; art therapist; family therapist; clinical psychologists; child psychotherapist; and CAMHS therapists.

All of the staff are professionally qualified and trained to work with children, young people and families. Trainee professionals are always attached to the service, and you may be asked if they can sit in for certain sessions or do particular types of work with you. Some clinic sessions are carried out at local community health centres. The single point of entry will send referrals to the appropriate clinic.

**Clinical Psychology Child Disability Service**

Provides support and advice to families where there are concerns about a child or young person's development and/or behaviour. The service seeks to understand the child's emotions and behaviour in relation to the world around them and supports the development of positive life skills and communication. The service gives advice on managing behavioural problems and undertakes developmental assessments. It works with all those involved in the young person's care. Referrals are from health professionals, usually after a paediatric assessment has been done.

**Psychiatry of Learning Disability (Children and Adults)**

Provides psychiatric assessment for children with a learning difficulty including advice about psychiatric medication. (Child psychiatrists within the Child and Adolescent Mental Health Services do not provide psychiatric services for children with learning difficulties.) Most referrals come from community paediatricians and the Child Disability Team.

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**North Bristol services****Tel: 0117 908 8374**

Phoenix House

Brentry Lane

Brentry BS10

**South Bristol services****Tel: 0117 902 0202**

18 Kilmersdon Road

Hartcliffe BS13 9NQ

**Bristol Central services****Tel: 0117 958 5666**

New Friends Hall

Heath House Lane

Stapleton BS16 1EQ

**Support for Children with Autism****Earlybird Program**

This is a parent/carer group that helps parents understand their child's autism and the impact it has on their life. It is a 12 week programme that looks at ways of managing behaviour and uses video feedback from home visits to structure opportunities for communication to occur. Referrals through:

**Tyndall's Park Children's Disability Team****Tel: 0117 923 7998****Southmead Children's Centre, Westgate House****Tel: 0117 959 6321****Frenchay Children's Centre****Tel: 0117 975 3909****Communication and Social Interaction Teams (COSI)****Learning Support Service****Tel: 0117 903 1670**

Orchard House

Hengrove School

Petherton Road

Hengrove BS14 9BF

Provided through the education service this supports children from two and a half to 19 years through developing

communication and behaviour strategies. For pre-school children support is in their home and their early years setting.

## **Support after Physical Trauma**

### **Headway**

**Tel: 0117 975 3771**

Headway House

Frenchay Hospital BS16 1LE

Promotes understanding of all aspects of head injury and provides information, support and services for people with head injuries and their families and carers. Open Tuesday to Friday 10am to 4pm.

### **Outlook**

**Tel: 0117 975 3889**

Ward 22

**Fax: 0117 975 3891**

Frenchay Hospital BS16 1LE

Offers support and help for people of all ages who are coming to terms with a different or unusual appearance or a disfigurement. Provides a counselling service to parents of children from birth to 17 years, puts children in touch with one another, and runs summer groups for children transferring to secondary school. Any health professional can refer.

## **Dental Treatment**

Children with additional needs normally receive treatment from their family dentist. If this is not possible, treatment may be obtained from the Primary Care Trust (PCT) community dental clinic nearest their home. The GP, dentist, health visitor, school health nurse or paediatrician can refer children. Community dentists screen the needs of children at special schools. To find your nearest NHS family dentist contact:

**NHS Direct**

**Tel: 08 45 46 47**

**Help line numbers inside front cover**

## **Children's Audiology Services**

The children's audiology service is based at Bristol Royal Hospital for Children. The team provides children's audiology services for the three local healthcare trusts; United Bristol Healthcare Trust, North Bristol Trust and Weston Area Trust. Babies and children of any age have their hearing assessed in their local clinic and at the Children's hospital when appropriate. The team works very closely with the local education authority sensory support teams to support hearing impaired children and their families throughout their childhood. The team also works very closely with the Ear Nose and Throat services in the local hospitals to look after children who may need ENT surgery. This service is not accessed through the single point of entry; referrals are made by other professionals direct to audiology.

## **Children's Vision Services**

The team is made up of:

- Ophthalmologist; a doctor or surgeon specialising in ophthalmology (the eye and its diseases)
- Orthoptist (paediatric); specialising in the assessment, diagnosis and treatment of squints and the visual development of the child, such as visual acuity and how well the eyes work together
- Optometrist; assessing whether the child needs glasses and checking that the eye itself is healthy.

Referrals are made to the ophthalmic team through paediatricians, GPs, school health nurses and health visitors to one of the child development centres, Tyndall's Park (inner, south and west Bristol); Westgate House (north-west and east Bristol) and Frenchay (north and east Bristol).

**Royal National Institute for the Blind (RNIB) Bristol**

Stillhouse Lane

**Tel: 0117 953 7750**

Bedminster BS3 4EB

**Rehabilitation and Mobility Services**

A half-time rehabilitation worker for children is based at the RNIB. Help available includes advice about orientation and mobility, independent living and communication. Mobility work can include body and spatial awareness, wheelchair mobility, language work, recognition of places, learning routes, using a cane, road and traffic awareness, using public transport and working towards independent travel indoors and outdoors. Input and training can be given at home or at school. Parents and professionals can refer.

**Sport and Leisure opportunities for visually impaired children and young people**

The RNIB in Bedminster runs a summer play scheme offering a variety of art and craft, drama, technology, sport activities and trips for visually impaired five to 15 year olds. Participants may be able to bring a sibling or friend as a guest. Kidz Sportz Club meets on Saturdays for activities such as judo, archery, climbing, canoeing and bowling with specialist tutors.

**Support for Blind and Visually Impaired Students**

The Education and Employment team at the RNIB can help with job seeking, finding training opportunities, considering and choosing courses and assistive technology for work or study for visually impaired young people. There is a resources room with a range of aids and equipment to look at and buy. There is a variety of leaflets and catalogues. You can visit the UK Online centre to investigate and try out computers and software available to visually impaired people.

**Help line numbers inside front cover**



## **Clinical Genetic Counselling**

Clinical genetics looks at the genetic aspects of many different conditions, some of which may be inherited. Some children with additional needs may have conditions that run in the family. The Clinical Genetics Service aims to provide people affected by, or at risk of a genetic condition with accurate information, counselling, support and genetic testing, as necessary. The objectives of the service are:

- To assist with making an accurate diagnosis of a genetic condition within the family and to provide them with full and accurate information
- To give information to people about the risk of the condition occurring in themselves or their children, and any tests that may be available to them
- To provide counselling support, particularly during times of crisis or decision-making
- To refer to other professionals if appropriate.

### **How do I get a service?**

Any professional may refer families or individuals to the service. Anyone worried about a genetic condition may refer themselves, but it is suggested that you involve your GP first.

### **What happens next?**

Once the service has been given your details you will usually be contacted by a genetic counsellor in order to obtain a family history, to discuss the condition (if known) and answer any questions that you may have about the referral. This may be done by phone or at your home or in the clinical genetics department. If appropriate an appointment may be made for you to see the consultant geneticist at your nearest clinic. Usually a written summary letter of the information is given after a home visit or clinic consultation and sent to you, the person who referred you and the GP. When appropriate,

**Help line numbers inside front cover**

follow up appointments are arranged either with the consultant geneticist or the genetic counsellor.

## **Parenting Groups**

Courses are held in various places and are led by school health nurses, clinical psychologists and community learning difficulty nurses. Courses vary in length from six to 12 weeks using well-known and researched resources including Webster-Stratton, Parent Talk and Family Caring Trust. If you would like further information or to join a group contact your child's school health nurse, see page 64.

### **Parentline Plus Bristol**

YMCA

101-107 Wells Road

Totterdown BS4 2BS

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

Offers support to anyone parenting a child.

**Tel: 0117 971 4831**

**Help line: 0808 800 2222**

**Minicom: 0800 783 6783**

## **Personal Relationships and Sexuality**

Young people experience physical and emotional changes as they reach adulthood. They are entitled to be helped to understand and cope with these changes and to make adult relationships. Parents may find their child's developing sexuality challenging and difficult to cope with. It is important to remember that educating young people about their bodies helps protect them from abuse.

Education in personal relationships and sexuality will also take place at school. If you want advice on how to talk about

this with your child, you could speak to your child's school health nurse, teacher, social worker, GP, or another parent.

Young people may want to have a confidential discussion with a professional about personal relationships and sex. They can speak to their school health nurse in school, their GP at the surgery, go to a young person's contraception and sexual health clinic, or see:

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

**Family Planning Association                      Tel: 0845 310 1334**

Offers publications that are easy to understand for people with minimal reading skills. There are also videos especially for young people with learning difficulties and those with physical impairments. There is a wide range of books and videos for parents and carers and professionals aimed at children and young people with learning difficulties. These cover subjects such as body changes, personal hygiene, periods, masturbation, private and public behaviour and keeping safe. They produce a catalogue of all their publications which can be ordered by post. The following organisations can offer advice and information:

**Association for Spina Bifida and Hydrocephalus (ASBAH)**

Address details page 201.

**Tel: 01733 555 988**

Produces publications about sex and personal relationships for teenagers with physical impairments.

**Sexual and Personal Relationships of People with a Disability (SPOD)                      Counselling Line: 0207 607 8851**

286 Camden Road

London N7 0BJ

Offers confidential advice, support and information on sexual and personal relationships for people with any kind of impairment, and produces a series of advisory leaflets.

**Help line numbers inside front cover**

## **Seeing your Records, Second Opinions, Complaints**

See page 175 for details.

## **Treatment Alternatives**

Parents considering any alternative or complementary treatment or therapy are advised to discuss this with the medical team seeing their child before going ahead. There are national organisations that register practitioners and set codes of practice, for example for acupuncture, aromatherapy, reflexology, osteopathy and homeopathy. Some therapies are available through some GP surgeries.

Word-of-mouth recommendation can often be the best way to find a therapist; or call Purple Pages, see page 191, who have a list of alternative practitioners in the area. Some organisations offering treatment alternatives or other independent services are listed in Chapter 10.

The following questions are a good checklist to consider before committing your child to treatment:

### **The Therapy**

- How long has it been used and how does it work?
- What difficulties do people who receive this therapy have?
- How many people with my child's impairment have used this therapy and what were the results?
- What research is available which shows how effective this therapy is for people with my child's impairment?
- How will you decide whether it is appropriate for my child?
- Will you consult his or her GP or other professionals for his or her medical and personal history?
- Is the therapy unsuitable for certain people? Who? Why?

**Help line numbers inside front cover**

- Are there any side effects? If so, what are they?
- How will you tell whether the therapy has been successful with my child? What signs will you look for?
- Will you compare his or her behaviour or condition before and after the therapy? How?
- Will you follow up my child to see if any change has been long-lasting?

### **The Therapist**

- How long have you been using this therapy? How many people have you treated using this therapy?
- How were you trained in this therapy? Who trained you?
- How long did the training last? What qualifications are needed to undergo training?
- Can I see your certificate?
- Does anyone still monitor you to see if you are doing the therapy correctly?
- My child is X years old with problems in these areas: language; behaviour; learning; other (describe).
- Can you give me the contact details of others who have a child similar to mine who has received this therapy?

### **The arrangements for therapy**

- How much will the therapy cost in total?
- Where will the therapy take place?
- Will I have to arrange transport and/or accommodation for my child and myself? How much will this cost?
- When will the therapy take place? Time off school?
- Do I have to pay for the therapy in advance?
- What if I want to give up the therapy before the end of the course of treatment? How much would I have to pay?
- Can I have a written agreement about the terms and conditions of the therapy?

**Clover House Children's Complementary Therapy Centre**

447 Bath Road

**Tel: 01225 344047**

Saltford BS31 3AZ

Aims to relieve sickness and suffering in children with physical, emotional and behavioural problems, using imagery, aromatherapy massage and nutrition.

**Support for Children with Life Threatening Conditions**

If your child has a life threatening or terminal illness, a hospice can provide active, total care for them and can offer special respite care for short periods of time, in a home-like atmosphere. The staff are very supportive, helping the family cope with the emotional and physical stress of caring for a very sick child. Separate accommodation is available for the family so that they can be close to their child.

For details of financial help when caring for a child who is terminally ill, see page 139.

**Association for Children with Life Threatening or Terminal Conditions (ACT)****Tel: 0117 922 1556**

Address details page 183. Provides information on support services available for children with life threatening conditions, regardless of the particular diseases involved. It is involved in consultation and contact between service providers, and campaigns to encourage the development of children's palliative care services.

**Action for Sick Children****Tel: 0207 8436444**

Address details page 200. Supports families of sick children and works to ensure effective planning of health services for children.

**Help line numbers inside front cover**

**Children's Hospice South West      Tel: 0117 973 7291**

151 Whiteladies Road  
Clifton BS8 2RA

Little Bridge House, Barnstaple is the children's hospice for the south west of England. It offers both planned and emergency respite care, as well as palliative care, for children who have a limited life expectancy and their families. It has eight separate bedrooms for sick children and accommodation for family members. It provides a home from home atmosphere, and aims to provide support and friendship up to and beyond a child's death. Referrals may be from any source, provided it is in agreement with the family. All referrals are explored with a doctor who knows the family. A new hospice is planned for the Bristol area.

**Children Living with Inherited Metabolic Diseases**

**(CLIMB)** Address details page 205. **Tel: 0800 652 3181**

Provides family support, information, help line, and crisis and emergency visits at short notice when a child has a metabolic disease which is life threatening. Promotes awareness of rare metabolic diseases; produces leaflets on the Trust's work.

**Cancer and Leukaemia in Childhood Trust (CLIC)**

Address details page 185. **Tel: 0117 311 2600**

Provides care and support for children with cancer and leukaemia, and help for their families. Provides home from home accommodation for parents whilst their child receives hospital treatment in Bristol.

**Jessie May Trust**

**Tel: 0117 9582172**

Address details page 188. Provides a palliative care service for children and young people who are not expected to live beyond the age of 19 years. The Trust's care team members include qualified children's nurses, nursery nurses, a

**Help line numbers inside front cover**

bereavement support worker and a cultural development worker. They visit the family at home to provide short periods of respite, support, advice, and terminal nursing care and bereavement support.

**The Lifetime Service**

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

**Tel: 01225 731624****Fax: 01225 731625**

Provides a community children's nursing and clinical psychology service for children and families where the child has a non-malignant life threatening illness. Health care professionals or family members can make referrals.

**The Rainbow Centre**

27 Lilymead Avenue  
Knowle BS4 2BY

**Tel: 0117 985 3343****Fax: 0117 985 3353**

Provides professional help using counselling, art, play therapy and other complementary therapies to support and help children with a life-threatening illness and their families. It also provides bereavement support for children and their families when a sibling or parent dies. Monday to Friday 10am to 2pm.

## **Death and Bereavement**

The death of a child is one of the hardest things for a family to deal with. Grieving is a natural and important step for the family in coping with the loss of a child, brother, sister or parent. Each person needs to deal with their grief in their own way, and it often helps to be able to talk to someone outside the family who has had a loss themselves and understands. The following organisations offer support:

**Help line numbers inside front cover**

**Compassionate Friends**

53 North Street BS3 1EN

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

A national organisation that offers friendship and support to bereaved parents whose child of any age including adult, has died from any cause. They also offer friendship and support to siblings for the loss of their brother or sister. They publish a quarterly newsletter and a wide range of leaflets. Help lines are open seven days a week from 10am to 4pm and 6.30pm to 10.30pm.

**Tel: 0117 953 9639****Fax: 0117 914 4368****Cruse**

9a St James Barton BS1 3LT

Provides support to anyone who has been bereaved. They also give help to children and families. It does not matter how long ago death occurred, and there is no time limit to the number of sessions you attend. Trained counsellors provide counselling on a one-to-one basis at their offices or at the client's own home. Phone lines are open from 10am to 2pm. Counselling sessions are by appointment only.

**Tel: 0117 926 4045****Child Bereavement Trust**

Aston House

High Street

West Wycombe

Buckinghamshire HP14 3AG

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

Provides training for professionals and a wide range of resources for bereaved families and their children, some of which are helpful for special needs children. It offers information and support through the help line, and general information on loss and grief on the website.

**Tel: 01494 446648****Childhood Bereavement Network****[www.ncb.org.uk/cbn/](http://www.ncb.org.uk/cbn/)****Help line numbers inside front cover**

Has an online directory of bereavement support services for children. It aims to put people in touch with a children's bereavement support service in their area.

**Bridge Foundation****Tel/Fax: 0117 942 4510**

Psychotherapy and the Arts

12 Sydenham Road

Cotham BS6 5SH

**[bridgefoundation@tinonline.co.uk](mailto:bridgefoundation@tinonline.co.uk)****[www.bridgefoundation.org.uk](http://www.bridgefoundation.org.uk)**

A counselling and therapy service working with individuals, couples, families and children. It also provides training and supervision to professionals working with these groups.

**Childtime****Tel/Fax: 0117 9291533**

Child and Family Counselling

30A College Green BS1 5TB

**[info@childtime.org.uk](mailto:info@childtime.org.uk)**

Provides a counselling service for children and young people and their families who are experiencing emotional difficulties. Charges are subsidised and on a sliding scale according to circumstances. Counselling at Childtime allows children to work through hurt and distress by talking about their experiences, expressing their thoughts and feelings and learning to understand themselves and their difficulties. Parents are offered a place to think about how they can support their children and themselves.

## Chapter 5 Education

Making decisions about your child's education can be a worry for all parents and carers, and systems and procedures may seem even more complex if your child has additional needs, often referred to as "special educational needs" (SEN). This chapter aims to explain the different kinds of help available and how it is provided. If there is anything that you do not understand or if you would like more information, talk to your child's school. Supportive Parents provides part of the parent partnership service which Bristol Local Education Authority (LEA) has to provide, and can offer information and support through their parent contact line, see page 193. Also listed are sources of help, advice and support both inside and outside the LEA. You may find some of the jargon and initials confusing when you ask about your child's education. See the glossary, page 217.

### Legislation, Policy and Definitions

#### What is inclusion?

"Inclusion is integration on our own terms. You can do integration to us, but you there can be no inclusion without us playing a full part in the process."

*Alliance for Inclusive Education: a partnership between disabled adults and the parents of disabled children.*

Bristol Local Education Authority (LEA) has an inclusive education policy. This means it is working towards helping mainstream schools to be more welcoming and able to support all children. It is in the process of moving some special schools to mainstream sites.

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The SEN and Disability Act says all children without statements should be educated in mainstream schools, and that children with statements should also have the opportunity to attend mainstream school if the parents or carers want this. If the parent or carer prefers a special school placement this will be considered, but the LEA is not required to comply with the request. Not all children whose parents want them to attend mainstream school will be able to. The LEA is not bound by the parents' choice, but will take it into account when a decision is made, as described above for special schools. For information on Bristol's inclusion and equalities policies and initiatives **Tel: 0117 903 7722**  
**[www.bristol-lea.org.uk/services/eit/eit.html](http://www.bristol-lea.org.uk/services/eit/eit.html)**

### **What is a “special educational need”?**

Special Educational Need (SEN) is a term used in education and has a legal meaning. A child has special educational needs if “she or he has significantly greater difficulty in learning than the majority of the children of the same age or a disability which makes it difficult to use the educational facilities generally provided locally.” This applies to any children who need extra help within school with either:

- All of the work within school
- Reading, writing, number work or understanding information
- Expressing themselves or understanding what others are saying
- Making friends or relating to others
- Behaving properly in school
- Organising themselves
- Some kind of sensory needs (deaf, hearing impaired or visually impaired) or physical needs that may affect them in school.

Not all disabled children have “special educational needs”, they might just need access adaptations, and not all children with SEN are considered to be disabled under the law.

Every school should be working to help all children to overcome any barriers to learning. They should be able to meet most children’s additional needs by providing the help and resources necessary, and by working with parents and carers. However, some children’s difficulties may be long term and the LEA may become involved in helping the school to provide the extra help and specialist support they need.

As the parent or carer of a child with additional needs, your child may be identified as having special educational needs. She or he may not yet be old enough even for pre-school provision, or may already be in school. In either case, you may have been wondering about his or her education and school progress and about what kind of help is available.

A free leaflet **Special Educational Needs – a guide for parents and carers** which gives more detailed definitions of SEN and the processes involved in defining them is available from the Department for Education and Skills:

**DfES** **Tel: 0207 925 6359**  
 Area 2T Sanctuary Buildings **Help line: 0845 603 3360**  
 Great Smith Street  
 London SW1P 3BT  
**dfes@prolog.uk.com** **www.dfes.gov.uk/sen**

**Bristol LEA’s policy on Special Educational Needs**

**Achievement for All** is available from:

**Special Educational Needs Section** **Tel: 0117 903 7735**  
 P.O. Box 57 **Fax: 0117 9037738**  
 Bristol BS99 7EB

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This and all other SEN policies (on dyslexia, autism etc.) can be found on:

**[www.bristol-lea.org.uk/services/sen.html](http://www.bristol-lea.org.uk/services/sen.html)**

The LEA aims to make sure that children with special educational needs:

- Have those needs identified as early as possible
- Receive education appropriate to those needs
- Receive the broad and balanced curriculum they are entitled to, including access to the National Curriculum
- Are educated wherever possible in their local mainstream schools. Special school places are provided for pupils whose needs cannot be met in mainstream schools
- Have decisions made about their education fully involving their parents
- Have their own views about their education, where appropriate, taken into account.

As parents or carers you can expect to be closely involved in all decisions a school or service makes to help your child, and about the sort of help your child receives. You have an important part to play, as your child is likely to make most progress if you, the school and the LEA all work together.

### **SEN and Disability Act 2001 (SENDA)**

This Act brought in new rights for disabled children and young people. All schools and LEAs now have to make “reasonable adjustments” to their policies, procedures and practices to take account of the needs of disabled children, and it is no longer legal to treat disabled children “less favourably” than their peers. The Act covers children with physical and sensory impairments, learning difficulties (including dyslexia) and behaviour issues (if it has a medical diagnosis). If you believe your child has been discriminated against you can take a

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case under SENDA to the SEN and Disability Tribunal (SENDIST), see page 111.

Under the Act, schools and LEAs must plan to increase access to information, curriculum and buildings for disabled children. You can ask to see their written plan with short, medium and long-term targets on how they intend to do this. They should also have an Access/Inclusion group to put the plan into practice. It should have parent/carer and governor representation, and you may want to join it. LEAs should have an Access Strategy setting out how they intend to do their part. Bristol LEA strategy, and information on the accessibility of schools is available from:

**Buildings Projects and Asset Manager Tel: 0117 9037666**  
**[www.bristol-lea.org.uk/services/eit/access\\_strategy.html](http://www.bristol-lea.org.uk/services/eit/access_strategy.html)**

### **Accessibility of Schools**

Bristol City Council is working towards all schools being physically accessible to disabled children and adults. This is a major challenge and will take many years. All accommodation being built will be accessible, and there is an Access Strategy to make existing buildings more accessible.

The LEA plans to have an accessible early years, primary and secondary school in each district of the city by 2004. If a disabled child needs any individual adaptations at school, the school needs to complete an occupational therapy referral form. After an assessment, a decision will be made about the changes needed to make the school meet the child's needs.

### **Transport to School**

In some cases children may be entitled to transport to and from school. This can be for a number of reasons including

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the distance between home and school, or the special educational needs of the child.

Circumstances where transport may be available are set out in the Home to School Transport Policy. See Bristol City Council education website: [www.bristol-lea.org.uk](http://www.bristol-lea.org.uk)  
or contact:

**Education Transport Team** **Tel: 0117 903 7672**  
Inclusion and Pupil Services  
Floor 3  
Council House  
College Green BS99 7EB

## **Early Years Services and Provision for Children and Families with Additional Needs**

### **Bristol Local Education Authority (LEA) Early Years Development and Child Care Service Tel: 0117 903 7993**

Bristol's Early Years service combines education and social services within the education department. An Early Years Coordinator for Inclusion manages the Portage service; the Inclusion service for non-maintained early years settings; the Supported Day Care team and the Parent Partnership Coordinator. The early years coordinator for inclusion also develops joint working with health services and voluntary agencies to provide an integrated service to families.

### **Early Years Development and Child Care Partnership (EYDCP) Tel: 0117 903 7281**

The role of the partnership is to support and advise Bristol City Council's Early Years Development and Child Care Service in meeting Sure Start targets. Sure Start is the government's framework for bringing together early education, child care, health and family support. Targets include:

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- Providing free part time nursery education for all three and four year olds
- Improving the availability, accessibility, affordability and quality of childcare
- Improving children's health
- Strengthening families and communities.

Members of the partnership include representatives from private and voluntary nurseries; voluntary services and organisations; parents; representatives from local health trusts and services and local authority staff.

**Children's Information Service      Tel: 0845 129 7217**

Address details page 184. Every local authority must provide an independent children's information service offering free, impartial information and guidance on a full range of childcare and children's services and resources. The Bristol service provides a telephone help line from 10am to 4pm on Monday and Friday and 8am to 8pm on Tuesday, Wednesday and Thursday as well as a pack of briefing sheets on inclusion; choosing a childminder; choosing a pre-school playgroup; choosing a day nursery; choosing a nursery class or school, and choosing out of school services.

**Portage Service      Tel: 0117 903 8441/38**

Portage is a home visiting service for families with a pre-school child who is disabled and/or has special educational needs. It assesses the needs of young children with learning difficulties and then, with parents, builds on the abilities the child already has to stimulate the development of new skills.

If your child is referred to the service, the senior Portage worker will visit you to explain the service. As soon as there is a vacancy, a Portage worker will visit weekly at home, providing activities to stimulate your child's development.

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## **Supported Day Care Service**

This service provides day care for young children in need as defined by the Children Act 1989. Referrals are usually made by health visitors, but sometimes by social workers and other professionals. Your health visitor or social worker will complete the referral form with you and ask you to sign it. If your child is disabled and/or has special educational needs the application will be considered by a specialist multi-agency panel which meets monthly. It can recommend a range of provision including day nursery; family centres attached to nursery schools and classes; early years centres; placement in private nurseries, and with childminders. It can also recommend referral to other services such as the Portage Service.

If placement with a childminder or in a non-maintained nursery is recommended, it will be arranged by a placement officer. Only childminders who have entered into an agreement with the Supported Day Care scheme are used. There are about 80 childminders working with the scheme at any one time, some of whom have extra expertise in caring for disabled children. A typical placement is up to 12 hours of day care per week for families experiencing a period of stress such as postnatal depression; serious illness of the main carer, or for families with a disabled child who is not yet old enough for a nursery place.

### **Placement Officers**

**South Bristol**

**Tel: 0117 9037016/282**

**Central/ East Bristol**

**Tel: 0117 9037015/427**

**North Bristol**

**Tel: 0117 903 7426**

**Parent Partnership Coordinator**

**Tel: 0117 903 7918**

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Works with parents or carers of pre-school children who are disabled and/or who have special educational needs, to support them while their child's needs are being assessed. The role includes liaison with other services on the families behalf; providing information about services, procedures and entitlements relating to education; accompanying families on visits to schools and other settings; help with paperwork; and offering an opportunity to share any problems and difficulties. This service is only available in term time. Supportive Parents, see page 193, also supports parents of pre-school children.

### **The Inclusion Service for non-maintained early years settings**

This supports access to play and learning for children with additional needs. It is delivered by a team of area special educational needs coordinators (SENCOs). It is available to non-maintained settings registered with the local authority to provide early years education. The service provides staff in nurseries and SENCOs for childminding networks with:

- Workshops and drop in sessions where advice is given on a range of inclusion issues and on inclusion of specific children
- Visits to support staff in preparing individual education plans (IEPs) and making the environment and curriculum accessible
- Regular training opportunities
- Loan of some play equipment including chairs and aids for physically disabled children.

The team consists of support teachers for early years inclusion; area SENCOs, often recruited from LEA nursery schools, who support their local networks of non-maintained settings; area SENCO nursery officers offering practical support; and an educational psychologist who provides training and advises on children with more complex needs.



to train. Bristol has 15 neighbourhood nurseries, open between 8am and 6pm Monday to Friday for at least 48 weeks a year, which charge a standard fee. Parents receiving Working Tax Credit can claim up to 70% of their fees; students can claim too. Contact:

**Bristol Children's Information Service**

Address details page 184.

**Tel: 0845 1297217**

**Children's Centres**

The government aims to have a Children's Centre in each of the 20% most disadvantaged wards in the country. Bristol will initially set up seven Children's Centres at:

- Fouracres Primary School
- St. Anne's Park Primary School
- Sea Mills (linked to the infant school)
- Southmead Day Nursery
- The Park (Knowle West Sure Start)
- Barton Hill Infant/Primary School
- Springwoods Nursery School/Bannerman Road Primary School.

These will offer integrated childcare and education for young children; health services; family support and a base for childminders; and also routes into training and work via links with Jobcentre Plus.

**Entitlement to nursery education**

All three-year-olds are entitled to a free nursery education place for up to six terms before they reach statutory school age, (the beginning of the term following the child's fifth birthday). They are entitled to a minimum of 55 free 2.5 hours sessions per term, normally spread over an 11 week term and offered as five sessions per week.

It may not be appropriate for some children who are disabled and/or have special educational needs to have five sessions

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of nursery education per week. With the agreement of the LEA, providers can claim the full amount of funding for children who attend for fewer than five sessions per week. This might mean that the provider could use the additional funding to provide some one-to-one support for such children.

### **Inclusion in mainstream settings**

Bristol has a policy of including pre-school children with additional needs in mainstream provision whenever possible. There are about 115 non-maintained providers of early years education registered with the LEA at any one time. A current list can be obtained from:

#### **Early Years Development and Child Care Service**

**Tel: 0117 903 7993**

Bristol also has a wide range of LEA maintained provision: three early years centres (two of which have already received Children' Centre designation); 13 nursery schools; 42 nursery classes in mainstream schools; and five day nurseries for families with a child in need, generally up to three years old.

### **Specialist provision**

Specialist provision for children with severe learning difficulties is available in the resource bases at Bluebell Valley Nursery School and at Ilminster Avenue Specialist Nursery School. Ilminster Avenue also has directly resourced places in the main part of the nursery school. There are eight to ten resourced places available each year for children with a level of need which is likely to require a Statement of Special Educational Need in the future.

Bristol also has two special schools for children with moderate learning difficulties; one special school for children with severe learning difficulties; a school for children with physical difficulties; and one for children with hearing impairment, all

with nursery departments. Access to the special schools and resource bases is via the statutory assessment process.

Names, addresses and telephone numbers of LEA nursery schools and classes, resource bases and special schools can be found in **Your Child's Primary Education in Bristol: a Guide for Parents and Carers**. This is published each year and is available from:

**School Admissions**

**Tel: 0117 903 7694**

PO Box 57

Bristol BS99 7EB

**LEA Support Services (early years and schools)**

**Early Years Coordinator (Inclusion) Tel: 0117 903 7420**

## **Identification and Assessment of SEN**

**The Special Educational Needs Code of Practice** describes all the SEN processes. You can get it from the Department of Education and Skills see page 105. A parents' guide is also available. If your child is not yet in school you should talk to a doctor or health visitor. If your child is in nursery or school, talk to the teacher who will explain what happens next.

If you want extra independent information and advice at any stage of the process, or if you are concerned about how the school is meeting your child's needs you can contact the Parent Partnership Service. In Bristol, this is delivered by Supportive Parents, see page 193.

**Parents in Partnership Advancing Inclusion (PIPA)**

Address details page 191.

**Tel: 0117 902 0263**

Offer specialist support to parents or carers of children with additional needs who live in the Hartcliffe /Withywood area.

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Open 9am to 3pm Monday to Friday. They can attend and give support at meetings with schools and other professionals; give information and help with letter writing and completion of forms; and offer training to parents and school staff on topics such as dyslexia, equalities and anti-bullying techniques.

### **How are children's special educational needs met?**

The SEN Code of Practice sets out how children's special educational needs should be met. This is done through a step by step approach. The school must tell you when they start giving your child extra help. This is called **Early Years Action or School Action**.

### **Early Years Action or School Action**

Your child's class teacher or tutor should contact you if they have a particular concern about your child in school, or you can raise any issues or concerns with them. Your views and support are very important. Any information you can give about your child's health, behaviour at home and possible causes of difficulty are useful, and your views on what may help your child will be valuable.

The class teacher or tutor will keep an overview of your child and keep a record of their concerns. If your child makes good progress, no further help will be needed. However, sometimes the class teacher or tutor will want further help and advice.

Every school and pre-school setting must have a teacher called the **Special Educational Needs Coordinator (SENCO)** who is responsible for coordinating the school's SEN arrangements. They must also have an SEN governor who you can approach about any policy issues. The head teacher of your child's school can let you know the name of the school's SENCO and SEN governor.

The SENCO will advise the class teacher on the best approach to help your child. Targets will be set and arrangements made to help your child. All this information will be written down and is called an **Individual Education Plan (IEP)**. It is important that you are involved in this and that your knowledge and views of your child are taken into account.

The IEP will be reviewed regularly to see what progress your child is making over time and what arrangements will be made in the future. You need to be involved in these reviews which will help decide whether:

- To keep your child at School Action
- To move your child to School Action Plus (if the school feels that they need expert advice to provide your child with more help).

### **What if your child still does not make enough progress?**

The school may ask for outside help from an educational psychologist, speech and language therapist or other expert. This is called **Early Years Action Plus or School Action Plus**. The SENCO will include you in any discussions and keep you informed about your child's progress.

### **Early Year Action Plus or School Action Plus**

A new Individual Education Plan (IEP) will be produced which may involve the school in making different arrangements for your child. This could include your child working in a small group, or a learning support assistant may spend some time with your child on a regular basis. The SENCO might also work with your child and will advise your child's teacher.

A team of advisory teachers and educational psychologists help schools reduce any barriers to learning for children. The SENCO tell you who will be involved and you can ask to meet

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them. You will always be told if special assessments are to be made and told about the results.

At Early Years Action or School Action Plus the school will arrange careful reviews of your child's arrangements. You need to be involved. The head teacher and SENCO will tell you how. The reviews might also involve other professionals who have given advice to the school about your child.

The IEP will normally be reviewed each term to see what progress your child is making and to plan ahead. These reviews will help decide whether:

- To keep your child at School Action Plus (another IEP will be produced with new targets)
- To move your child to School Action (this means that your child has made good progress and that special arrangements can be reduced)
- To request that the LEA carry out a statutory assessment if your child is still not making enough progress.

### **What if my child is still not making enough progress?**

If this is the case, and the setting or school is unable to meet your child's needs, either you or they can ask the LEA to carry out an assessment of your child's needs. The request for a statutory assessment is normally made by your child's head teacher, usually in agreement with the educational psychologist and certainly in consultation with you. Your child will normally be supported at School Action Plus for a reasonable length of time to allow strategies to work. You can go directly to the LEA and ask them to investigate your child's special needs. It is sensible to discuss this with school first.

### **What is a statutory assessment?**

This is when the LEA looks into your child's needs and recommends what additional help should be given. You will

be asked to say why you think your child should be assessed and whether there is anyone else you want the LEA to talk to about your child. Supportive Parents can help you with this. If the LEA decides not to do an assessment, you should talk to the school or Supportive Parents, see page 193, to see what else can be done.

### **What does the assessment involve?**

The LEA will ask advice from the school or early years setting, doctor, educational psychologist, social services (who will only advise if they know your child) and anyone else appropriate. You will be asked your views again and you can suggest other people they may want to talk to. Remember that you know your child better than anyone, and you may want support in putting forward your views and opinions. Your child should be included too, and helped to take part in the assessment as far as possible.

### **What is a statement?**

At the end of the statutory assessment process, the LEA may decide that it is necessary to write a statement of Special Educational Needs. This is a legal document which describes your child's needs, the specialist help they need, the long term aims and arrangements for setting short term goals and reviewing your child's progress. It will also tell you about the school your child will go to get the help that is needed or the arrangements for other support. It is set out in six parts:

**Front sheet:** Basic information such as your name, your child's name, date of birth and address.

**Part 2:** A description of your child's special educational needs as identified during the assessment.

**Part 3:** Describes:

- The progress to be achieved as a result of additional help
- The particular areas that need additional help (objectives), such as improving the level of co-operation with adults
- The additional help that the assessment has shown your child needs to meet the objectives
- The arrangements for the school and LEA to review your child's progress.

**Part 4:** Names the school or nursery where the LEA thinks your child's needs can be met.

**Part 5:** Describes any non-educational needs your child has, such as medical needs.

**Part 6:** Describes what non-educational help your child needs and who will provide it.

### **If you are unhappy with the arrangements**

The LEA will send you a copy of the proposed statement and all the reports used to draw it up. You have five days to say if you agree with it or not. You can ask your child's school, Supportive Parents or one of the local or national organisations to help you. If you need more time, contact your case officer.

The LEA will issue the final statement including any amendments that have been agreed. They will also name the school your child will attend. If you do not agree with any decision you can discuss it with the LEA education officer, see page 119. You can also seek independent advice, see Supportive Parents, page 193.

### **Disagreement Resolution Service**

If you still disagree with the way the school or LEA is handling the process either at the assessment or statementing stage, you can refer to the free service offered by:

**Wessex Mediation**

**Tel: 01823 336465**

5 Weymouth Avenue

Dorchester

Dorset DT1 1QR

**info@mediationsomerset.co.uk**

You can go to the Special Educational Needs and Disability Tribunal (SENDIST) to appeal. This must be done within a certain timescale. Contact:

**Special Educational Needs and Disability Tribunal**

**(SENDIST)**

**Tel: 0845 602260**

**SEN Appeals**

**Help line: 01325 392555**

Mowden Hall

Staindrop Rd

Darlington

County Durham DL3 9BR

Full details of the procedures can be found in a booklet, **Special Educational Needs Tribunal – How to Appeal** which can be obtained from the address above.

**Can you choose your child's school?**

You can ask the LEA to send you a list of schools in the area. You have a right to say whether you want your child to go to mainstream or special school, and which school you prefer. If you prefer mainstream the LEA must agree as long as it does not impact on the education of the children already at the school. It is the same for a special school, see page 96.

**The Annual Review**

A formal review of your child's statement must take place every year. It is the school's responsibility to arrange a meeting to discuss reports from all those people who have

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been involved with helping your child over the past year. The head teacher will write to the LEA with any changes that need to be made to the statement. If the LEA decides the statement needs to be changed, you will receive an amended statement.

### **What will be discussed at an annual review?**

The school will have set targets for your child and the annual review will look at your child's progress towards those targets. New targets may be agreed for the coming year.

### **How can I be involved?**

At this review, any change of help or change of school will be discussed. Your views are very important. You will be asked to attend and you can also send your written views about your child's progress. You can invite someone to come to the meeting with you (see Supportive Parents, page 193) and you can ask the school to invite a particular professional. Your child will be encouraged to give their views where possible and may also come to part or all of the review meeting.

### **Changes proposed to the existing SEN procedures**

Bristol LEA, in line with national guidance, aims to cut down its reliance on statements by passing on more funding directly to schools for preventative work, rather than putting resources in when the child may already be under-achieving.

## **Specialist Provision for School Aged Children**

The vast majority of children can gain the support they need to overcome barriers to learning in their local mainstream school. In some situations specialist equipment or access adaptations may be needed. The Health Authority is responsible for helping some children with medical needs and providing therapies (such as speech and language therapy).

Some mainstream schools have resource bases or inclusion classes for children with particular needs, such as where the child needs contact with a particular peer group (e.g. Deaf children) or specialist facilities or support not available in other mainstream schools. Bristol has a range of provision for children with additional needs:

- Individual provision in the child's local mainstream school
- Resource bases managed by mainstream schools
- Satellite or inclusion classes managed by special schools
- Special school part-time placements
- Special school full-time places (day and residential).

Additional specialist arrangements are developing, such as early college placement; using pupil referral units and other settings; and flexible use of other local provisions.

### **Special Schools**

Bristol has 10 special schools, (eight day and two residential) and five pupil referral units:

#### **Children with emotional, behavioural and social issues**

**Woodstock School** (Key Stage 2 boys) **Tel: 0117 377 2175**

Rectory Gardens

**Fax: 0117 377 2177**

Henbury BS10 7AH

**Bristol Gateway School** (KS3 boys) **Tel: 0117 377 2275**

Stafford Rd

**Fax: 0117 377 2283**

St Werburghs BS2 9UR

**Notton House School** (Year 5 upwards boys residential)

28 Notton

**Tel: 01249 730407**

Lacock

**Fax: 01249 730007**

Wiltshire SN15 2NF

**Kingsdon Manor School** (Year 5 upwards boys residential)

Kingsdon  
Somerton  
Somerset TA11 7JZ

**Tel: 01935 840323**  
**Fax: 01935 840591**

**Children with moderate/complex learning difficulties**  
**Kingsweston School** (all key stages plus specific secondary autism provision)

Napier Miles Road  
Kingsweston BS11 0UT

**Tel: 0117 903 0400**  
**Fax: 0117 903 0397**

**Florence Brown Community School** (all key stages)

Leinster Avenue  
Knowle BS4 1NN

**Tel: 0117 966 8152**  
**Fax: 0117 966 6537**

**Children with severe or profound and multiple learning difficulties**

**New Fosseway School** (primary and secondary)

New Fosseway Road  
Hengrove BS14 9LN

**Tel: 0117 903 0220**  
**Fax: 0117 903 0221**

**Briarwood School** (all key stages with secondary provision at Briarfield Centre, Whitefield Fishponds Community School)

Briar Way  
Fishponds BS16 4EA

**Tel: 0117 965 7536**  
**Fax: 0117 965 0599**

**Deaf children**

**Elmfield School** (all key stages). Secondary provision is moving to Fairfield Secondary School site in 2006.

Greystoke Avenue  
Westbury-on-Trym BS19 6AY

**Tel: 0117 903 0366**  
**Fax: 0117 903 0370**

**Children with physical impairments and profound and multiple learning difficulties**

**Claremont School** (primary)  
Address details page 41.

**Tel: 0117 924 7527**  
**Fax: 0117 942 6942**

## **Children with physical impairments and learning difficulties**

### **Courtlands Base at Florence Brown Community School (secondary)**

Leinster Avenue  
Knowle BS4 1NN

**Tel: 0117 966 8152**  
**Fax: 0117 966 6537**

### **Pupil Referral Units**

#### **The Fulford Centre**

Fulford Road  
Hartcliffe BS13 9PB

**Tel: 0117 964 9806**  
**Fax: 0117 946 5644**

#### **Meriton Young Mothers Unit**

Meriton St  
St Phillips BS2 0SZ

**Tel: 0117 971 7428**  
**Fax: 0117 971 9765**

#### **Whitehouse Centre South Bristol Pupil Referral Unit**

Fulford Road  
Hartcliffe BS13 9PB

**Tel: 0117 903 8071**  
**Fax: 0117 903 8072**

#### **Out of School Pupil Support Service (OSPSS)**

St Mathias Park  
Bristol BS14 OBA

**Tel: 0117 903 1320**  
**Fax: 0117 903 1321**

#### **Hospital Education Service**

Wigton Crescent  
Southmead BS10 6DR

**Tel: 0117 377 2377**  
**Fax: 0117 377 2380**

### **Non-Maintained Special Schools**

The Department for Education and Skills produces a list of all non-maintained special schools (ref 0336/2000) which is available from the DfES, see page 95. A list is also available from the SEN Section, see page 95. Other organisations produce guides to independent education including:

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**Independent Schools Association** Tel: 01799 523619  
Boys' British School Fax: 01799 524892  
East Street  
Saffron Walden  
Essex CB10 1LS  
Email: isa@isaschools.org.uk

### **Inclusion/satellite classes**

There is a range of inclusion/satellite classes managed by the special school, but located within the mainstream school:

**Florence Brown Community School** inclusion classes at:

Novers Lane Junior School  
Brislington Secondary School

**Kingsweston School** inclusion classes at:

Sea Mills Infant School  
Sea Mills Junior School  
Henbury Secondary School

### **Other inclusion initiatives**

**Briarwood Special School** has relocated its secondary provision to the **Whitefields Fishponds Community School** site as the **Briarfield Centre** and has also has early years links with **Little Hayes Nursery**.

**New Fossey School** has transferred its nursery and Key Stage 1 provision to **Illminster Avenue Nursery**. It is currently relocating its Key Stage 2 provision to **Illminster Avenue Junior School** site and will be moving its secondary provision to the **Hartcliffe Campus**.

**Elmfield School** is relocating its secondary provision to the new Fairfield School site, and may move its primary provision as part of the Primary Review.

**Claremont School** has developed a range of individual and class links with **Henleaze Infant and Junior Schools** and has an active outreach service, which reintegrates children to their local mainstream school. They set up the early years provision at **Bluebell Valley Nursery**.

**Kingsweston School** has class links with a number of mainstream schools.

**Woodstock and Bristol Gateway** are developing reintegration programmes for a number of pupils.

## **Mainstream Specialist Provision**

### **Resource Bases**

For addresses and phone numbers for these schools contact:

**School Admissions**

**Tel: 0117 903 7694**

PO Box 57

**Fax: 0117 903 7710**

Bristol BS99 7EB

**Email: [school\\_admissions@bristol-city.gov.uk](mailto:school_admissions@bristol-city.gov.uk)**

All the information is also available on the website on **[www.bristol-city.gov.uk/schooladmissions](http://www.bristol-city.gov.uk/schooladmissions)**

### **Children with behaviour, emotional and social issues**

Filton Ave Junior School

Hilfields Primary School

Novers Lane Infants and Junior Schools

### **Children with hearing impairments**

Henbury Court Primary School

Tyning Hengrove Junior School

Petherton Road Infant School

Henbury Secondary School

Hengrove Secondary School

(Secondary provision may move to Fairfield School in 2006.)

**Children with speech and language issues**

Easton CE Primary School

**Children with specific learning difficulties**

Monks Park Secondary School

**Children on the autistic spectrum**

Gay Elms Primary School

**Nurseries resourced for disabled children**

Bluebell Valley Nursery School

Illminster Ave Nursery School

In addition the City Academy has resourced provision for pupils with physical impairments.

**Sources of Information, Advice and Support in Bristol's Department of Education and Lifelong Learning**

All enquires related to any aspect of Special Educational Needs in Bristol should be directed to:

**Special Educational Needs Manager Tel: 0117 9037739**

P.O. Box 57

**Fax: 0117 903 7697**

Bristol BS99 7EB

Keep all letters that you receive for the LEA or from your child's school and write down when you receive them. If you are concerned or unsure about anything, contact the school. If you are not happy with their response, contact the Special Needs Section. If the query is about a letter from SEN, at the top of their letters there will be a telephone number and the name of the case officer able to deal with your child. Ask to speak to that person. If you are not sure who to contact or if you have a general enquiry please ring the telephone number

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listed above. Each parent has a named point of contact within the LEA; the case officer. Contact your case officer in the first instance who will either deal with the query or pass it on to the correct person.

### **Whenever you write to the LEA:**

- Put a date on your letters and mark them for the attention of the Special Educational Needs section
- Keep a copy of all letters you send
- Make sure that your child's name, date of birth and address are written clearly.

### **If you telephone the LEA, write down afterwards:**

- The date
- The name of the person you spoke to
- The reason for the telephone call
- What she or he said
- What you said.

## **Other Useful Numbers Within the LEA**

<b>Education Inclusion Officers</b>	<b>Tel: 0117 903 7739</b>
<b>Case Officers</b>	
Central /East	<b>Tel: 0117 903 6519</b>
South	<b>Tel: 0117 903 6518</b>
North	<b>Tel: 0117 903 6515</b>
	<b>Fax: 0117 903 6797</b>
<b>Educational Psychology Service</b>	<b>Tel: 0117 903 7702</b>
P.O.Box 57	<b>Fax: 0117 903 7738</b>
Bristol BS99 7EB	
North	<b>Tel: 0117 903 1393</b>
South	<b>Tel: 0117 903 1650</b>
Central/East	<b>Tel: 0117 903 7046</b>

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**Education Transport**

Passenger Service

**Tel: 0117 903 6331**

Transport Client Unit

**Tel: 0117 903 7672/1**

**Education Admissions**

Main Enquiry Line

**Tel: 0117 903 7694**

**Education Welfare Service**

Education Welfare Manager

**Tel: 0117 903 7142**

Primary Team, Kings House

**Tel: 0117 903 7098**

Secondary Team, Orchard House

**Tel: 0117 903 1660**

Specialist Team, Elmfield House

**Tel: 0117 903 8427**

**Education of Children Looked After Service (ECLAS)**

1B Ambercombe Walk,

**Tel: 0117 377 3062**

Brislington

**Fax: 0117 377 3061**

Bristol BS14 8AN

If a child is in respite care for more than 120 days a year they become looked after by the local authority. A looked after child is entitled to support from the ECLAS team.

**Education and Lifelong Learning Equalities and Inclusion Team**

**Tel: 0117 903 7722**

P.O.Box 57

**Fax: 0117 903 7738**

Bristol BS99 7EB

**Ethnic Minority Achievement Service (EMAS) including the Refugee and Asylum Seeker Team**

Bristol Education Centre

**Tel: 0117 903 1366**

Address details page 41.

**Fax: 0117 953 5396**

The area SENCO service described on page 106 is only available to non-maintained providers of early education. LEA schools and nurseries can obtain support and advice from the

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following services, for children who are disabled and/or who have special educational needs:

### **Educational Psychology Service**

North Bristol	<b>Tel: 0117 903 1393</b>
South Bristol	<b>Tel: 0117 903 1650</b>
East/Central Bristol	<b>Tel: 0117 903 7046</b>

### **Sensory Support Service** **Tel: 0117 903 8444**

Address details page 28. Works across the former Avon area in non-maintained and maintained nurseries and schools:

<b>Early Years Hearing Support Team</b>	<b>Tel: 0117 903 8442</b>
<b>School Age Hearing Support Team</b>	<b>Tel: 0117 903 8442</b>
<b>Vision Support Team</b>	<b>Tel: 0117 377 3471</b>
<b>Complex Additional Needs Support Team</b>	<b>Tel: 0117 377 2620</b>

### **Bristol Special Needs Support Service (BSNS)**

#### **Bristol Behaviour Support Service**

(Secondary)	<b>Tel: 0117 903 8443</b>
(Primary and Early Years)	<b>Tel: 0117 903 1670/304</b>
Pupil Support Team	<b>Tel: 0117 903 7082</b>

### **Learning Support Service including Communication and Social Interaction Team (COSI)**

South Team	<b>Tel: 0117 903 1670</b>
North Team	<b>Tel: 0117 903 8437</b>
Central/ East Team	<b>Tel: 0117 903 1304</b>

Strategic Manager (Participation and Achievement Services)/

Principal Educational Psychologist **Tel: 0117 903 7702**

Strategic Manager (Raising Standards and SEN Services)

**Tel: 0117 903 7731**

SEN Adviser **Tel: 0117 377 3202**

Curriculum Support Teacher (Race Equality)

**Tel: 0117 903 1270**

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## **Sources of Information and Support outside the LEA**

### **Supportive Parents**

**Help line: 0117 989 7725**

Address details page 193.

### **Parents in Partnership Advancing Inclusion (PIPA)**

See page 105, address details page 191. **Tel: 0117 9781708**

### **Bristol Young Carers' Project**

**Tel: 0117 965 5980**

See page 21, address details page 191.

## **Education Other Than at School (sometimes called Elective Home Education)**

Some parents and carers choose to educate their children at home. When this happens, the LEA has a duty to satisfy itself that the education being provided is of a sufficient standard.

For children who have a statement of Special Educational Need, see page 109, the LEA has additional duties. It must be satisfied that the education the child is receiving at home is meeting the needs on their statement, and it must ensure that reviews of the statement are carried out at least annually. If you are interested in educating your child at home, contact:

**Education Officer (Education other than at school)**

**Inclusion and Pupil Services Division Tel: 0117 922 2549**

Floor 3, Council House

College Green BS99 7EB

They will send you an information booklet and questionnaire which asks you some details about your child and the education you want provide at home. If you decide to go

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ahead, they will arrange for the education officer to visit you and discuss your plans.

**Bullying**

See page 45.

**Concerns and Complaints**

See Chapter 9.

## Chapter 6 Preparation for Adulthood

Making the transition from being a child and becoming an adult can be exciting, daunting, confusing or a nightmare. For most young people, their families and carers, it is often a mixture of all of these things.

For young people with additional needs, this transition can be particularly difficult. It is very important for them to be able to start planning for their own futures. Like anyone else, they need to know about their choices, their rights and responsibilities, and who can support them with their plans. Some young people with additional needs may need a great deal of support, and families and carers can feel very anxious about the future. This chapter gives a summary of options for young people with additional needs, and the services that might be involved in supporting them and their families.

The Family Fund Trust has a very helpful directory available online, looking at choices and challenges for young disabled people **After 16: What's New**, see [www.after16.org.uk](http://www.after16.org.uk)

**Connexions West of England**      **Tel: 0117 987 3700**  
4 Colston Avenue BS1 4ST

The service is available to support all young people aged 13-19. For those with additional needs some support may be available up to the age of 25.

Connexions Personal Advisers (PAs) offer advice and practical help on things like further education, getting a job, training, transport, housing and benefits. They can also offer information and advice to parents and carers at one-to-one meetings, parents' events and at annual and transition

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reviews. The PA will attend the Year 9 Transition Planning Review. Young people may be able to meet with the PA before the review.

Young people will be able to see their PA in Years 10 and 11 for an individual meeting, and the PA will be available to help them while they remain in education and training. Where appropriate, support can continue up until their 25<sup>th</sup> birthday.

In a young person's final year of school, the PA will write a report that outlines the post-school options and identifies future support needs in education or training. With permission a copy of the report will be sent to the provider under consideration.

**Connexions Direct Tel: 080 800 13219 Text: 07766 413219**

A national telephone and web-based service offering 13 to 19 year olds quick and easy access to expert confidential and practical advice on a whole range of issues, from careers to housing and from drug misuse to teenage pregnancy. It is open between 8am and 2pm. Young people can make immediate contact with a Connexions Direct adviser via email or one-to-one web chat at **[www.connexions-direct.com](http://www.connexions-direct.com)**

## **Planning for Transition**

If a young person has a statement of special educational need, then a transition planning meeting will take place when they are in Year 9. Before the meeting, young people should have the chance to meet with their class tutor and Connexions personal adviser, who will help them to think about plans for the future. Many young people have already starting thinking about this with their parents or carers.

The school normally arranges the transition meeting. Parents or carers are invited to this meeting as well as the young person and anyone else who is supporting them in making plans for the future. This might include: class tutor and school support staff; healthcare professionals; educational psychologist; advocate; social worker; and your Connexions PA, who has a duty to attend this meeting.

Bristol LEA wants to make sure that transition planning meetings cover all the things that are important to young people.

### **What might be discussed at the meeting?**

- The young person's hopes for the future
- How a young person can be supported in developing into an adult
- Health, care, social, housing and leisure needs
- Post 16 options in terms of education and training.

The meeting will draw up a plan identifying what needs to happen next, and how all the people involved in supporting the young person will work together to put the plan into action. Each year the transition plan will be reviewed. It will change to reflect the needs and priorities of the young person.

### **Post 16 Education Options**

All young people who remain in full-time education can apply for an education maintenance grant of up to £30 per week. The grant is means tested, and payment is subject to a young person's attendance. A bonus system provides additional payments as a young person progresses. The Connexions personal adviser or class tutor can tell you how to apply.

Many young people continue in school based education after they have reached school leaving age. Some young people

with additional needs may remain at school up until the end of the school year in which they are 19 if the school is the best way of meeting their needs.

Other young people may choose to leave school and move onto further education at local colleges. Many young people with additional needs make the move from school to college based education any time between 16 and 19 years old. Most special schools offer link placements with local colleges during a young person's last year at school, so that they can get more idea of what a college can offer; the courses available; and the support available to disabled students.

Colleges of Further Education provide a range of courses.

- Basic skills and pre-vocational courses help build on literacy and numeracy skills as well as providing opportunities for young people to try different areas of work and work experience. They are sometimes called Pathway or Transition courses
- Vocational courses prepare young people for particular jobs e.g. beauty therapy, office work, plastering
- Academic courses offer GCSE and A Level Courses
- BTech and GNVQ courses offer a wide range of options that help students progress from one level to another.

Details of courses can be found in college prospectuses or on college websites (see addresses below). Colleges are very flexible, and they usually offer students the opportunity to mix and match their courses as the timetable allows. All students will have the support of a personal tutor. They can also get support from the Connexions service until they are 19 years old. Sometimes this can be extended.

Students who need additional support can get their needs met through Student Support services. The sorts of support that

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colleges provide might include: personal support workers; readers or writers; Braille or taped information; personalised equipment; specialist software/training; advice about transport; and support to Deaf and hearing impaired students.

It is important that a student and their parents or carers discuss their needs with the college to make sure that any necessary support is in place before the start of term. The Connexions personal adviser will be able to help with this.

## **Local Colleges of Further Education**

**City of Bristol College** **Tel: 0117 904 5000**  
**Fax: 0117 312 5050**  
**www.cityofbristol.ac.uk** **Minicom:0117 312 5283**  
**Email: enquiries@cityofbristol.ac.uk**

The college has nine centres across Bristol:

**Bedminster Centre** **Tel: 0117 904 5000**  
 Marksbury Road BS3 5JL

**Brunel Centre** **Tel: 0117 904 5000**  
 Ashley Down Road BS7 9BU

**College Green Centre** **Tel: 0117 904 5000**  
 St Georges Road BS1 5UA

**Downend Centre** **Tel: 0117 904 5000**  
 Beaufort Road  
 Downend BS16 6UH

**Folly Lane Centre** **Tel: 0117 904 5000**  
 Folly Lane  
 St Philips BS2 0RH

**Hartcliffe Centre**  
Bishport Avenue BS13 0RJ

**Tel: 0117 904 5000**

**Lawrence Weston Centre**  
Broadlands Drive BS11 0NT

**Tel: 0117 904 5000**

**Parkway Centre**  
New Road  
Stoke Gifford BS34 8SF

**Tel: 0117 904 5000**

**Soundwell Centre**  
Soundwell BS16 4RL

**Tel: 0117 904 5000**

Other local colleges include:

**Filton College**  
Filton Avenue BS34 7AT  
[www.filton.ac.uk](http://www.filton.ac.uk)

**Tel: 0117 9312121**

**St Brendan's Sixth-Form College**  
Broomhill Road  
Brislington BS4 5RQ

**Tel: 0117 977 7766**

## **Specialist Residential Colleges**

There are a few specialist residential colleges outside Bristol that students and parents may wish to consider. Students can apply to start between ages 16 and 19. Key aspects of how to apply for funding are outlined here, but parents and carers should contact the Connexions personal adviser for details.

It is becoming increasingly difficult to find a residential college placement without planning this well in advance. You need a minimum of two years to research places, visit colleges,

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undertake residential assessments and secure funding. It is important to clarify the funding route for the college you are considering. Some colleges have the status of a school sixth form and funding for these must be sought from the LEA. The funding request has to be led by parents and carers as it is part of the statementing process. The Connexions PA may be able to give advice about the process.

The West of England Learning and Skills Council (LSC) accepts applications for specialist residential colleges that are equivalent in status to a local further education college. Applications to the LSC ask for detailed evidence to show that residential education is essential for the student's future progress. Students who attend specialist residential colleges normally follow recognised vocational courses, or courses that lead to vocational studies.

The funding recommendation for specialist colleges is coordinated by the Connexions PA who must seek supporting contributions from parents and carers, school, educational psychologist, social services, health services (if appropriate) and local and specialist colleges. Details of specialist colleges can be found at [www.natspec.org.uk](http://www.natspec.org.uk)

## **Work and Training for Work**

### **Work Based Training**

The Learning and Skills Council is funded by the government to provide work based training for young people aged 16-24 through a variety of training suppliers. It offers the chance to earn and learn, with a minimum training allowance of £45 a week, help towards travel costs, and the chance to work towards a National Vocational Qualification (NVQ).

**Learning and Skills Council**

Cheylesmore House

Quinton Road

Coventry CV1 2WT

[www.lsc.gov.uk](http://www.lsc.gov.uk)**Tel: 024 7670 3241**

Developments intended to help and encourage disabled people into paid employment include:

**Access to Work** scheme run by Jobcentre Plus. The scheme can fund a range of support to eligible disabled people. This might include specific equipment needed to make the work place accessible such as specific seating or computer equipment. It might also include funding to employ a personal assistant, or to make adaptations.

**Time Off for Training** aims to help employers develop the skills of young people at work. It gives 16 and 17 year olds who have left school with few if any qualifications the right to time off work to gain a qualification. A Connexions personal adviser will advise on which is best suited to a young person's needs, abilities and interests.

**Entry to Employment (E2E)** training programmes develop work skills, basic skills, confidence and independence.

**WORKSTEP** is funded by Jobcentre Plus and offers financial benefits to employers so that they can provide employment to a disabled person where other forms of support are unable to meet all their needs.

**New Deal** scheme provides a range of employment opportunities to unemployed jobseekers, including disabled people. It aims to get people into permanent jobs by providing advice and support to people looking for work, and offers initial and on-going support to people in their jobs.

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**Supported Employment** schemes can provide specialist support to disabled people, some of whom may need intensive support to enable them to access work. There are many different schemes available, but they do require funding. This funding may come from social services if a disabled young person meets their eligibility criteria.

For more information about employment services for disabled people refer to Bristol City Council's directory **Making the Connections: Disabled People and Employment**. Contact:

**Bristol Care Direct**

**Tel: 0117 903 6684**

PO Box 30

**Freephone: 0800 44 4000**

Amelia Court

**Fax: 0117 903 6688**

Pipe Lane BS99 7NB

**Minicom: 0117 903 6689**

**Email: [caredirect@bristol-city.gov.uk](mailto:caredirect@bristol-city.gov.uk)**

**[www.bristol-city.gov.uk/socialservices](http://www.bristol-city.gov.uk/socialservices)**

## **Support from Social Services**

Some young people with additional needs and their families are eligible for support from social services. Whilst a young person is under 18 their support comes from children's services. At 18 a young person legally becomes an adult and support comes from adult services. It is important that the transition plan looks ahead, and includes the support needs the young person is likely to have once they become an adult.

If a young person with additional needs already has a social worker and it is likely that they will continue to need support from social services when they become an adult, the social worker will make links with the relevant team for adults. The social worker from the adult team will check whether the

young person is eligible under Fair Access to Care Services. For more information about the eligibility criteria contact:

**Bristol Care Direct:**

**Tel: 0800 444 000**

Address details page 132.

If a young person is eligible, a social worker will complete a community care assessment, including a carers' assessment. This process should start before the young person's 18<sup>th</sup> birthday to make sure that an assessment and care plan are completed and support services are in place in plenty of time.

Assessments will include all areas that are relevant and important to a young person. This might include: the young person's hopes and plans for the future; personal assistance; daily living; emotional and social needs; education and learning; employment; housing; and health.

Young people with additional needs should be fully included in the planning and delivery of their own personal services whenever appropriate. Services should support young people in achieving their aspirations and help them to become more independent, and give appropriate support to carers.

All young people with additional needs are different, and their support needs vary enormously. Some may need minimal support, whilst others may need very comprehensive packages of support that require 24 hour provision. Services might include: outreach day services; extended learning opportunities; supported employment; personal assistance; or short break provision for carers.

## **Direct Payments**

All disabled people who are eligible for support from social services including parents of disabled children and young disabled people aged 16 and 17 are entitled to receive direct

payments to make arrangements to meet their eligible assessed needs. Direct payments are simply amounts of money given to people by social services instead of a service so that people can pay someone or buy something to meet their needs in a more flexible way.

A direct payment can be used in many ways. It is often used to employ a personal assistant (PA). Parents and young disabled people can decide what type of PA they want to employ and have in their homes and lives, when they want them to work and what they want them to do. Contact

**West of England Centre for Inclusive Living (WECIL)**

Address details page 179.

**Tel: 0117 983 2828**

It offers support to parents and young disabled people so that they can manage and get maximum benefit from direct payments. WECIL can help with how to employ a PA, and how to be an employer.

Social services can give more information on direct payments:

**Direct Payment Scheme**

**Tel: 0800 444 000**

Or see [www.bristol-city.gov.uk/](http://www.bristol-city.gov.uk/)

## **Mentoring**

As children become adults, it is crucial that they have positive choices and options available to them. Young disabled people may face discrimination, and many barriers may be put in their way as they go through their transition to adulthood. Direct payments from social services can provide one way of enabling parents and young disabled people to break down barriers to independence, and to have more positive aspirations for the future. Direct payments allow young disabled people to take more responsibility for their futures and to have more choice, control, freedom and independence

in their lives. This can be about how their personal needs are met, the possibility of freedom to meet with friends, develop skills, and to think about future employment.

### **Youth PASS (Personal Assistants Support Scheme)**

This project gives young disabled people an opportunity to use and learn about personal assistants and direct payments. Young people have the chance to use personal assistants for any activity of their choice, at home or out and about. They also get to meet adult disabled role models who are living independent lives, and have opportunities to meet other young disabled people in project groups and forums. Contact WECIL, address details page 179.

### **The Listening Partnership project**

The project gives young disabled people in Bristol an opportunity to have a voice in the city. All young disabled people are welcome, and the group meet regularly to support each other, to learn about what is happening in Bristol, and to have their say. Full support is available. Contact WECIL, address details page 179.

Mentoring from disabled adult role models is a very positive way of disabled children and young disabled people gaining self confidence, self esteem and a positive identity, and also a positive outlook on how adult disabled people can achieve active and inclusive lives. Parents and disabled children and young people can take advantage of opportunities to meet disabled adult role models. Contact WECIL and the West of England Coalition of Disabled People, WECODP, see page 180.

### **Benefits**

Disabled young people become eligible to claim the adult state benefit, Severe Disablement Allowance, see page 143.

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## **Counselling for Young People**

### **Off the Record**

**Tel: 0808 808 9120**

2 Horfield Road  
Kingsdown BS2 8EA

Offers free and confidential counselling for young people aged 11 to 25. Monday 9.30am to 5pm, Tuesday, Wednesday 11.30am to 8pm.

### **Brook Advisory Centre**

**Tel: 0117 929 0090**

1 Unity Street BS1 5HH

Offers free and confidential sexual health advice and contraception to young people up to the age of 25.

## **Housing Needs**

### **Disabled Facilities Grant**

If someone living in your property is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there. Grants are means tested. Contact:

**Neighbourhood and Housing Services Tel: 0117 964 0092**

St Anne's House

St Anne's Road

St Anne'BS4 4BD

**Email: [housing\\_services@bristol-city.gov.uk](mailto:housing_services@bristol-city.gov.uk)**

### **Bristol Housing Aid Centre**

**Tel: 0117 924 1500**

Kenham House

**Fax: 0117 944 5244**

Wilder Street BS2 8PD

Offers information and advice on housing issues, Monday: 10am to 1pm, Thursday: 1pm to 4pm (phone-in); Tuesday: 10am to 1pm, Friday: 10am to 1pm (drop-in).

Information on supported housing is also available at:

**[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

**Purple Pages**

**Tel: 0117 916 5148**

**Tel: 0808 808 5252**

## Chapter 7 Financial Help

Parents and carers of children with additional needs may be entitled to financial help towards their care and support. Extra laundry, special diets, endless appointments, not having family and friends nearby to help out and not being able to go out to work because of your child's needs can put a strain on the family budget. This chapter gives a brief guide to the additional benefits currently available, but as every family's circumstances are different, it is a good idea to get some advice on what benefits your family is entitled to; how to claim, and if necessary, how to appeal.

You can get advice from

### **Benefits Enquiry Line**

**Tel: 0800 88 22 00**

For disabled people and their carers. Open Monday to Friday 8.30am to 6.30pm, Saturday 9am to 1pm. They also offer a face-to-face service.

You can also get advice from: your local Jobcentre Plus; Citizens Advice Bureaux (see page 185); or family support workers and social workers who can also give advice and help with completing forms.

### **Contact a Family**

**Tel: 0808 808 3555**

supplies a free fact sheet called **Child Disability Benefits and Other Sources of Help**.

## **Benefits**

### **Carers' Allowance (previously Invalid Care Allowance (ICA))**

This is a weekly cash allowance linked to getting Disability Living Allowance (DLA), for anyone who earns less than £79

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a week (after certain allowable expenses are deducted). You must spend at least 35 hours a week looking after a child who receives the highest or middle rate of DLA care component.

### **Child Tax Credit**

Child Tax Credit is made up of two elements:

- A family element (broadly equivalent to the Children's Tax Credit) payable to any family responsible for a child. There are two rates; the higher rate is due if there is a child under the age of one.
- A child element for each child in the family. A higher rate of DLA is paid for a disabled child or if the child is registered blind. There is a further addition if the child receives the highest rate care component of DLA.

**Help line**

**Tel: 0845 300 3900**

**Claim line**

**Tel: 0800 500 222**

**[www.inlandrevenue.gov.uk/](http://www.inlandrevenue.gov.uk/)**

### **Disability Living Allowance (DLA)**

This is often the first benefit that parents claim. DLA is not means tested and is tax-free. It is payable every four weeks to a disabled child with care and/or mobility needs. There are two parts and either or both can be claimed depending on the extent of disability. The care component (the child must be over three months old) is payable at one of three rates, and the mobility component (the child must be over five years old) is payable at two rates. For children who are terminally ill there are special rules that enable you to get the highest rate of care component and get it paid quicker.

### **How to claim DLA**

Get a claim pack (**DLA IA Child**) from your local Jobcentre Plus or Benefit Enquiry Line (see above) or from:

**DLA Customer Help line**

**Tel: 08457 12 34 56**

The Help line is open from 7.30am to 6.30pm weekdays.

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If you order the pack by phone, your form will be stamped with the date you asked for it, which means your claim can start from that date (as long as you send it back within six weeks).

The claim pack can be quite daunting so it is a good idea to get some help with filling it in. You need to include as much information as possible about your child, especially if his or her condition is not well known. Do not underestimate the amount of help your child needs compared to others of a similar age.

Ask a carers' support worker or social worker to help you. It is also a good idea to keep a photocopy of the completed form for your own records. You can also get help from:

**Forms Completion Unit      Freephone: 0800 44 11 44**

The following advice centres offer help in filling in forms.

**North Bristol Advice Centre      Tel: 0117 951 5751**

**South Bristol Advice Centre      Tel: 0117 985 1122**

**East Bristol Advice Centre      Tel: 0117 378 9200**

**St Pauls Advice Centre      Tel: 0117 955 2981**

**People who have had advice about their claim are more likely to be successful.**

### **Reviews and Appeals**

You have the right to a review if your application is turned down, if you receive DLA at a lower rate than expected, or if your child's condition alters and she or he needs more care. If you are still not satisfied, you can appeal and ask for your case to be heard by an independent tribunal. You should take advice before asking for a review or appealing. A social worker, carers' support worker or Citizens Advice Bureau will be able to help. You will need to use appeal form **GL24 If You Think Our Decision is Wrong**. There is a one-month time

limit within which to ask for a review or to make your appeal, after which you may lose your right to review or appeal.

### **Income Support**

Income Support or, if you are required to sign on for work, Income Based Job Seekers Allowance (JSA), is a means-tested benefit to help people who do not have enough money to live on. You cannot claim it if you work 16 hours a week or more and/or your partner works 24 hours a week or more. Your savings must be less than £8,000. You do not have to sign on if you are claiming Carers' Allowance.

Receipt of Income Support can entitle you automatically to other benefits such as free school meals and a number of free health benefits. These include eye tests, prescriptions, dental treatment, free milk (up to 19 years if your child is not registered at school but is having home or hospital tuition), vitamins for pregnant women and children under five and help with the cost of travelling to hospital for NHS treatment. Call your local Jobcentre Plus office for advice.

If you receive Income Support or Job Seekers Allowance (Income Based) and Carers' Allowance, you will be eligible for a Carers' Premium. You can also get the Disabled Child's Premium if your child is receiving DLA or is registered blind. An enhanced Disabled Child Premium is payable if the child is receiving the highest rate of the DLA care component. These three premiums are automatic if you are eligible at the beginning of the claim. If you become eligible after you begin getting Income Support, you must tell Jobcentre Plus of any change of circumstance such as DLA or Carers' Allowance being awarded to you. Ask your social worker or family support worker for advice or ring one of the advice lines at the beginning of this section.

**NB:** Where eligibility to benefits is means-tested, savings in a child's name may limit how much they are awarded. You may want to take advice on putting their savings into a trust, see page 48.

### **Housing and Council Tax Benefit**

The Council can help towards your Council Tax bill. If you are on Income Support, JSA or a low income you could get the entire bill paid, unless you have non-dependants living with you. The Council can also help with your rent, according to your income and the amount of rent you pay. Apply to your local council (even if you are not a tenant of theirs) and tell them that a member of your family is disabled.

**NB:** Even if you do not qualify for Income Support or income based JSA, you may still qualify for Council Tax and/or Housing Benefit whether or not you are working. Your savings must be no more than £16,000. Contact:

**Housing and Council Tax Benefits Tel: 0117 903 7100**

PO Box 43

**Fax: 0117 903 7051**

Bristol BS99 1BF

**benefits\_enquiry@bristol-city.gov.uk**

Opening Hours: 8.30am to midday Monday to Friday.

If you think you might be eligible, contact them straight away; benefit applications cannot normally be backdated.

### **Social Fund**

If you are on Income Support or JSA (IB) and have a disabled child, you may be able to get a Community Care grant to pay for certain items that you cannot afford out of your weekly benefit. Examples are bedding, clothing, laundry equipment, gas and electricity reconnection charges, and safety items. You may also get help with fares in order to visit your child if she or he is receiving in-patient treatment in hospital. Savings of over £500 will affect how much you get.

You could be offered a loan instead of a grant, which you would have to pay back out of your weekly benefit. You should take independent advice before agreeing to a loan. For details ask your Jobcentre Plus office for form **SF 300**.

### **Reduction on Water Rates**

This can be available if your water is metered and if you can provide evidence of a medical condition. For details contact:

**Wessex Water**

**Tel: 0845 600 2600**

1 Clevedon Walk

Nailsea BS48 1WW

**[www.wessexwater.co.uk](http://www.wessexwater.co.uk)**

### **Housing Information**

**Shelter** is an independent charity offering free confidential housing information. Contact:

**Bristol Housing Aid Centre**

**Tel: 0117 924 1500**

Address details page 136.

**Fax: 0117 944 5244**

**Bristol Care and Repair**

**Tel: 0117 954 2222**

5 Hide Market

**Fax: 0117 954 1717**

Waterloo Street

St Phillips BS2 0BH

**Email: [briscar@briscar.demon.co.uk](mailto:briscar@briscar.demon.co.uk)**

## **Benefits After 16**

### **What benefits can be claimed?**

A young person can begin earning a full wage at 16, or receive an allowance from Youth Training, or stay on at school or college full time. Most severely disabled young people will be able to claim benefits for themselves at age 16,

while still at school after their 16<sup>th</sup> birthday, or entering college or a Youth Training scheme.

Two cash benefits are available for young people aged 16 and over who are unable to work because of illness or impairment. These are Incapacity Benefit in Youth (IBY) and Income Support (plus possibly Disability Living Allowance DLA). These benefits are for the young person and are not affected by the parents' income or savings.

### **Incapacity Benefit in Youth IB(Y)**

This provides an income for young people between the age of 16 to 19 and in some circumstances between 20 and 24 (even if they attend school or college for less than 21 hours a week or are in special education). The rate of benefit is the same as Incapacity Benefit but does not rely on contributions having been paid. IB(Y) on its own may not be enough to cover all the young disabled person's needs. If your son or daughter receives IB(Y), DLA or is registered blind, she or he should also claim Income Support.

### **Income Support**

Young people can qualify if they are in full time education and unlikely to obtain paid employment within the next 12 months because of severe impairment. Income Support is made up of a personal allowance and a disabled premium, which you automatically qualify for if you receive any rate of DLA, SDA or are registered blind. An enhanced disabled premium is also payable if you get the highest rate of DLA care component. Young people receiving Income Support may apply to the Social Fund for a Community Care Grant to cover extra needs caused by their impairment. Contact Jobcentre Plus or call:

**Benefit Enquiry Line**

**Freephone: 0800 88 22 00**

## Comments and Complaints

If you have any comments or complaints about the service you receive from Jobcentre Plus, you can find information about how to complain in leaflet **GL 22**, available at Jobcentre Plus offices. It explains what you can do and includes a form you can send to the local customer service manager, asking for your case to be investigated. They will respond to your letter within seven working days.

### Appeals

If you appeal against a benefit decision and the decision-maker does not change the decision, your case is sent to the Appeals Agency who arrange for it to be looked at by an independent tribunal. The length of time it takes before a tribunal is arranged varies, but it can be several months before the appeal is heard. **Leaflet GL24 If you think our decision is wrong** gives advice on what to do if you disagree with a decision about benefits.

### Jobcentre Plus Website

General information about the services of Jobcentre Plus can be found on Jobcentre Plus website. **[www.dwp.gov.uk](http://www.dwp.gov.uk)**

## Help in Moving into Work

### Working Tax Credit

This may be available to a young person with an illness or impairment who works at least 16 hours per week. It is calculated by the Inland Revenue and is paid with the wages paid by the employer. For information and claim pack contact:

**Help line**

**Tel: 0845 300 3900**

**Text phone**

**Tel: 0845 300 3909**

**Claim Line**

**Tel: 0800 500 222**

**Help line numbers inside front cover**

### **New Deal for Disabled People (NDDP)**

This is for people who are getting a sickness or disability related benefit and want to work, but need some help along the way. NDDP gives people access to specialist advisers, advice on applying for jobs and preparing for an interview and support once in work. Participation is on a voluntary basis. For more information contact the Jobcentre Plus office that deals with your claim, or if you have any questions about New Deal 7am to 11pm seven days a week **Tel: 0845 606 2626**

Or see: **[www.newdeal.gov.uk](http://www.newdeal.gov.uk)**

## **Other Sources of Financial Help and Support**

**Exemption from Road Tax** See page 60.

### **The Family Fund Trust**

This was set up by the government to help with certain special needs that arise from caring for a severely disabled child under 16 living at home. This includes physical and learning difficulties, sensory impairment and chronic conditions. The trust is not a charity and only gives help in areas not already covered by other benefits or services. For example, the trust may help with holidays or leisure activities, driving lessons for carers, costs of hospital visits, household appliances, clothing, bedding and many other items. Ask for what you most need.

All applications should give the child's name, age, address, and details of disability and help needed. Further information, including free booklets for parents, is available from:

**The Family Fund Trust**

**Tel: 01904 621115**

Address details page 208.

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**DIS (Disability Information Service)**

The DIS database will be able to highlight other sources of finance for specific purposes, see page 191.

## **Chapter 8      Social and Leisure Activities**

### **Library and Information Services**

**Email: [bristol\\_library\\_service@bristol-city.gov.uk](mailto:bristol_library_service@bristol-city.gov.uk)**

**[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

Bristol Library Service's 28 libraries provide fiction and information books for adults and children. Bristol City Council website provides information about branch libraries including their address, telephone number, opening hours, location and accessibility as well as information on the range of materials and facilities they offer.

All branch libraries and the mobile service have a children's section and the Central Library has a children's library run by specialist staff. All have special collections for very young children and teenagers, with a range of materials from books to CDs, videos and DVDs. These include large print books, talking books and nursery rhymes on tape or CD, tactile picture books, board books, early reading, and books reflecting the additional needs of disabled children. All libraries have dual language picture books in Asian, Somali and European languages. The Central Library and Henleaze offer computer games.

For those aged over 12, there are young adult books, and many libraries have separate teenage sections. Children can use the internet and other Information and Communication Technology (ICT) facilities subject to membership conditions. Regular story times for pre-school children are held in the Central Children's Library and most branches. All libraries have activities for children during holidays. There is a toy

**Help line numbers inside front cover**

library at Hartcliffe Library. For library events and activities in your area contact your library (details on the website) or:

**Children and Young People's Adviser Tel: 0117 903 8565**  
Cheltenham Road Library BS6 5QX

**Equalities and Inclusion team Tel: 0117 903 7722**

The Department of Education and Lifelong Learning have lists of resources for schools, books and posters with disabled characters and positive images. Address details page 120.

Many libraries have collections of Asian language material to meet the needs of their users. Large collections of Asian material are held at Trinity Road Library. Books on Asian issues are available in English and there are books in the main community languages such as Arabic, Bengali, Chinese, Gujarati, Hindi, Panjabi, Urdu, and Vietnamese at the Central Library, Knowle, Fishponds, Eastville and Cheltenham Road. Video collections in Urdu, Hindi, Bengali, Punjabi, Chinese and Vietnamese are available at Trinity Road and Horfield Libraries and at Central Library. Contact:

**Ethnic Minority Adviser Tel: 0117 903 7244**  
Central Library Fax: 0117 922 1081  
College Green BS1 5TL

The African/Caribbean collections include books on Africa, the Caribbean, America, and Britain. There are books written by and on people of African heritage. Material for children (including Anansi stories) and many which include and portray Black children in a positive way are stocked. Contact:

**Community Development Officer Tel: 0117 903 7342**  
Central Library  
College Green BS1 5TL

The mobile library provides a loan service for adults and children who are unable to visit their local library. It has fiction

**Help line numbers inside front cover**

and non-fiction books, including large print and spoken word tapes, videos and jigsaws. It has a drop down 'floor to door' entrance at the back, providing easy access for less mobile people and wheelchair users. Contact:

**Outreach Services****Tel: 0117 903 8531**

Unit 2 Bristol Vale Trading Estate  
Hartcliffe Way BS3 5RJ

The Learning Centre within the Central Library has resources for disabled people including text to speech software, large keyboards, a tablet and pen, text enlarging software and PC based magnifying equipment. Large keyboards are installed in Henleaze, Westbury, Stockwood and St George libraries, as well as in the Children's Library (Central Library). The appearance of text, backgrounds, font sizes and so on can be changed quickly and easily on all PCs. Branch libraries and the Children's Library in the Central Library have computers for children to use, with a higher level of filtering.

Joining the library is easy, free, and available to children of all ages. Books can be borrowed for up to three weeks and CDs, computer games, videos and DVDs for one week. There are no fines on children's books, but if a reminder is sent you will be asked to pay the postage. You can renew books, check library opening hours and get details of your loan items with the automated phone service:

**Library automated telephone service Tel: 0117 903 7240**

**Bookstart** is an exciting project set up with health visitors to bring a bag of books to every baby at their nine-month health check. Packs are available for babies with special needs.

**ClearVision****Tel: 0208 7899575**

61 Princes Way  
London SW19 6JB

### **[www.clearvisionproject.org](http://www.clearvisionproject.org)**

Anybody in the UK who needs children's books with a brailled text can join the ClearVision library. Books are sent direct to your address and there is no postage to pay. Membership is free to families. The books are ordinary children's picture books with added Braille (or Moon). They do not have enlarged print and are therefore not especially suitable for partially-sighted children learning to read print.

## **Sports Development**

**Bristol City Council Sport Services Tel: 0117 922 2696**

Colston House

**Fax: 0117 922 3735**

Colston Street BS1 5AQ

**Email: [sport@bristol-city.gov.uk](mailto:sport@bristol-city.gov.uk)**

**[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

There is a huge variety of sporting activity on offer in Bristol and the surrounding area. Follow the links on the website to get an idea of the possibilities. Some of them are described below. There is a disability sports directory for the former Avon area available from:

**Active Sports Disability Development Officer**

Bristol Education Centre

**Tel: 0117 9031382**

Address page 41.

Visit Bristol Union of Disability Sports website at:

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

**Sport and Disability South West**

**Tel: 0117 922 2717**

Bristol City Council

**Fax: 0117 922 3735**

Colston House

Colston Street BS1 5AQ

Provides support, information and advice on disability sport from judo to table tennis to athletics etc. Regular newsletters give information on what is happening in the South West.

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**Bristol Deaf Sports Forum****Email: alexydst@hotmail.com**

Bristol Deaf Sports Forum is for those who are interested in developing deaf sports in the Bristol area and nearby to meet and discuss sports opportunities for Deaf people. They organise sports activities for all signing people including Deaf people, hearing siblings and parents, and other signing hearing people.

**Avon Sports and Leisure for the Visually Impaired****Tel: 0117 951 7035****Kodachi Special Needs Judo****Tel: 01275 874547**

Southville Centre

Beauley Rd

Southville

Welcomes players with any additional needs providing it is safe for them and other players to practise. Thursday 6.30pm to 8pm. Weekly fees £3, annual membership £15.

**Elmfield School for Deaf Children After School Club**

Greystoke Avenue

**Tel: 0117 903 0366**

Westbury on Trym BS10 6AY

**Fax: 0117 903 0370****[www.elmfieldsch.bristol.org.uk](http://www.elmfieldsch.bristol.org.uk)**

Multi sport club for Deaf or hearing impaired young people aged from 11 to 16 years. Monday and Thursday 3.30 to 6pm

**St. Paul's Community Sports Academy Tel: 07834068791**

Newfoundland Road

St. Paul's

**Email : asa@abilitysports.co.uk****[www.abilitysports.co.uk](http://www.abilitysports.co.uk)**

Multi sport club for all disabled young people, age seven to 14. £2 per session. Saturday 10am to 12pm

**Bristol Orienteering Klub****Tel: 0117 9756545**13 Cade Close  
Stoke Gifford BS34 8UF**Email: bok-membership@blueyonder.co.uk****www.freenetpages.co.uk/hp/bristoloklub/**

All disabled children and young people aged two to adult. Various training times and venues. See website for details of events, phone organiser to ascertain accessibility.

**Bristol City Ability Football Club****Tel: 01373 834457**

Ability Sports Association

**Mob: 0775 4625015**

18 Ringwell

**Fax: 01373 834491**

Norton St. Philip

Bath BA2 7NY

**Email: asa@abilitysports.co.uk****www.abilitysports.co.uk**

Meets at Clifton College Sports Ground, Abbots Leigh, Bristol. Disabled children and adults. Friday 7pm to 8.30pm, Sunday 1pm to 4pm. Participate in league, tournaments and festivals.

**Swimming: Avon Sports and Leisure for the Visually Impaired****Tel: 0117 951 7035**

Non-competitive swimming at the Bristol Royal Infirmary pool in central Bristol. Monday 6.45 to 7.45pm. £2.00 per session.

**Bristol Pirates Wheelchair Basketball Club**

St Paul's Academy

**Tel: 07764301267**

Newfoundland Road

St Paul's

**Email: bristol\_pirates@yahoo.co.uk**

Tuesday 6.30 to 8.30pm. Matches at the weekend.

**Action for Leisure****Tel: 0208 783 0173**

PO Box 9

**Fax: 0208 783 9267**

West Molesey KT8 1WT

**Email: [enquiries@actionforleisure.org.uk](mailto:enquiries@actionforleisure.org.uk)**

Aims to enable all disabled people to use the positive opportunities that play and leisure offer. The information service provides support for disabled people, families, staff, volunteers, students and anyone with an interest.

## **Sports and Leisure Centres and Swimming Pools**

### **Helper or Carer goes free**

The leisure centres operate a helper goes free policy. This means that one parent or helper with a disabled person can get in free for casual sessions such as swimming. Ask at reception. All leisure centres have a named member of staff who is responsible for day-to-day disability issues.

### **Easton Leisure Centre**

**Tel: 0117 955 8840**

Thrissell Street

Easton BS5 OSW

**Email: [eastonlc.feedback@virgin.net](mailto:eastonlc.feedback@virgin.net)**

**[www.bcsport.co.uk/easton/](http://www.bcsport.co.uk/easton/)**

Bristol's largest leisure centre has a 25 metre, 6 lane competition pool, water slide and children's pool, and a sports hall, squash court and Oceans Fitness Centre. There is free car parking for up to 120 cars.

**Accessibility:** Facilities for disabled people include car park, access, toilet, fitness equipment, and hoist. The centre is accessible to a wheelchair user travelling independently.

### **Horfield Sports Centre**

**Tel: 0117 952 1650**

Dorian Road

Horfield BS7 OXW

**Email: [horfield.bcs@virgin.net](mailto:horfield.bcs@virgin.net)**

**[www.bcsport.co.uk/horfield/](http://www.bcsport.co.uk/horfield/)**

Open daily 9am to 11pm. Facilities include a multi-purpose sports hall, four squash courts, and a ToneZone fitness suite. Car parking for 60 cars. There is a crèche for centre users.

**Accessibility:** Facilities for disabled people include car park, access and toilet. Accessible to a wheelchair user travelling independently.

**Kingsdown Sports Centre**

**Tel: 0117 942 6582**

Portland Street

Kingsdown BS2 8HL

**Email: [kingsdown.sc@virgin.net](mailto:kingsdown.sc@virgin.net)**

**[www.bcsport.co.uk/kingsdown/](http://www.bcsport.co.uk/kingsdown/)**

This centre offers a five court badminton hall, health spa, sauna and solarium. Free car parking for up to 60 cars. There is a crèche for centre users.

**Accessibility:** Facilities for disabled people include car park, access and toilet. Accessible to a wheelchair user travelling independently.

**Robin Cousins Sports Centre**

**Fax: 0117 903 1641**

West Town Road

Avonmouth BS11 9GB

**Email: [robincousins.bcs@virgin.net](mailto:robincousins.bcs@virgin.net)**

The centre has a four court sports hall, two squash courts and a ToneZone fitness suite. Free car parking for up to 60 cars. There is a crèche for centre users.

**Accessibility:** Facilities for disabled people include car park, access and toilet. Accessible to a wheelchair user travelling independently.

**St. Paul's Community Sports Academy Tel: 0117 922 4412**

Newfoundland Road

**Fax: 0117 377 3407**

St. Paul's BS2 9NH

**Email: [stpauls.bcs@virgin.net](mailto:stpauls.bcs@virgin.net)**

Services include fitness equipment, various court hire, netball. Limited parking only. There is a crèche for centre users.

**Accessibility:** Accessible to a wheelchair user travelling independently, a wheelchair user with assistance, and to someone with limited mobility, walking a few paces and a maximum of three steps.

**The Park Centre**

**Fax: 0117 903 9771**

Daventry Road  
Knowle BS4 1QD

**Email: [park\\_centre@bristol-city.gov.uk](mailto:park_centre@bristol-city.gov.uk)**

The Park is on the site of the old Merrywood Boys School. Services include various court and pitch hire and aerobics. There is a crèche for centre users.

**Accessibility:** Accessible to a wheelchair user travelling independently, a wheelchair user with assistance and to someone with limited mobility, walking a few paces and a maximum of three steps.

**Whitchurch Sports Centre**

**Tel: 01275 833911**

Bamfield

**Fax: 01275 838505**

Whitchurch BS14 OXA

**Email: [whitchurch.sportscentre@virgin.net](mailto:whitchurch.sportscentre@virgin.net)**

Located in the south of the city, the centre has 13 badminton courts, three squash courts, a three lane indoor bowls hall, a ToneZone fitness suite and a free-weights gym. Car parking for 300 cars, and a crèche for centre users.

**Accessibility:** Facilities for disabled people include car park, access and toilet. Accessible to a wheelchair user travelling independently.

**Withywood Sports Centre**

Withywood Community School

Molesworth Drive BS13 9BL

Services include hire of various courts and fitness equipment.

There are two small areas for parking outside the sports club and within walking distance off road parking for 250+ cars.

**Accessibility:** Disabled toilets and shower. Full disabled access.

## **Swimming Pools with Disabled Access**

### **Bishopsworth Swimming Pool                      Fax: 0117 9031602**

Whitchurch Lane

Bishopsworth BS13 7RW

All on one level, it offers excellent disabled facilities with easy access for all. The pool is 25 metres by 10.5 metres and is two metres deep. Plenty of parking is available.

**Accessibility:** Facilities for disabled people include car park, access, toilet and hoist. Accessible to a wheelchair user travelling independently.

### **Bristol North Swimming Pool                      Fax: 0117 9031615**

Gloucester Road

Bishopston BS7 8BN

There is a small car park to the rear of the building.

**Accessibility:** Facilities for disabled people include car park, access and toilet. Accessible to a wheelchair user travelling independently.

### **Filwood Swimming Pool                                      Fax: 0117 9031605**

Filwood Broadway

Filwood BS4 1JL

Bristol's largest pool, it measures 33 metres by 12 metres and is approximately four metres deep. There is a five-a-side court and a netball court. There is no car park.

**Accessibility:** Facilities for disabled people include access and toilet. Accessible to a wheelchair user travelling independently.

**Henbury Swimming Pool****Fax: 0117 9031621**

Crow Lane

Henbury BS10 7EN

Henbury is a relatively modern pool measuring approximately 25 metres by 10.5 metres and is two metres deep. There is a five-a-side court and netball court. Car parking is available.

**Accessibility:** Facilities for disabled people include car park, access, toilet and hoist. Accessible to a wheelchair user travelling independently.

**Youth Service**

Bristol City Council has a combination of detached and youth centre based youth projects in areas of the city where young people aged 13 to 19 appear to need services most, see page 159. Each of these has a team of staff and voluntary sector workers to set up and deliver services. Inclusion youth projects are based at Sefton Park Youth Centre. These include the disability project.

They also supply services for young people aged eight to 14. These are at four main statutory adventure playgrounds in Easton (Felix Road), Lockleaze, St Paul's and Southmead. There are also voluntary play projects, and workers aim to provide citywide facilities for this age range. For details of voluntary groups working in connection with Bristol City Council, look on the voluntary list on the youth section of the website ([www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)) or contact:

**Avonquay Admin HQ****Tel: 0117 927 6301**

Cumberland Basin BS1 6XL

**Young People's Services (YPS)** aim to help young people in Bristol to understand and act on issues which affect their lives, the lives of others, and their communities. YPS:

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- Offer support and relationships which help young people achieve and progress
- Enable the views of young people to be expressed and help them to influence decision making at various levels
- Promote opportunities and choices for personal and social development of young people
- Intervene to prevent inequality, disaffection and exclusion
- Encourage institutions and policy makers to look at the root causes of inequality, disaffection and exclusion.

YPS helps to put forward the views and opinions of children and young people across the city council and allied services. They work directly with children and young people to enable their voices to be heard, informing decision making at all levels, including service design and delivery. 12 teams across the city are developing and delivering services to support the needs of young people from their communities.

The service aims to be accessible to children's and young people's needs. It also offers specific services to meet the needs of young people which are not met by local projects. YPS works with the voluntary and community sectors to complement mainstream service provision.

## **Inclusion Projects**

**Bristol Activities Centre**

Avonquay

Cumberland Basin BS1 6XL

**Tel: 0117 926 5850**

**Disability Equality Project**

**Inclusion Team**

**Lesbian, Gay and Bi-sexual Young People**

**Tel: 0117 377 3673**

**Tel: 0117 377 3673**

**Tel: 0117 377 3673**

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**Participation Project** Tel: 0117 377 3673  
**Race Equality Project** Tel: 0117 377 3673  
**Youth and Community Worker for Disabled Young People**  
Sefton Park Youth Centre Tel: 0117 927 6301  
Ashley Down Road BS7 9BG

**City of Bristol Young People's Forum** Tel: 0117 903 1330  
YOU, 32 Bond Street BS1 3LX

**Bristol Youth Community Action** Tel: 0117 903 6495  
c/o Bristol Youth Offending Team  
Kenham House  
Wilder Street BS2 8PD

**Curriculum Development & Equalities** Tel: 0117 377 3651  
Brentry Lodge Youth Centre  
Machin Road  
Henbury BS10 7HQ

**Self Defence Project** Tel: 0117 377 3652  
Brentry Lodge Youth Centre  
Machin Road  
Henbury BS10 7HQ

## **Youth Centres**

**Ashley Youth Project** Tel/Fax: 0117 942 0516  
New St Paul's Settlement  
Brigstocke Road  
St Paul's BS2 8UA

**Avonmouth Youth Club** Tel/Fax: 0117 907 7767  
c/o Bristol Youth Office  
Avonquay  
Cumberland Basin BS1 6XL

**Barton Hill Youth Project****Tel: 0117 903 8249**

63 Barton Hill Road BS5 0AP

**Accessibility:** No provision**Bedminster Youth Project****Tel/Fax: 0117 983 7797**

Brentry and Henbury Youth Project

**Tel: 0117 377 3647**

Brentry Lodge Youth Centre

Machin Road

Brentry BS10 7HQ

**Accessibility:** Accessible via the weights room. Contact the youth centre before travelling to arrange entrance. Accessible to a wheelchair user with assistance.**Brislington Youth Project****Tel: 01275 836 593**

Broomhill Youth Centre

Allison Road BS4 4NZ

**Accessibility:** No disabled access to toilets. Accessible to a wheelchair user travelling independently, a wheelchair user with assistance, and to someone with limited mobility.**Easton Youth Project****Tel: 0117 951 0188**

The Mill Youth Centre

**Fax: 0117 903 1097**

Lower Ashley Road BS5 0YJ

**Accessibility:** Toilets not wheelchair accessible. Accessible to a wheelchair user travelling independently, a wheelchair user with assistance, and to someone with limited mobility.**Groveleaze Youth Centre****Tel: 0117 982 2010**

Grove Leaze

Shirehampton BS11 9QU

**Accessibility:** Accessible to a wheelchair user with assistance and to someone with limited mobility.

**Hartcliffe and Withywood Youth Action Team**

c/o Withywood Community School      **Tel: 0117 964 0134**  
Molesworth Drive  
Withywood BS13 9BL

**Hareclive Youth Project**

**Tel: 0117 964 0888**

Hartcliffe Youth Centre  
Moxham Drive  
Hartcliffe BS13 0HP

**Accessibility:** No provision. Parking available on site.

**Hillfields Youth Project**

**Tel: 0117 903 8346**

Hillfields Youth Centre  
Thicket Avenue  
Fishponds BS16 4EH

**Tel: 0117 377 2727**

**Accessibility:** Chair lift on stairs. No wheelchair provision.

**Knowle West Youth Project**

**Tel: 0117 977 7795**

**Eagle House Youth Centre**

Newquay Road  
Knowle West BS4 1EG

**Accessibility:** No disabled toilet facility. Accessible to a wheelchair user travelling independently.

**Lawrence Weston Youth Project Tel/Fax: 0117 907 7767**

Lawrence Weston Youth Centre  
Long Cross  
Lawrence Weston BS11 0RX

**Accessibility:** Accessible to a wheelchair user travelling independently.

**Lockleaze Youth Project**

**Tel 0117 903 8464**

Lockleaze Day Centre  
118 Brangwyn Grove  
Lockleaze BS7 9UD

**Fax 0117 377 3321**

**Oldbury Court Youth Centre**

Delabere Avenue  
Oldbury Court BS16 2ND

**Accessibility:** No provision.

**Tel: 0117 965 6821**

**Sefton Park Youth Project**

Sefton Park Youth Centre  
Ashley Down Road BS7 9BG

**Accessibility:**

**Tel: 0117 377 3673**

**Southmead Youth Project**

Southmead Youth Centre  
Greystoke Avenue  
Southmead BS10 6AS

**Accessibility:** No first floor access. Accessible to a wheelchair user travelling independently, a wheelchair user with assistance, and to someone with limited mobility.

**Tel: 0117 377 3605**

**Fax: 0117 903 1506**

**St George Youth Project****Kingsway Youth Centre**

Kennard Rise  
St George BS15 2AF

**Accessibility:** No provision.

**Tel: 0117 903 9742**

**The Basement Studio**

Sefton Park Youth Centre  
Ashley Down Road BS7 9BG

**Accessibility:**

**Tel: 0117 942 0516**

**Wicklea Youth Centre**

281 Wick Road  
Brislington BS4 4HU

**Tel: 0117 983 7797**

**Accessibility:** Accessible to a wheelchair user travelling independently, a wheelchair user with assistance, and to someone with limited mobility.

**Withywood Youth Project**

Withywood Youth Centre  
Queens Road  
Withywood BS13 8QA

**Tel: 0117 903 8376**

**Fax: 0117 964 5111**

**Accessibility:** No disabled toilet facility. Accessible to a wheelchair user travelling independently.

## **Voluntary Sector Youth Projects**

**Avon Riding Centre for the Disabled**

Kingsweston Road  
Henbury

**Tel: 0117 959 0266**

**<http://beehive.thisisbristol.com>**

Aims to give anyone with an impairment who might benefit in their general health and well being the opportunity of riding. A doctor's consent may be required for all new members.

**Bournstream Trust for the Disabled Tel: 01453 843630**

Address details page 27.

**Duke of Edinburgh's Award**

**Tel: 0117 927 6301**

Avonquay Admin HQ  
Cumberland Basin BS1 6XL

The Duke of Edinburgh's award works with 14 to 25 year olds to provide activities that positively challenge young people's perception of themselves. It encourages them to develop skills, confidence and ability. Particular attention is given to meeting the needs of disabled people and those at risk or experiencing unemployment, discrimination, poverty or the lack of social, cultural and recreational facilities.

**Gateway Clubs**

Gateway is the leisure arm of the Mencap Community Support Team. It provides a range of community-based activities covering leisure and social education, and mainly caters for people with learning disabilities over the age of 18.

**Mencap Community Support Team Tel: 01380 739476**

4A Station Road

Devizes

Wiltshire SN10 1HT

**New Gateway Award**

**Tel: 01202 681830**

**[jim.shearer@virgin.net](mailto:jim.shearer@virgin.net)**

This is an inclusive scheme for people with learning difficulties over the age of 12, with no upper age limit. It was developed in conjunction with the Duke of Edinburgh Award Scheme.

**Guide Association Headquarters**

**Tel: 0117 973 4776**

**Listening Books**

**Tel: 0207 407 9417**

12 Lant Street

London SE1 1QH

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

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

Provides books on tape for disabled people.

**National Scouting Information Centre Tel: 0845 3001818**

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

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

**PHAB South West**

**Tel: 01278 795543**

(Physically Handicapped and Able Bodied)

Phab creates opportunities for disabled people and non-disabled people to come together on equal terms, and aims to

raise awareness of disability issues and break down barriers of embarrassment and prejudice.

**Young Bristol**

113 Parson Street  
Bedminster BS3 5QH

**[www.youngbristol.com](http://www.youngbristol.com)**

Works with young people offering lots of activities and ways to get involved. Poole's Wharf activity centre aims to provide accessible facilities to include disabled young people.

**Tel: 0117 953 7921**

**Fax: 0117 953 7925**

**Musical Activities**

**Bristol MusicSpace**

The Southville Centre  
Beauley Road BS3 1QG

**<http://home.btclick.com/mspace.bristol/>**

Works with children and adults with a range of impairments. Music therapists from its team travel to playgroups, pre-school assessment centres and schools in and around Bristol. The music therapist works with the child to build a relationship through the music and sounds in order to develop concentration, attention and social interaction. Children can be referred by parents, carers or other professionals. There is a charge for sessions not funded through health or education.

**Tel: 0117 9531731**

**Fax: 0117 9669889**

**Dance Voice Therapy Centre**

Friends Meeting House  
Wedmore Vale  
Bedminster BS3 5HX

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

Provides low cost dance movement therapy to people of all ages with learning difficulties, sensory impairments and acquired brain injury.

**Tel: 0117 953 2055**

**Sound Sense**

7 Tavern Street  
Stowmarket  
Suffolk IP14 1PJ

**www.soundsense.org**

National development agency for community music. It also runs the National Music and Disability Information Service providing advice and information to give disabled people choices to enjoy, be involved with and benefit from music.

**Tel: 01449 673990**

**Fax: 01449 673994**

**Soundbeam Project**

**www.soundbeam.co.uk**

They supply Soundbeam equipment, which enables disabled people to make music and sound by the slightest movement.

**Tel: 0117 974 4142**

**Fax: 0117 970 6241**

**Penfriend Clubs****Chatter-Post**

17 Montana Road  
London SW20 8TW

Links visually impaired young people aged 6-20. Simply get your child to make a self-recorded tape of their personal details and send to Chatter-Post who will send out a Chatter-Post starter-pack, with the voice and address of a Chatter-Friend and the Chatter-Post Tape Magazine. The service is free to all visually impaired young people, and aims to help them to feel less isolated, by forging new friendships.

**Tel: 0208 946 1441**

**Write Away**

1 Thorpe Close  
London W10 5XL

**Email: penfriends@writeaway.demon.co.uk**

**Tel: 0208 964 4225**

**Fax: 0208 964 3532**

Write Away is a penfriend club for children aged eight to 18 with any type of special needs, their brothers and sisters and anyone wanting to write to someone with special needs. All forms of communication are used, including writing, word processors, drawings, audio or video tape, email and Braille.

For a one-off membership fee of £2.00, Write Away provides up to three penfriends and has a network of events and exchanges. Parents and carers of children with special needs can be matched with others in the same situation for a one-off membership fee of £5.00.

## Chapter 9 Your Rights

### What Rights Does My Child Have?

Whenever professionals talk about disabled children they refer to needs rather than rights. Needs, according to statutory guidance, are defined by the professional and not the child themselves or their parent or carer. All children, whether they are disabled or not, have rights which are protected under the United Nations Convention on the Rights of the Child and the Human Rights Act as well as various other pieces of legislation (see below). A number of guidance documents that professionals are working to, such as the Code of Practice for Special Educational Needs also requires professionals to listen to and take account of the views of the child, however they are expressed.

*“If you have a physical disability or learning impairment you should be given special care and support to help you live a full and independent life and be an active member of your community.”* Article 23 Convention on the Rights of the Child.

#### **Legislation**

Children with additional needs are protected by the Disability Discrimination Act 1995, the Special Educational Needs and Disability Act 2001 and the Children Act 1989. They should not be treated “less favourably” than non-disabled children by any service provider. Service providers should be making “reasonable adjustments” to meet their needs. Parents who are also carers are also afforded some protection through the Carers (Recognition and Services) Act 1995.

## Disability equality

Find it out aims to take a disability equality approach to issues. In other words it tries to empower disabled children and their parents or carers by providing accessible information. Many service providers such as Bristol City Council are committed to working towards the social model of disability. This means that they recognise that although disabled children have impairments that can stand in the way of their joining in a range of activities, much of the discrimination they face is because society is not geared up to meet their needs: the environment is inaccessible, people hold discriminatory attitudes, or services are not adequately resourced.

### Inclusion

Inclusion means your child is able to take part in the fullest possible range of mainstream activities.

### What is inclusion?

Historically the term inclusion has had a number of meanings. It is now taken to mean enabling disabled children to play a full part in society with the right support and resources.

*"Inclusion is integration on our own terms. You can do integration to us, but there can be no inclusion without us playing a full part in the process."*

Alliance for Inclusive Education: a partnership between disabled adults and the parents of disabled children.

### Disabled People's Organisations

Increasingly disabled adults and young people have been coming together to form their own organisations, they call them organisations **of** rather than **for** disabled people. Many of these provide advice and support services or undertake campaigns or promote self advocacy. Many parents or carers

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have not met disabled adults and find it a really helpful experience to meet adults with similar impairments to their children and to hear their views.

A number of young people with additional needs also choose to meet together to share experiences and to lessen feelings of difference and isolation. They find it a really positive experience to meet disabled adults who can act as role models and show what can be achieved.

The following organisations of disabled people can offer advice and support:

**Disability Rights Commission**                      **Tel: 08457 622 633**  
 DRC Help line    **Text phone: 08457 622 644**  
 Freepost MID02164                                      **Fax: 08457 778 878**  
 Stratford upon Avon CV37 9BR  
 Open between 8am and 8pm, Monday to Friday.

**West of England Coalition of Disabled People (WECODP)**  
 see page 180.

**West of England Centre for Inclusive Living (WECIL)**  
 see page 179.

**People First** see page 179.

**Centre for Deaf People** see page 183.

## **Social Services**

### **Seeing your records**

If you have contact with Social Services and Health, they will have a written record about this. The staff are under a legal obligation to keep the content of your records confidential.

People have a legal right to see information held about them on files or on computer under the Access to Personal Files (Social Services) Regulations 1989. The general rule is that

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other people including family members cannot have access to an individual's information without their consent. This applies whether you are a child, young person or adult.

If a parent wishes to apply for access to their child's records, officers will need to be satisfied that the application is in the child's rather than the parent's interests and that wherever possible the child has willingly authorised their parent to apply. This can take a long time, at least 40 days, since third parties must be contacted for their permission to show information provided by them.

For more details see **leaflet SSL 48 Your Records, Your Rights: access to personal files held by the social services department**. Ask your social worker for this leaflet or contact:

**Social Services and Health**

**Tel: 0117 987 4222**

PO Box 30

Bristol BS99 7NB

**[socialservices@bristol-city.gov.uk](mailto:socialservices@bristol-city.gov.uk)**

**[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**

### **When things go right or wrong**

Bristol City Council's compliments, complaints and representations procedure aims to make a positive contribution to service provision and planning. It is not intended to foster a culture of blame or defensiveness.

If you are not happy with your service, it is the complaints manager's job to make sure that you are given the chance to express your complaint and to ensure your complaint is dealt with properly.

The complaints procedure is for anyone receiving a service and their carers. The complaints manager can tell you if you are not sure if you are eligible to use the procedure.

It is always best to try to sort out problems with the people directly involved as complaints often turn out to be due to misunderstandings which can be sorted out fairly easily. If you prefer to speak to someone else about it, ask to speak to their manager. It is better to put your complaint in writing, especially if the matter is complicated. State the facts clearly and say how you believe the matter should be resolved.

Your complaint will normally be passed to the team manager to look into at stage 1 of the complaints procedure. You have the right to ask for it to be registered as a formal complaint (stage 2) and investigated by someone who is independent of the management of the service provided to you. If your complaint involves services to a child, an independent person will also be involved in investigating the complaint.

You can have an interpreter if English is not your first language. Usually what you want to complain about must have happened in the last 12 months. Sometimes the complaints procedure is not the best way to express your dissatisfaction; you will be advised about this. Contact:

**Complaints Section**

Bristol City Council

Social Services and Health

Freepost (SWB 97)

Bristol BS99 7ZZ

**[sshcomplaints@bristol-city.gov.uk](mailto:sshcomplaints@bristol-city.gov.uk)**

**Tel: 0117 987 4222**

**SMS txt: 0781 050 6593**

You can ask to see an advocate; this is someone who will help you put forward your concerns. This service is provided by the Complaints Procedure Advocacy (CPA), which is part

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of Advocacy Services at The Care Forum, see page 186. It is free, confidential and independent of social services. Contact: **Complaints Procedure Advocacy Tel: 0117 958 9330**  
Address details page 195.

Compliments, like complaints, can also help improve services for your child and others. People like to be told when they are doing a good job and providing the right support. You may like to know that the council tells staff and senior managers about the compliments they receive. They also keep a record of compliments which is published in their annual report. For more information and a feedback form, ask your social worker or contact Social Services and Health, see page 172.

### **Complaints or comments about other services provided by Bristol City Council**

**Corporate Complaints Manager Tel: 0117 922 2723**  
Bristol City Council Freepost SWB 535 **Fax: 0117 922 2024**  
Bristol BS1 5ZZ  
**complaints@bristol-city.gov.uk.**

If, having gone through the various stages of the council's complaints procedure, you are not satisfied then you can contact the Ombudsman who investigates complaints against local authorities. The Ombudsman will not take any action until the council has had an opportunity to deal with your complaint. A leaflet **How to Complain to Your Local Ombudsman** is available by writing to:

**Divisional Director (Legal Services)**  
Department of Central Support Services  
P O Box 1380 Romney House  
Romney Avenue  
Lockleaze BS99 3HB

**The Local Government Ombudsman Tel: 0247682 0000**

The Oaks

No 2 Westwood Way

Westwood Business Park

Coventry CV4 8JB

**[www.open.gov.uk/lgo](http://www.open.gov.uk/lgo)**

## **Health**

### **Seeing your records**

If you have had contact with the health service, they will have a written record about this. The staff of these services are under a legal obligation to keep the content of records confidential. As a parent or guardian of a person under 16 you have a right to see what is in these records. If you care for a person over 16 you can also see their records if that person agrees, or you are a court appointed representative of a person who is not able to manage his or her own affairs. You have a right to see what is in these records about you or your child. This allows you to make sure they are accurate, and to reassure yourself that things are not being done that have not been discussed with you. However, there are some exceptions. This is to protect other people who might be mentioned, or in exceptional circumstances to protect you.

You can ask the health care professional for access to records at the time of consultation. Health professionals can only show you the entries made by them. You can also apply in writing to the person who holds the record; there may be a charge for this service, but access should be arranged within 40 days. For further information about seeing your child's medical records ask at your local doctor's surgery or hospital, or contact the Patient Advice and Liaison Service, page 190.

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## **Second Opinions**

You may be referred for a second opinion if your family doctor agrees that it is clinically desirable.

## **Complaints**

If as a parent or carer you are unhappy with any aspect of the care your child is receiving, you should immediately raise your concerns with your family doctor or consultant. In most cases the problem will be resolved. However, if it is not, there are ways that you can take your complaint further.

## **Patient Advice and Liaison Service (PALS)**

### **PALS Manager**

**Freephone 0800 073 0907**

Address details page 190. If you need information, advice or have concerns, then contact the confidential PALS service. PALS does not replace existing complaints systems, it:

- Advises and supports patients, their families and carers
- Provides information on NHS services
- Listens to your concerns, suggestions or queries
- Helps sort out problems quickly on your behalf.

Contact the confidential PALS service if you need information, advice or if you have concerns about the health service. PALS acts independently when handling patient and family concerns, liaising with staff, managers and relevant organisations to negotiate a quick resolution to issues raised.

PALS can help you decide the best way to get the answers you need. It can also give you information on making a formal complaint if this is more appropriate for you.

## **NHS Complaints Procedure**

All NHS Organisations have a formal complaints procedure, which will provide you with a written reply to your complaint

within 20 working days. Your local PALS service will tell you more about this process and how to access it.

### **Independent Complaints Advocacy Service (ICAS)**

**Tel: 0845 120 3782**

Provides free impartial support to people who want to make a complaint about their NHS care or treatment. ICAS services in the south west are provided by Citizens Advice.

If you are still unhappy with the action that has been taken on your complaint contact:

#### **Health Commission**

**Tel: 0207 448 9200**

Complaints Team

Peter House

Oxford Street

Manchester M1 5AN

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

You must do this within two months of receiving a written response to your formal complaint. If you are unsure about what will be best for you, please contact PALS.

## **Education**

### **Complaints**

All governing bodies of schools have a complaints procedure, which parents or carers can ask for. Each governing body has a special needs governor who may be a useful first point of contact if your concerns are about policy and practice in Special Educational Needs.

If you feel that the school is not responding to your concerns or complaints, take your concerns formally to the governing body. If you make a complaint and you are still not satisfied with the way it is being dealt with, you can contact the

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department of Education and Lifelong Learning for further investigation and a copy of their leaflet **Making a complaint about a school**. Contact:

**Communications Manager**

**Tel: 0117 903 6958**

If you are unhappy about the way you have been treated, or with the service you have received and it is not a 'school-based' complaint (if it relates to statementing or SEN transport), you can contact the department for a copy of the leaflet **Making a complaint about the department of Education and Lifelong Learning** Tel: 0117 903 6958

### **Seeing Your Child's Records**

Every parent has the right to a copy of their child's annual school report or any of their child's school records. This information must be supplied to the parent within 15 days.

### **To Contact Your Local Councillor**

You may also want to raise issues with your local councillor and you can phone, write or email your local council office to find out who is your local councillor and his or her contact details or look it up at: [www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)

## **Advocacy Services**

### **Disability Advocates**

From time to time, parents, disabled children and young people will need support and information in gaining access to their rights and entitlements. Support from disability advocates will ensure that they get advocacy from people who understand what is available, and also understand from personal experience why gaining access to rights and entitlements is of vital importance. WECIL, see page 179, offers the Disability Information and Advice Service which is

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available to parents, disabled children and young people. Other advocacy schemes are listed below, and contact is encouraged with organisations managed and controlled by disabled people. Self-help and self-advocacy is equally important. Parents can gain support and information from other parents in similar situations, by joining parent support and empowerment groups, see page 185.

People need the support of advocacy services at different times in their lives. Sometimes people find it hard to say what they want, and find it very helpful to have an advocate who can support them at meetings. This is particularly important at key times when decisions are being made, and young people want to make sure that other people hear what they have to say. These are some of the services available:

**Voice of the Child**

**Tel: 0808 800 5792**

Offers an advocacy and complaints service to children and young people under 18 years old who are receiving support from social services.

**Bristol and South Gloucestershire District People First**

Unit 35, Easton Business Centre

**Tel: 0117 941 5842**

Felix Road

Easton BS5 0HE

**Email: [peoplefirst.bristol@virgin.net](mailto:peoplefirst.bristol@virgin.net).**

Provides advocacy services to people with learning difficulties over 18 years old.

**West of England Centre for Inclusive Living (WECIL)**

Leinster Avenue

**Tel: 0117 903 8900**

Knowle West BS4 1AR

**Fax: 0117 983 6765**

**Email: [reception@wecil-ltd.demon.co.uk](mailto:reception@wecil-ltd.demon.co.uk)**

They are able to provide an advocacy service for people at the time of assessment and planning. At the same address is:

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**West of England Coalition of Disabled People  
(WECODP)****Tel: 0117 942 0721/2****Email: [wecodp@talk21.com](mailto:wecodp@talk21.com)**

A group run by disabled people, WECODP campaigns actively on disability equality issues in the area e.g. equal opportunities, access, transport, employment, and education.

**For parents and carers:****Complaints Procedure Advocacy Tel: 0117 958 9330**

Provides an independent service to anyone who wants to complain about social services, see page 186.

**Princess Royal Trust Carers' Centre Tel: 0117 965 2200**

Provides an advocacy and information service, see page 191.

**Black Carers' Group****Tel: 0117 914 4491/2**

Provides an advocacy and information service to Black and other ethnic minority carers, see page 183.

**Policy Development for Services****Service Planning Advisory Group for Disabled Children**

This group was set up in accordance with the Children Services Plan which indicated a need to establish a multi-agency planning group for services to disabled children and their families. It aims:

- To promote effective inter-agency working which responds creatively to the changing needs of disabled children and their families
- To improve and develop working relationships between statutory and voluntary organisations in this field

- To involve representatives of disabled children and their families in evaluating existing services and developing new services
- To ensure the involvement of disabled persons' organisations in the planning and development of services for disabled children and their families.

The group operates within the framework of Bristol City Council's values including equity, equality and empowerment and to promote and develop the strategic objectives outlined in the Children's Services Plan.

The group links into the formal joint planning framework and through its membership with statutory agencies and voluntary organisations. It is made up of representatives from Bristol City Council departments of Social Services and Health; Environment Transport and Leisure; Housing, and Education; the NHS trusts; voluntary organisations; parents; Peer Support Project (WECODP) see page 180; disabled children and disabled people through disabled peoples organisations.

## **Translations**

If you need an interpreter for a meeting with professionals they can arrange this through the

**Translation and Interpreting Service Tel: 0117 903 6400**

**Email: [translation\\_service@bristol-city.gov.uk](mailto:translation_service@bristol-city.gov.uk)**

**Children's Information Service      Tel: 0845 129 7217**

Can use Language Line for a three-way telephone interpretation of any query you have about their information.

## Chapter 10 Local Support Groups & Useful Addresses

### Local Support Groups

Parents and carers can give invaluable support to each other by sharing experiences, information, and simply by understanding. Through a self-help or support group you can:

- Find out more about the condition and treatments
- Talk to people who understand the problems and joys
- Get the benefit of other parents' experience, moral support, practical tips, who to ask for what, and how
- Find out things you never thought of
- Enjoy and organise social events
- Work with others to improve services.

This chapter lists just some of the organisations and groups concerned with children with additional needs and their carers. There are many others, so if you do not find an organisation or group listed here, please ask your GP or another professional dealing with your child for the information.

Alternatively you can:

- Look at the **DIS Database** at your library, see page 191
- Ring **Carers' Centre** **Tel: 0117 965 2200**
- Ring **Contact a Family** **Tel: 0808 808 3555**
- Ring **Purple Pages** **Freephone: 0808 808 5252**

They keep a database of networks and groups specific to children.

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**Association for Children with Life-Threatening or Terminal Conditions (ACT)**      **Tel: 0117 922 1556**  
 Orchard House  
 Orchard Lane BS1 5DT  
[www.act.org.uk](http://www.act.org.uk)

**Avon Deaf Children's Society**      **Tel: 0117 924 9868**  
 Centre for Deaf People      **Minicom: 0117 944 1344**  
 16-18 King Square BS2 8JL

**Barnardo's South West**      **Tel: 0117 941 5841**  
 Unit 19      **Fax: 0117 941 5841**  
 Easton Business Centre  
 Felix Road  
 Easton BS5 0HE  
 Helps children, young people and their families over the long term to tackle the challenges of disability.

**Black Carers' Group**      **Tel/Fax: 0117 914 4491/2**  
 Unit 6 Kuumba  
 20-23 Hepburn Road BS2 8UD  
**Email: [admin@blackcarersproject.co.uk](mailto:admin@blackcarersproject.co.uk)**  
**[www.blackcarersproject.co.uk](http://www.blackcarersproject.co.uk)**

**Black Community Education Support Group**  
 114 Whitehall Road      **Tel: 0117 955 3276**  
 Whitehall BS5 9BH  
**Email: [bcesg@ukonline.co.uk](mailto:bcesg@ukonline.co.uk)**

**Bristol and Avon Chinese Woman's Group**  
 St Agnes Church      **Tel: 0117 935 1462**  
 Thomas Street      **Direct Line Tel: 0117 954 0476**  
 St. Pauls BS2 9LL      **Fax: 0117 955 3330**  
**Email: [bacwg2@onetel.com](mailto:bacwg2@onetel.com)**

**Bristol Charities First Help Project Tel: 0117 930 0301**

Offers support to parents with a pre-school aged child who has additional needs or delayed development. Regular home visits support parents and carers, and play sessions give parents suggestions for activities to help with the child's development. The Rainbow Group playgroup meets term time Thursdays 11.30am to 1.45pm. Voluntary contribution £1 per week. Contact: [nickyowen@bristolcharities.org.uk](mailto:nickyowen@bristolcharities.org.uk)

**Bristol Area Down Syndrome Support Group**

50 Memorial Road

**Tel: 0117 904 1313**

Hanham BS15 3JW

**Email: [annabel@dsa-bristol.org.uk](mailto:annabel@dsa-bristol.org.uk)****[www.dsa-bristol.org.uk](http://www.dsa-bristol.org.uk)**

A parent-led support group which aims to enhance the lives of people with Down's Syndrome, their families and carers. See website for information about the association, professional and local support organisations, and forthcoming events.

**Carers' Centre****Tel: 0117 965 2200**

See Princess Royal Trust Carers' Centre.

**Centre for Deaf People****Tel: 0117 924 9868**

16-18 King Square

**Fax: 0117 924 4884**

Bristol

**Text phone: 0117 944 1344**

BS2 8JL

**Video Tel: 0117 942 0258****Email: [office@centrefordeaf.org.uk](mailto:office@centrefordeaf.org.uk)**

Provides information, support, advice, training and leisure.

**Children's Information Service****Tel: 0117 941 3999**

The Proving House

**Help line: 0845 129 7217**

Sevier Street

**Fax: 0870 128 3044**

St Werburgh's BS2 9LB

**Email: [enquiries@cisbristol.co.uk](mailto:enquiries@cisbristol.co.uk)****[www.cisbristol.co.uk](http://www.cisbristol.co.uk)**

Provides information on early years and childcare services for parents; carers; childcare service providers; support services; employers; professionals; and children and young people. Information about registered childcare and voluntary organisations is available in a range of formats and through various outlets including: help line; leaflets; website; and an outreach service. A comprehensive set of leaflets (many in different languages) is also available on topics of interest to families and children. Information line Monday and Friday 8am to 4pm, Tuesday, Wednesday, Thursday 8am to 8pm

**Children's Voluntary Sector Services Tel: 0117 958 9336**

The Care Forum, address details page 195.

Run bi-monthly meetings for statutory and voluntary sector children's services. Produce regular newsletters and e bulletins for the children's voluntary sector.

**Circles Network**

**Tel: 0117 373 7010**

The Dunstan Centre  
160 Pennywell Road  
Easton BS5 0TX

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

Supports people who are experiencing social exclusion or are at risk of being isolated through disability or long-term illness.

**Citizens Advice Bureau**

**Tel: 0870 1212 134**

12 Broad St BS1 2HL

**Fax: 0117 934 9829**

**[www.geocities.com/bristolcab/](http://www.geocities.com/bristolcab/)**

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

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

**Cancer and Leukaemia in Childhood (CLIC)**

Abbey Wood Business Park

**Tel: 0117 311 2626**

Filton BS34 7JU

**Fax: 0117 311 2649**

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

Offers practical support to children with cancer or leukaemia and their families including: home care nurses; holidays; financial help and information; support group for young people who have had cancer; pen pal network and newsletters. Referral for financial help or holidays via a health care professional, requests for information made directly.

**Children Living with Inherited Metabolic Diseases**

**(CLIMB)**

**Tel: 01761 472380**

9 Southlands Drive

Timsbury

Bath BA3 1HB

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

Offers information, help and support to families of children with a wide range of metabolic diseases.

**Children's Heart Circle South West**

53 Sunningdale

**Tel: 0870 125 2307**

Yate BS37 4HZ

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

Supports children with heart conditions and their families in the units where they receive care.

**Complaints Procedure Advocacy Tel: 0117 958 9330**

The Care Forum, address details page 195. Provides free independent support and assistance to people making a complaint against Bristol Social Services and Health department. It offers a range of forms of advocacy and acts as a source of information for complainants and other agencies

**Disability Information and Advice Service (DIAS)**

West of England Centre for Inclusive Living

Leinster Avenue

**Tel: 0117 983 2828**

Knowle West BS4 1AR

**Fax: 0117 983 6765**

**Email: [staff@wecil.co.uk](mailto:staff@wecil.co.uk)**

Offers free, impartial and confidential information and advice provided by disabled people for disabled people or parents and carers of disabled children. It includes Youth PASS, the Listening Partnership, and Direct Payments support service. Open Tuesday and Thursday 10am to 1pm, 2pm to 3pm, Wednesday 10am to 1pm. There is no answer phone service.

**Disability Information Service (DIS)** is accessed through  
**Purple Pages** **Freephone: 0808 808 5252**  
 See page 191.

### **Disabled Living Centre West of England**

The Vassall Centre

**Tel: 0117 965 3651**

Gill Avenue

**Fax: 0117 965 3652**

Fishponds BS16 2QQ

### **Dyslexia Association**

**Tel: 0117 944 6449**

10 Beloe Road

Horfield BS7 8RB

### **Enuresis Resource and Information Centre (ERIC)**

34 Old School House

**Tel: 0117 960 3060**

Britannia Road

(Monday to Friday 10am to 4pm)

Kingswood BS15 8DB

**Fax: 0117 960 0401**

**Email: [info@eric.org.uk](mailto:info@eric.org.uk)**

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

### **Headway Bristol (The Brain Injury Association Ltd)**

Headway House

**Tel/Fax: 0117 975 377**

Frenchay Hospital

Frenchay BS16 1EH

### **KHAAS**

**Tel: 0117 955 4070**

St Werburgh's Community Centre

Horley Road BS2 9TJ

**Email: khaas\_bristol@yahoo.co.uk**

Bristol organisation for south Asian parents with children with additional needs.

**Jessie May Trust**

35 Old School House  
Kingswood Foundation Estate  
Britannia Road  
Kingswood BS15 8DB

**Admin Tel: 0117 961 6840**

**Care Team Tel: 0117 958 2172**

**Fax: 0117 960 7783**

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

**www.jessiemaytrust.org.uk**

Provides registered children's nurses with specialist skills in caring for children with terminal or life limiting illnesses at home.

**Look West**

C/o RNIB Bristol  
Stillhouse Lane  
Bedminster BS3 4EB

**Tel: 0117 965 5994**

Parent support group for blind and visually impaired children.

**ME Bristol Group**

3a Kersteman Road  
Redland BS6 7BX

**Tel: 0117 965 6285**

**Mencap Avon North**

Hop Skip and Jump  
Grimsbury Road  
Kingswood BS 15 9SE

**Tel: 0117 961 4372**

**Fax: 0117 961 4909**

**Email: avonnm@btconnect.com**

**Mencap Pathway Employment Service**

Barton Hill Settlement  
43 Ducie Road BS5 0AX

**Tel: 0117 955 9219**

Offers a supported employment service for adults with learning difficulties who want help finding paid work in their local community.

**Mencap Community Support Team Tel: 01823 340030**

South West Regional Office

7 Hammett Street

Taunton

Somerset TA1 1RZ

**Email: [southwest.cstadmin@mencap.org.uk](mailto:southwest.cstadmin@mencap.org.uk)**

**National Autistic Society**

**Tel: 0117 904 7682**

19 Harrowdene Road

Knowle BS4 2LD

**Email: [nasbristol2@hotmail.com](mailto:nasbristol2@hotmail.com)**

**NAS Befriending Scheme**

**Tel: 0117 974 8409**

**Email: [EmmaGwynne@nas.org.uk](mailto:EmmaGwynne@nas.org.uk)**

Trained volunteers who support a child or adult affected by autism or Asperger's syndrome. They try to match volunteers with people and their families with something in common.

**NHS Direct**

**Help line: 08 45 46 47**

Freepost

**Admin: 01454 627200**

Acuma House

**Fax: 01454 627228**

Axis 4/5 Woodlands

Almondsbury BS32 4JT

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

Operated by qualified nurses and professional advisers it provides a 24-hour telephone advice line, giving advice and information on a wide range of health services.

**Oasis**

**Tel: 0117 904 1313**

Pre-school arm of Down's Association, see page 184.

**[www.dsa-bristol.org.uk/oasis](http://www.dsa-bristol.org.uk/oasis)**

**Parents and Carers of Children with Epilepsy (PACE)**

c/o The Carers' Centre      **Help line: 0808 800 5050**  
Address details page 191.      **Tel: 0117 951 1480**  
See also Epilepsy Action page 208.

**Patient Advice and Liaison Service (PALS)**

See page 175.      **Freephone: 0800 073 0907**

**Frenchay**

**Tel: 0117 918 6646**

Room 24  
Admin Block  
Frenchay Hospital  
Frenchay BS16 1LE  
**pals@north-bristol.swest.nhs.uk**

**Southmead**

**Tel: 0117 959 6285**

PALS Office  
Southmead Hospital  
Westbury-on-Trym BS10 5NB  
**pals@north-bristol.swest.nhs.uk**

**Bristol South and West Primary Care Trust PALS**

King Square House      **Tel: 0117 976 6600**  
King Square BS2 8EE  
**Linda.Bruce-Smith@bristolswpct.nhs.uk**

**Bristol Royal Infirmary PALS**

**Tel: 0117 928 3571**

Level 2      **Minicom: 0117 934 9261**  
Queens Building BS2 8HW  
**PALS@ubht.swest.nhs.uk**

For a list of PALS at all UBHT hospitals see:

**[www.ubht.nhs.uk/consumer\\_unit/PALS/PALS.htm](http://www.ubht.nhs.uk/consumer_unit/PALS/PALS.htm)**

**Parents in Partnership Advancing Inclusion (PIPA)**

Gatehouse Centre  
Hareclive Rd  
Hartcliffe BS14 9JN

**Tel: 0117 902 0263/5**

**Fax: 0117 778 8965**

**Princess Royal Trust Carers' Centre Tel: 0117 965 2200**

The Vassall Centre  
Gill Avenue

**Minicom: 0117 965 2200**

Fishponds BS16 2QQ

**Email: [admin@carers-bs.org.uk](mailto:admin@carers-bs.org.uk)**

**[www.carers-bs.org](http://www.carers-bs.org)**

Offers parent carers information, advocacy and support, either through the help-line, or at home through a carer support officer. Parents are also invited to feed back through regular meetings with Social Services and Health on how well the needs of their child are being met locally. The centre also offers: support groups; outings; free therapies; and free carers' newsletters produced quarterly. Open 10am to 1pm Monday to Saturday.

**Purple Pages**

**Freephone: 0808 808 5252**

The Care Forum, address details page 195.

**Email: [info@purplepage.org.uk](mailto:info@purplepage.org.uk)**

Help line is open from 9.30am to 4.30pm Monday to Friday, with an answer phone at other times.

Purple Pages is the help line offered by the **Disability Information Service (DIS)** to provide direct access to their information. DIS holds a database of information of interest to a broad range of disabled people, including disabled children and young people and their parents and carers.

Information about services goes out of date very quickly, and there are new services or groups starting up all the time. DIS

**Help line numbers inside front cover**

keeps track of all of this, right across the local area, by updating all the information every six months on a computer database. The DIS database contains more than 13,500 records of national, regional and local organisations that provide services for disabled children and adults. DIS sends the database to more than 65 local sites so that they can give out the information to the public, directly from their own computers. DIS will also try to find out local information you may need that has not yet been included in the database.

You can look up information on the DIS database for yourself at one of the local venues listed below, or call Purple Pages. The DIS database contains details of many services including:

- Support groups for specific impairments or conditions
- Counselling services and welfare benefits advisers
- Community transport, taxis etc
- Childminders who can look after a disabled child
- Sports clubs and facilities
- Schools and their facilities for disabled children and parents
- Home care services, respite services and day care.

The information can tell you:

- Where a service is and how you can access it (if you need a social worker to refer you, for example)
- Contact names and details and when they are open
- A description of the service they provide
- Basic but specific access information for disabled people.

Information on the DIS database is for people with: mobility and communication impairments; learning difficulties; mental health or emotional problems; drug or alcohol problems; HIV or AIDS; and carers, families and friends of any of the above.

**Help line numbers inside front cover**

It is available at: Disability Information and Advice Service (WECIL); Princess Royal Trust Carers' Centre; Social Services and Health offices, and libraries.

**Samaritans** **24 hr link line: 08457 909090**  
**www.samaritans.org.uk** **Tel: 0117 983 1000**  
 Whatever you are going through, the Samaritans provide someone to talk it through with you.

**SCOPE (Bristol)** **Tel: 0117 950 5099**  
**Cerebral Palsy Help line** **Tel: 08088 003333**  
 Unit 13 Greenway Business Centre  
 Doncaster Road  
 Southmead BS10 5PY  
**Email: scopebristol@btconnect.com**  
**www.scopebristol.co.uk**

**Sense Avon** **Tel: 0117 967 0008**  
 c/o Woodside Family Centre  
 Woodside Road  
 Kingswood BS15 2DG  
 Provides a resource for deaf-blind and multi sensory impaired children and their carers.

**Stepping Out** **Tel: 0117 904 5621**  
 Room 2.22 City of Bristol College  
 Bishport Avenue  
 Hartcliffe BS13 0RJ  
 Supports disabled people taking part in community and social activities.

**Supportive Parents** **Help line: 0117 989 7725**  
 3rd Floor, Royal Oak House **Admin/Fax: 0117 989 7724**  
 Royal Oak Avenue BS1 4GB  
**Email: supportiveparent@aol.com**

A support group made up of parents of children with special educational needs. They offer help, support and information with any concerns you have with education to parents or carers of children with any kind of special educational needs in Bristol, South Gloucestershire and North Somerset.

All local educational authorities (LEAs) have a statutory duty to provide parent partnership services. These include access to an independent parental supporter for those parents who want this service. Supportive Parents provides the Independent Parental Support service and trained supporters offer information, help and support to parents of children with special educational needs in Bristol. This free, independent and confidential service offers:

- Information about all aspects of special educational needs, local and national
- Support to help parents prepare for meetings with schools or the LEA
- Telephone information and support line 10am to 2pm weekdays during term time, answer phone at all other times
- Help with written information and paperwork
- Help for parents preparing written parental contributions for statutory assessments and reviews
- Help for parents preparing for meetings with schools or the local authority; they may be able to provide support at the meeting
- Monthly local drop-in support group meetings
- Meetings with trained Independent Parental Supporters at their base or at home
- Training courses for parents
- Contact details of parent led groups in Bristol offering social and leisure opportunities for parents of children with special educational needs.

**The Care Forum****Tel: 0117 965 4444**

The Vassall Centre

Gill Avenue

Fishponds BS16 2QQ

**Email: [admin@thecareforum.org.uk](mailto:admin@thecareforum.org.uk)****[www.thecareforum.org.uk](http://www.thecareforum.org.uk)**

Provides a support, coordination and information service for voluntary groups to enable their involvement in the planning and delivery of local health and social care services. Direct services include Advocacy Services (see page 186 Complaints Procedure Advocacy), Information Services (see page 197 Disability Information Service) and Voluntary Sector Services, see page 185.

**Woodside Family Centre****Tel: 0117 967 0008**

Woodside Road

Kingswood BS15 2DG

The Woodside Family Centre is run by Sense, with the involvement of Look West Parent Resource.

**Useful Addresses****Council Contact Points**

You can visit Bristol City Council's website at **[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)**. It contains information about council departments and you can print off information leaflets.

**Social Services**

The department operates a number of telephone lines for information, advice or new requests for services as follows:

**Help line numbers inside front cover**

**Disabled Children Service**

5 Knowle West Health Park  
Downton Road  
Knowle West BS4 1WH

**Tel: 0117 903 8250**  
**Fax: 0117 903 8254**  
**Text phone: 0117 903 8255**

**Resource Team**

Avonvale Road  
Redfield BS5 9RH

**Tel: 0117 955 8231**  
**Fax: 0117 941 2103**  
**Text phone: 0117 935 1377**

**Sensory Services Team (Deaf Children)**

**Minicom: 0117 9442168**

**Tel: 0117 924 0484**  
**Fax: 0117 903 1059**

For children's services contact the office nearest to where the child lives:

**Avonvale Road** see above

**Broadwalk Office**

Broadwalk  
Knowle BS4 2QY

**Tel: 0117 903 1414**

**Ridingleaze**

Lawrence Weston BS11 OGE

**Tel: 0117 903 1700**

**Southmead House**

256 Greystoke Avenue  
Southmead BS10 6BQ

**Tel: 0117 903 8700**

**Symes House**

Peterson Square  
Hartcliffe BS13 OEE

**Tel: 0117 353 2200**

**Welsman Office**

Princes Street  
St. Paul's BS2 9JA

**Tel: 0117 903 6500**



**Disability Advocates** See page 178.

**Disability Information Service (DIS)** See page 197.

**Jobcentre Plus**

Lodge House  
Fishponds Road BS16 3HZ  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Tel: 0117 9589400**

**Bristol Quayside**

Eagle House  
St Stephens Street BS 1 EN

**Tel: 0117 938 8100**

**St Catherines House**

St Catherines Place BS3 4HQ

**Tel: 0117 953 6000**

**Disability and Carers' Service**

Disability Benefits Centre  
Government Buildings  
Flowers Hill  
Brislington BS4 5YU

**Tel: 0117 971 8311**

**Local Councils**

**Bath and North East Somerset**

Guildhall  
High Street  
Bath BA1 5AW  
[www.bathnes.gov.uk](http://www.bathnes.gov.uk)

**Tel: 01225 477000**

**Bristol City Council**

Council House  
College Green BS1 5TR  
[www.bristol-city.gov.uk](http://www.bristol-city.gov.uk)

**Tel: 0117 922 2000**

**North Somerset Council**

Town Hall

Weston Super Mare BS23 1UJ

**[www.n-somerset.gov.uk](http://www.n-somerset.gov.uk)****Tel: 01934 888888****South Gloucestershire Council**

The Council Offices

Castle Street

Thornbury

South Gloucestershire BS35 1HE

**[www.southglos.gov.uk](http://www.southglos.gov.uk)****Tel: 01454 868686****Leaflets**

Leaflets covering advice and many aspects of services can be obtained from:

**Benefits Enquiry Line****Tel: 0800 88 22 00****Children's Information Service****Tel: 0845 129 7217****NHS Direct****Tel: 08 45 46 47****Social Services and Health Disabled Children Service****Tel: 0117 903 8250**

## Chapter 11 National Voluntary Organisations

This is an alphabetical list of national organisations which provide services for children and young people with additional needs and their families. For many more organisations see the DIS database, details page 191.

**Action for Sick Children** **Tel: 0207 8436444**  
 8 Wakely Street  
 London EC1V 7QE  
[www.actionforsickchildren.org.uk](http://www.actionforsickchildren.org.uk)

**ADDiss: Attention Deficit Disorder Information Services and Support** **Tel: 0208 9069068**  
 10 Station Road  
 Mill Hill Broadway  
 London NW7 2JU  
[www.addis.org.uk](http://www.addis.org.uk)

**Advisory Centre for Education (ACE)**  
 1c Aberdeen Studios **Help line: 0808 8005793**  
 22 Highbury Grove **Exclusions Info: 0207 7049822**  
 London N5 2DQ  
[www.ace-ed.org.uk](http://www.ace-ed.org.uk)

**AFASIC: Unlocking Speech and Language**  
 2<sup>nd</sup> Floor 50-52 Great Sutton Street **Tel: 0845 355 5577**  
 London EC1V 0DJ  
[www.afasic.org.uk](http://www.afasic.org.uk)

**Anti-Bullying Campaign** **Tel: 0207 378 1446**  
 185 Tower Bridge Road  
 London SE1 2UF  
[www.ourworld.compuserve.com/homepages/Anti\\_Bullying](http://www.ourworld.compuserve.com/homepages/Anti_Bullying)

**Association for Spina Bifida and Hydrocephalus (ASBAH)**

Asbah House  
42 Park Road  
Peterborough PE1 2UQ  
[www.asbah.org/](http://www.asbah.org/)

**Tel: 01733 555988**

**Asthma UK**

Providence House  
Providence Place  
London N1 0NT  
[www.asthma.org.uk](http://www.asthma.org.uk)

**Tel: 0207 226 2260**  
**Advice line: 0845 701 0203**  
**Monday to Friday 9am to 5pm**

**Ataxia**

10 Winchester House  
Kennington Park  
Cranmer Road  
London SW9 6EJ  
[www.ataxia.org.uk](http://www.ataxia.org.uk)

**Help line: 0845 644 0606**  
**Admin: 0207 582 1444**

**AYME Association of Young People with ME**

P.O. Box 605  
Milton Keynes MK2 2XD  
[www.ayme.org.uk](http://www.ayme.org.uk)

**Help line: 08451 23 23 89**  
**Fax: 01908 274136**

Provides support, advice and information to young people with ME aged five to 25 and their families and friends. Help line open Monday to Friday 10am to 2pm.

**Barnardo's**

Tanners Lane  
Barkingside  
Ilford  
Essex IG6 1QG  
[www.barnardos.org.uk](http://www.barnardos.org.uk)

**Tel: 020 8550 8822**  
**Fax: 020 8551 6870**

Helps children, young people and their families over the long term to tackle the challenges of disability.

**British Institute for Brain Injured Children (BIBIC)**

Knowle Hall

**Tel: 01278 684060**

Knowle

Bridgewater

Somerset TA7 8PJ

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

**Birth Defects Foundation**

**Help line: 08700 70 7020**

BDF Centre

**Admin: 01543 468888**

Hemlock Way

Cannock

Staffordshire WS11 2GF

**[www.bdfcharity.co.uk](http://www.bdfcharity.co.uk)**

Combats birth defects and supports those affected or at risk. The Nurse Service is accessed through the help line and offers confidential assistance, information and contacts from trained nurses.

**British Colostomy Association**

**Tel: 0118 939 1537**

15 Station Road

**Free phone: 0800 328 4257**

Reading

Berkshire RG1 1LG

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

**British Dyslexia Association**

**Tel: 0118 966 8271**

98 London Road

Reading

Berkshire RG1 5AU

**[www.bda-dyslexia.org.uk](http://www.bda-dyslexia.org.uk)**

Help line and information sheets for dyslexic people. The website can talk.

**British Institute of Learning Disabilities Tel: 01562 723010**

Campion House  
Green Street  
Kidderminster  
Worcestershire DY10 1JL  
**www.bild.org.uk**

**Brittle Bone Society**

30 Guthrie Street  
Dundee DD1 5BS

**www.brittlebone.org**

Offers advice, information, practical help, and one-to-one or group support.

**Help line: 0800 0282459**

**Admin: 01382 204446**

**Centre for Studies on Inclusive Education**

Room 25203 S Block  
University of the West of England Frenchay Campus  
Coldharbour Lane BS16 1QU  
**www.inclusion.org.uk**

**Tel: 0117 344 4007**

**Cerebra**

13 Guildhall Square  
Carmarthen SA31 1PR

**www.cerebra.org.uk**

The Foundation for the Brain Injured Infant is a supportive information exchange network for families and others caring for any child with a condition relating to the brain. Help line 9.30am to 4.30pm, answer phone at other times.

**Advice:0800 328 1159**

**Admin: 01267 244200**

**Child Psychotherapy Trust**

Star House 104-108 Grafton Road  
London NW5 4BD

**www.childpsychotherapytrust.org.uk**

Seeks to make child psychotherapy accessible to parents, professionals, policy makers and decision makers.

**Tel: 0207 284 1355**

**Children's Chronic Arthritis Association**

Ground Floor, Amber Gate  
City Wall Road  
Worcester WR1 2AH  
[www.ccaa.org.uk](http://www.ccaa.org.uk)

**Tel: 01905 745595**  
**Fax: 01905 745703**

**Child Brain Injury Trust**

Radcliffe Infirmary  
Woodstock Road  
Oxford OX2 6HE  
[www.cbituk.org/](http://www.cbituk.org/)

**Tel: 0845 6014939**

**Children's Legal Centre**

University of Essex  
Wivenhoe Park  
Colchester  
Essex CO4 3SQ  
[www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

**Advice: 01206 873820**  
**Admin: 01206 872466**

**Children's Society**

Edward Rudolph House  
69-85 Margery Street  
London WC1X 0JL  
[www.the-childrens-society.org.uk](http://www.the-childrens-society.org.uk)

**Tel: 0207 841 4400**

**Citizen's Advice**

115-123 Pentonville Road  
London N1 9LZ  
[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

**Tel: 0207 833 2181**

**Clearvision**

Linden Lodge School  
61 Princes Way  
London SW19 6JB

**Tel: 0208 789 9575**

**[www.clearvisionproject.org/](http://www.clearvisionproject.org/)**

Postal lending library of children's books in Braille and print.

**CLIMB: Children Living with Inherited Metabolic Disease**

Climb Building

**Admin: 0870 7700 325**

176 Nantwich Road **Support Services: 0870 7700 326**

Crewe

Cheshire CW2 6BG

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

**Commission for Racial Equality Help line: 0207 939 0000**

St Dunstons House

201-211 Brough Street

London SE1 1GZ

**[www.cre.gov.uk](http://www.cre.gov.uk)**

**Contact a Family**

**Help line: 0808 808 3555**

209-211 City Road

London EC1V 1JN

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

This really useful national organisation provides support and information on all aspects of additional needs, in particular putting parents in touch with national networks of specific conditions or with local groups. It produces the CaF directory of specific conditions and rare syndromes, and gives information on associated family support networks. You can look up entries and articles on their website which also has a useful dictionary of medical terms. It produces detailed fact sheets on many issues for children and families with additional needs including: disability benefits; holidays; a parent's guide to statements of Special Educational Needs; siblings; caring for children: a guide for students; living without a diagnosis; and the transition from children's services to adult services.

**Help line numbers inside front cover**

**Council for Disabled Children**

8 Wakley Street  
London EC1V 7QE  
[www.ncb.org.uk](http://www.ncb.org.uk)

**Tel: 0207 843 1900**

**Cystic Fibrosis Trust**

11 London Road  
Bromley  
Kent BR1 1BY  
[www.cftrust.org.uk](http://www.cftrust.org.uk)

**Tel: 0208 464 7211**  
**Help line: 0845 859 1000**

**Diabetes UK**

10 Parkway  
London NW1 7AA  
[www.diabetes.org.uk](http://www.diabetes.org.uk)

**Help line: 0207 424 1030**  
**Admin: 0207 424 1000**

**Disability Alliance**

Universal House  
88-94 Wentworth Street  
London E1 7SA  
[www.disabilityalliance.org](http://www.disabilityalliance.org)

**Advice: 0207 247 8763**  
**Admin: 0207 247 8776**

**Disability Law Service**

39-45 Cavell Street  
London E1 2BP  
[www.abilityonline.org.uk/charity\\_links/disability\\_law\\_service](http://www.abilityonline.org.uk/charity_links/disability_law_service)

**Tel: 0207 791 9800**

**Disability Rights Commission**

Freepost MID 02164  
Stratford on Avon CV37 9BR  
[www.drc-gb.org](http://www.drc-gb.org)

**Tel: 08457 622 633**  
**Help line: 0207 9255750**

Produce a code of practice for schools (one free copy per organisation) and free guides for disabled students and parents.

**Disability Sport England**

784-788 High Road

Tottenham

London N17 0DA

**[www.disabilitysport.org.uk](http://www.disabilitysport.org.uk)****Tel: 0208 801 4466****Disabled Living Foundation**

380-384 Harrow Road

London W9 2HU

**[www.dlf.org.uk](http://www.dlf.org.uk)****Help line: 0845 130 9177****Admin: 0207 289 6111****Down's Syndrome Association**

155 Mitcham Road

London SW17 9PG

**[www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)****Tel: 0208 682 4001****Dyslexia Institute**

133 Gresham Road

Staines

Middlesex TW18 2AJ

**[www.dyslexia-inst.org.uk](http://www.dyslexia-inst.org.uk)****Tel: 01784 463851****Dyspraxia Foundation**

8 West Alley

Hitchin

Hertfordshire SG5 1EG

**[www.dyspraxiafoundation.org.uk](http://www.dyspraxiafoundation.org.uk)****Tel: 01462 454986****Education Otherwise**

P O Box 7420

London N9 9SG

**[www.education-otherwise.org](http://www.education-otherwise.org)**

Special needs email list for those considering or practising home education. Send SAE for membership form.

**Tel: 0870 730 0074**

**Encephalitis Support Group**

7b Saville Street  
Malton  
North Yorkshire YO17 7LL  
**www.encephalitis.info**

**Tel: 01653 692583**

**Epilepsy Action**

New Anstey House  
Gate Way Drive  
Yeadon  
Leeds LS19 7XY  
**www.epilepsy.org.uk**

**Tel: 0808 800 5050**

**Equal Opportunities Commission**

Arndale House  
Arndale Centre  
Manchester M4 3EQ  
**www.eoc.org.uk**

**Tel: 0845 601 5901**

**Family Fund Trust**

P O Box 50  
York YO1 9ZX

**www.familyfund.org.uk**

**Tel: 0845 130 4542**

Can provide grants to families with severely disabled or seriously ill children, based on families views and needs. Grants must relate to the disabled child's needs; the fund cannot help where there is a responsibility on a statutory agency to help with the requested item. Help can only be offered for children aged 15 and under.

**Haemophilia Society**

Chesterfield House  
385 Euston Road  
London NW1 3AU  
**www.haemophilia.org.uk**

**Help line: 0800 018 6068**

**Admin: 0207 380 0600**

**Handsel Trust**

43 Newman Road  
Erdington  
Birmingham B24 9AG

**[www.handseltrust.org](http://www.handseltrust.org)**

Promotes effective support for families with a disabled child.

**Tel: 0121 373 2747**

**Headway: The Brain Injury Association**

4 King Edward Court  
King Edward Street  
Nottingham NG1 1EW

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

**Tel: 0115 924 0800**

**HemiHelp: Hemiplegia Support Group**

2<sup>nd</sup> Floor Bedford House  
215 Balham High Road  
London SW17 7BQ

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

**Help line: 0208 672 3179**

**Admin: 0208 767 0210**

**Huntington's Disease Association** Tel: 0207 223 7000

108 Battersea High Street  
London SW11 3HP

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

**Hyperactive Children's Support Group**

71 Whyke Lane  
Chichester

Sussex PO19 2LD

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

**Tel: 01243 551313**

**I-CAN: Helps children communicate** Tel: 0845 225 4071

4 Dyer's Building

Holborn

London EC1N 2QP

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

**Independent Panel for Special Education Advice (Ipssea)**

6 Carlow Mews  
Woodbridge  
Suffolk IP12 1EA  
[www.ipsea.org](http://www.ipsea.org)

**Advice: 0800 0184016**  
**Admin: 01394 380518**

**KIDS**

6 Aztec Row  
Berners Road  
London N1 0PW  
[www.kids-online.org.uk](http://www.kids-online.org.uk)

**Tel: 0207 359 3635**

**Leukaemia Care Society**

2 Shrubbery Avenue  
Worcester WE1 1QH  
[www.leukaemiacare.org.uk](http://www.leukaemiacare.org.uk)

**Tel: 01905 330003**

**Mencap**

123 Golden Lane  
London EC1Y 0RT  
[www.mencap.org.uk](http://www.mencap.org.uk)

**Tel: 0207 696 5544**

**Meningitis Trust**

Fern House  
Bath Road  
Stroud  
Gloucestershire GL5 3TJ  
[www.meningitis-trust.org.uk](http://www.meningitis-trust.org.uk)

**Help line: 0845 6000 800**

**Migraine Trust**

55-56 Russell Square  
London WC1B 4HP  
[www.migrainetrust.org.uk](http://www.migrainetrust.org.uk)

**Tel: 0207 436 1336**

**MIND: National Association for Mental Health**

15-19 Broadway  
Stratford  
London E15 4BQ  
[www.mind.org.uk](http://www.mind.org.uk)

**Advice: 0345 660 163****Tel: 08457 660 163****Motability**

Goodman House  
Station Approach  
Harlow  
Essex CM20 2ET  
[www.motability.co.uk](http://www.motability.co.uk)

**Advice: 01279 635999****Multiple Sclerosis Society**

372 Edgware Road  
London NW2 6ND  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

**Help line: 0808 800 8000****Admin: 0208 438 0700****Muscular Dystrophy Campaign**

7-11 Prescott Place  
London SW4 6BS  
[www.muscular-dystrophy.org.uk](http://www.muscular-dystrophy.org.uk)

**Tel: 0207 720 8055****NASEN: National Association for Special Educational Needs**

4-5 Amber Business Village  
Amber Close  
Tamworth  
Staffordshire B77 4RP  
[www.nasen.org.uk](http://www.nasen.org.uk)

**Tel: 01827 311500****National Deaf Children's Society**

15 Dufferin Street  
London EC1Y 8UR  
[www.ndcs.org.uk](http://www.ndcs.org.uk)

**Help line: 0808 800 8880****Admin: 0207 490 8656**

**National Association of Toy and Leisure Libraries**

68 Churchway

London NW1 1LT

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

**Tel: 0207 387 9592**

**National Autistic Society (NAS) Help line: 0870 600 8585**

393 City Road

London EC1V 1NG

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

**Parent to Parent: 0800 9520 520**

**Information: 0207 903 3599**

**Befriending: 0115 911 3369**

**National Eczema Society**

Hill House

Highgate Hill

London N19 5NA

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

**Help line: 0870 241 3604**

**Admin: 0207 281 3553**

**National Federation of the Blind of the UK**

Sir John Wilson House

215 Kirkgate

Wakefield WF1 1JG

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

**Tel: 01924 291313**

**National Library for the Blind**

Far Cromwell Road

Bredbury

Stockport

Cheshire SK6 2SG

[www.nlb-online.org](http://www.nlb-online.org)

**Tel: 0161 355 2053**

**National Portage Association**

PO Box 3075

Yeovil

Somerset BA21 3FB

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

**Tel: 01935 471641**

**National Society for Epilepsy**      **Help line: 01494 601400**  
Chesham Lane                              **Admin: 01494 601300**  
Chalfont St Peter  
Buckinghamshire SL9 ORJ  
**www.e-epilepsy.org.uk**

**Network 81**                                      **Tel: 0870 770 3306**  
1-7 Woodfield Terrace  
Stansted  
Essex CM24 8AJ  
**www.network81.co.uk**  
Support for parents throughout educational statementing and assessment.

**Parents for Inclusion**                              **Help line: 0207 582 5008**  
Unit 2 Ground Floor                              **Admin: 0207 735 7735**  
70 South Lambeth Road  
London SW8 1RL  
**www.parentsforinclusion.org**  
Supports parents who want their child included in mainstream school.

**Phab England**                                      **Tel: 0208 667 9443**  
Summit House  
Wandle Road  
Croydon CR0 1DF  
**www.phabengland.org.uk**  
Promotes the coming together of disabled and non-disabled people to achieve an integrated and inclusive society.

**Pre-School Learning Alliance**                              **Tel: 0207 833 0991**  
69 King's Cross Road  
London W1CX 9LL  
**www.pre-school.org.uk**

**Rathbone Special Education Advice Tel: 0800 917 6790**  
Churchgate House **Admin: 0161 236 5358**  
56 Oxford Street **Asian language line: 0800 085 4528**  
Manchester M1 6EU  
**www.rathbonetraining.co.uk**

Provides learning and training support for people experiencing significant disadvantage. It runs a Special Education advice line and an Asian language line.

**Reach: National Advice Centre for Children with Reading Difficulties**  
California County Park **Help line: 0845 604 0414**  
Nine Mile Ride **Admin: 0118 973 7575**  
Finchampstead  
Berkshire RG40 4HT  
**www.reach-reading.demon.co.uk**

**Royal Association for Disability and Rehabilitation (RADAR)**  
12 City Forum **Tel: 0207 250 3222**  
250 City Road  
London EC1V 8AF  
**www.radar.org.uk**

**Royal National Institute for Deaf People (RNID)**  
19-23 Featherstone Street **Text phone: 0808 808 9000**  
London EC1Y 8SL **Help line: 0808 808 0123**  
**www.rnid.org.uk** **Text: 0207 296 8001**

**Royal National Institute for the Blind (RNIB)**  
105 Judd Street **Help line: 03457 66 99 99**  
London WC1H 9NE  
**www.rnib.org.uk**

**SCOPE****Help line: 0808 800 3333**

6 Market Road  
London N7 9PW

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

The national disability organisation whose focus is people with cerebral palsy.

**Self Harm****[www.selfharm.org.uk](http://www.selfharm.org.uk)**

For children and young people who self harm. Information on initiatives or organisations providing support with problems relating to self-harm; recommended readings and websites.

**Sense: National Deaf Blind and Rubella Association**

11-13 Clifton Terrace

**Tel: 0207 272 7774**

Finsbury Park

London N4 3SR

**[www.sense.org.uk](http://www.sense.org.uk)****Shaftesbury Society****Tel: 0208 8239 5555**

16 Kingston Road

London SW19 1JZ

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

Care and education services for people with physical impairments or learning difficulties.

**Sickle Cell Society****Tel: 0208 961 7795/4006**

54 Station Road

London NW10 4UA

**[www.sicklecellsociety.org](http://www.sicklecellsociety.org)****SKILL: National Bureau for Students with Disabilities**

Chapter House

**Help line: 0800 328 5050**

18-20 Crucifix Lane

London SE1 3JW

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

**Spinal Injuries Association Counselling: 0208 883 4296**  
76 St James Lane  
London N10 3DF  
**www.spinal.co.uk**

**Info: 0800 980 0501**  
**Admin: 0208 444 2121**

**Stroke Association**  
Stroke House  
340 City Road  
London EC1V 2PR  
**www.stroke.org.uk**

**Help line: 0845 303 3100**  
**Admin: 0207 566 0300**

**Tuberous Sclerosis Association**  
PO Box 9644  
Bromsgrove  
Worcestershire B61 0FP  
**www.tuberous-sclerosis.org**

**Tel: 01527 871898**

**Unique: Rare Chromosome Disorder Support Group**  
PO Box 2189  
Caterham  
Surrey CR3 5GN  
**www.rarechromo.org**

**Tel: 01883 330766**

Provides contacts for families with an affected member with the same condition. Publishes a guide to rare chromosomal disorders.

**YoungMinds: Children's Mental Health Charity**

102-108 Clerkenwell Road  
London EC1M 5SA  
**www.youngminds.org.uk**

**Info: 0800 018 2138**

**Admin: 0207 336 8445**

## Glossary of Terms

**Accommodated** The word from the Children Act 1989 that is used when a child is looked after by social services on a voluntary agreement with parents.

**Annual Review** The review of a statement of special educational needs which a local education authority (LEA) must carry out within 12 months of making the statement and then on an annual basis.

**Annual Review Report** A written progress report completed by the school for an annual or transition review meeting.

**Annual Review Summary** A written report completed by the school recording information from the annual review meeting.

**Assessment** The word that social workers use to describe the process by which they decide what needs a child or carer has and how to meet them.

**BESD** Behavioural Emotional and Social Difficulties.

**Care Assistant** The person who provides practical care to someone in a care home or their own home.

**Care Order** The words from the Children Act 1989 that describe when a court decides that social services should share parental responsibility with a child's parents.

**Carers' Support Workers** They provide help, information or advice on services to anyone who regularly helps a disabled, ill or frail relative, neighbour friend, or a disabled child. They are based at GPs' surgeries or health centres.

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**Case Officer** The person within the Local Education Authority (LEA) who coordinates assessments and provision, and prepares statements of special educational needs. Your case officer is your named officer and the first point of contact within the LEA to answer any questions and concerns that you may have, if a statutory assessment is in progress or if your child has a statement of special educational needs.

**Central Teaching Services** This team of professionals supports equal access to education for all children and young people who are experiencing educational difficulties. Central Teaching Services include the Learning Support Service (LSS) and Hospital Education Service.

**Child Protection** Social services have a duty to investigate any suggestion that a child is being abused or poorly looked after.

**Child in Need** The words in the Children Act 1989 used as shorthand for the child who is found to be not receiving services to an adequate level for their age and needs in an assessment by a social worker. A disabled child is automatically seen as a child in need.

**Child In Need Assessment Framework** The system the social worker uses to decide if a child is a child in need.

**Children's Community Nurses** These registered children's nurses care for children in their own homes, with a variety of medical problems. They have a teaching and support role and also provide information and support to teachers and other professionals.

**Classroom Assistant** See Learning Support Assistant.

**Complaints Procedure** The formal procedure laid down by the Children Act 1989 to give children and parents a chance to complain or comment on the service they get.

**Connexions Personal Adviser** They give guidance to young people and parents on further and higher education, training and employment.

**Consultant** The most senior member heading a team of doctors, who will be in overall charge of a child's care and will work closely with other professionals.

**Consultant Child Psychiatrists** Doctors who specialise in childhood mental disorders and difficulties. They are experts in making diagnoses and in administering physical treatments such as medication.

**Disabled Children Register** Social services is required by the Children Act 1989 to keep a register of disabled children living in the area. In Bristol it is a voluntary register.

**Disagreement Resolution** If you disagree with the way the school or LEA is handling your child's assessment or statementing process, you can refer to this free service.

**Early Years Inclusion Support Coordinator** A teacher with experience of special educational needs in the early years. They are employed by the LEA to work in various pre-school settings for six to eight sessions, to advise, support and help the setting to meet the special educational needs of the child, and liaise with parents and health and other professionals.

**Education Welfare Officer (EWO)** Employed by the LEA, they are responsible for ensuring that children of statutory school age attend school. They liaise with many other agencies to offer specialist support to parents and schools concerning pupil welfare and attendance.

**Eligibility Criteria** The words used to describe how a social worker decides who should get a service and who is in greatest need.

**FACS: Fair Access to Care Services** The system used to decide who gets a service at age 18 and above.

**Family Doctor (GP)** Your family doctor, (often called your GP, short for general practitioner) will usually be your starting point for any concern about your child's health or development. Your GP acts as a gateway to other professionals and can refer you to specialist services for tests, diagnosis or treatment.

**Family Link** The usual name for foster carers who provide short breaks of care for disabled children.

**Family Support Workers** They work alongside social workers to provide a service to disabled children and their families. They can provide a listening ear and can also be a link between parents and other agencies. They can help you to access charities and other useful organisations.

**General Assistant** See Learning Support Assistant.

**Health Visitors** They are qualified nurses with an additional specialist qualification, employed by the health service, who work with all age groups but in particular children and families, and older people. They offer information, advice and support

**Help line numbers inside front cover**

on family health needs. They may see you at home or in your local clinic/GP surgery.

**HI** Hearing impairment.

**Hospital/Home Teaching Service (see also Pupil Referral Unit)** It supports the education of children with medical conditions; physical, psychological or psychiatric, which cause significant absence from school.

**IEP** Individual Education Plan.

**Inclusion** This means educating children with additional needs in mainstream schools wherever possible.

**Inclusion Support Workers** They work in non-maintained settings (independent day nurseries, pre-schools, playgroups etc) for approximately six sessions to help a child with special needs to settle in. They support the child, parents and staff to make sure the child's needs are met.

**Independent Parental Supporters** Formerly known as Named Person, they are volunteers who are independent of the local authority. They can offer help to parents whose child is being assessed, such as compiling parents' contributions, understanding reports, writing letters and attending meetings. Parents can ask a friend or relative or a member of a voluntary organisation such as Supportive Parents (details page 193) to act as an Independent Parental Supporter.

**Individual Education Plan (IEP)** A school based plan of short-term achievable targets and action to be taken to achieve these targets for a child identified as having special educational needs. IEPs are regularly reviewed by the school.

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**IPS** See Independent Parental Supporter.

**Learning Difficulties** A child has learning difficulties if she or he finds it much harder to learn than most children of the same age.

**LEA** Local Education Authority.

**LSA** Learning Support Assistant; also called TA (Teaching Assistant).

**Learning Support Assistants** They work closely with teachers and special educational needs coordinators (SENCOs) to help children access education. They may provide support to a small group of children or on a one-to-one basis, depending on the level of need.

**Learning Support Teacher** Every primary school has an allocated learning support teacher who can advise the school's Special Educational Needs coordinator about your child's Individual Education Plan and can help in the review of targets.

**Local Education Authority (LEA)** The local government body responsible for providing education, for making statutory assessments and maintaining statements.

**Looked After Child** A child who is being looked after by social services either voluntarily (accommodated) or by order of the court (care order).

**Mainstream School** An LEA maintained school that is not designated as a special school. Most schools are mainstream and may be infant, junior, primary or secondary schools.

**MLD** Moderate learning difficulties.

**Moderation of Assessments Panel (MAP)** A team of LEA professionals with experience in special educational needs who make decisions on behalf of the LEA.

**Named Officer** See Case Officer.

**Named Person** See Independent Parental Supporter.

**Note in Lieu of a Statement** This is provided where an LEA decides after completing a statutory assessment that it is unnecessary to issue a statement of special educational needs.

**Occupational Therapists (OTs)** They provide advice about aids and adaptations. They offer practical help and therapy programmes to help children become as independent as possible in everyday activities such as personal care, eating and drinking, play and schoolwork. They can work for either health or social services.

**Out of Authority** This term is usually used to describe a service provided on behalf of social services, which may or may not be local but which is not owned by social services

**Out of School Activities** These are special facilities to help disabled young people access play and a few hours away from their family.

**Paediatricians** They specialise in the care and treatment of babies and children whilst in hospital, out patients department or in the community.

**Physiotherapists** They use exercise and other physical treatments to improve movement, strength and coordination, and to help the body to develop and work properly. They can show parents and carers, teachers and classroom assistants how to handle a child to help him or her cope better with the needs of daily life and to reach the greatest level of ability.

**Placement** The word the social worker uses to describe the place a child lives when they are looked after by social services.

**PMLD** Profound and multiple learning difficulties.

**Portage** Home based pre-school education for children with significant developmental delay, physical disabilities and other significant special educational needs. Portage home visitors work in partnership with parents, helping them to help their child through learning activities within the home.

**Pre-school Liaison Teacher** Employed by the LEA, they work with disabled children and children with special educational needs in all early years settings and offer training where necessary.

**Psychiatrist** A doctor who helps people who have difficulties with the way they feel or behave. Child psychiatrists specialise in helping children.

**Psychologists (Clinical)** They have undertaken training to understand how people learn and how they behave, and how children's minds, abilities and behaviour develop. They work together with the child and family to help with any developmental, emotional and behavioural problems.

**Psychologists (Educational)** They are concerned with children's learning and development and are trained to help children and young people (from birth to 19 years) who are experiencing difficulties in learning or behaviour. They advise on the assessment of children's additional educational needs from an early stage. They offer specialist advice and support to parents, teachers and other professionals. They play a major role in the statutory assessment process for pupils with special educational needs and may contribute to the transition plan process and some annual reviews.

**Pupil Referral Unit** It provides education to excluded pupils or others who may be out of school for a variety of reasons.

**Referral** The word used when someone asks for a service from social services.

**Registrars** Doctors who are training as specialists. They often stand in for a consultant and are senior members of the consultant's team.

**Residence Order** When the court decides that it would be better for relatives to look after a child and lets them share parental responsibility with the parents.

**Resource Allocation Panel** In social services, all services provided by the Disabled Children Service are considered at a monthly panel, which includes representatives of the NHS and sometimes education and voluntary organisations.

**Review** When the social worker takes a fresh look at a child's assessment, usually six-monthly, and makes a new plan.

**School Nurses** They give advice and support to school age children, their parents or carers and teachers on any health issues.

**SEN** Special educational needs.

**SENCO** See Special Educational Needs Coordinator.

**Settings** The term used for day nurseries, pre-schools, playgroups etc, serving children in the early years.

**Senior Practitioner** An experienced social worker who has responsibility for improving practice in the team.

**Sensory Support Service** A team of experienced, qualified teaching and non-teaching staff who provide support for children who have hearing, vision and multi-needs sensory impairment, including deaf-blind. Teaching staff offer a wide range of skills to teach and support children and families from the time of diagnosis, and throughout school life.

**Senior House Officer** The most junior doctor in the consultant's team.

**Short Break** The time a disabled child has away from their family to benefit both.

**Single Point of Entry System** One contact point which takes health service referrals and sends them on to the appropriate clinic.

**SLD** Severe learning difficulties.

**Social Workers** They provide advice and support and also assess your child's and your family's needs for services. They can be contacted direct or by referral from a GP.

**Special Educational Needs** A child has special educational needs if she or he has learning difficulties or any other difficulty such as physical impairment, emotional or behavioural difficulties that need special educational provision.

**Special Educational Needs Code of Practice** A guide to parents, schools and local education authorities about the help they can give to children with special educational needs. Schools, local authorities, health authorities and social services must have regard to the code when they deal with a child with special educational needs.

**Special Educational Needs Coordinator** The member of staff of a school, nursery or pre-school who has responsibility for co-ordinating special educational needs (SEN) policy and provision for pupils within that school.

**Special Educational Needs and Disability Tribunal (SENDIST)** An independent body that hears parents' appeals against decisions made by LEAs.

**Special Educational Provision** The special help given to children with special educational needs.

**Special Needs Support Services** They provide teachers to give advice to schools for primary school aged children at Stage 3 of the Code of Practice.

**Special School** A school which is specifically organised to give help to pupils with special educational needs.

**Specialist Teachers** They come into school to give advice and support to individual children, teachers and parents and make some home visits. Areas of support include visual, hearing, physical, speech and language, and specific learning difficulties.

**Speech and Language Therapists** They work with children who have problems of understanding, communicating and speaking, and can help with swallowing and eating difficulties.

**SpLD** Specific learning difficulties (eg dyslexia).

**Staff Grade/Medical Officers** In paediatrics they are doctors who have trained in the care of children but still work under the overall supervision of a consultant. Many only work part-time and some also work as family doctors (GPs).

**Statement of Special Educational Needs** A legal document that sets out a child's needs and all the extra help she or he should get.

**Statutory Assessment** An assessment of a child's special educational needs governed by law (1996 Education Act).

**Team Manager** The person responsible for a team of social workers or occupational therapists for a particular district or group of children.

**Transition Plan** A plan drawn up at the annual review of the statement held when a child reaches 14 years. It sets out the steps needed for him or her to move from school to adult life.

**Universal Services** Services such as health and education which are provided for all children.

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## Your Own Useful Telephone Numbers

Family Doctor:	
Health Visitor:	
School Health Nurse:	
Consultant:	
Physiotherapist:	
Occupational Therapist:	
Speech and Language Therapist:	
Social Worker:	
Head Teacher:	
Advisory Teacher:	
Connexions P.A:	
Parent Group:	
Voluntary Organisation:	



