

Calderdale Local Offer - Living Our Lives

A practical guide for parents and carers of disabled children and young people in Calderdale

Welcome

This booklet has been written as a practical guide for parents of disabled children and young people in Calderdale. It is intended as a resource for parents of children with learning disabilities, physical impairments, sensory impairments, Autistic Spectrum Disorders and complex health needs

Parents and carers of disabled children have worked very closely with professionals from NHS Calderdale and Calderdale Council to provide you with the information and advice they wish they had been given earlier. We thank them for their valuable contribution.

The booklet contains a lot of helpful local and national contact details. You will find quotations and advice from other Calderdale parents along with suggestions other parents have found useful.

We understand that it is important you have the information you need when you need it. This booklet cannot provide you with all of the answers to every question, but hopefully it will provide you with a really useful starting point.

Director of Children and Young People's Services



Please note, information contained within the booklet is correct at the time of going to press. Due to the on-going budget spending review, it is not known whether funding for these services will continue in its present form.

Contents



» Getting the right support

» Healthcare

» Specialist health services

» Education

» Social care

» Leisure and short breaks

» Childcare

» Specialist services

» Welfare and benefits

» Specialist equipment

» Support for parents

» Transition

» Transition to adult services

» Information, advice and support

» Local contacts

» National contacts



Getting the right support

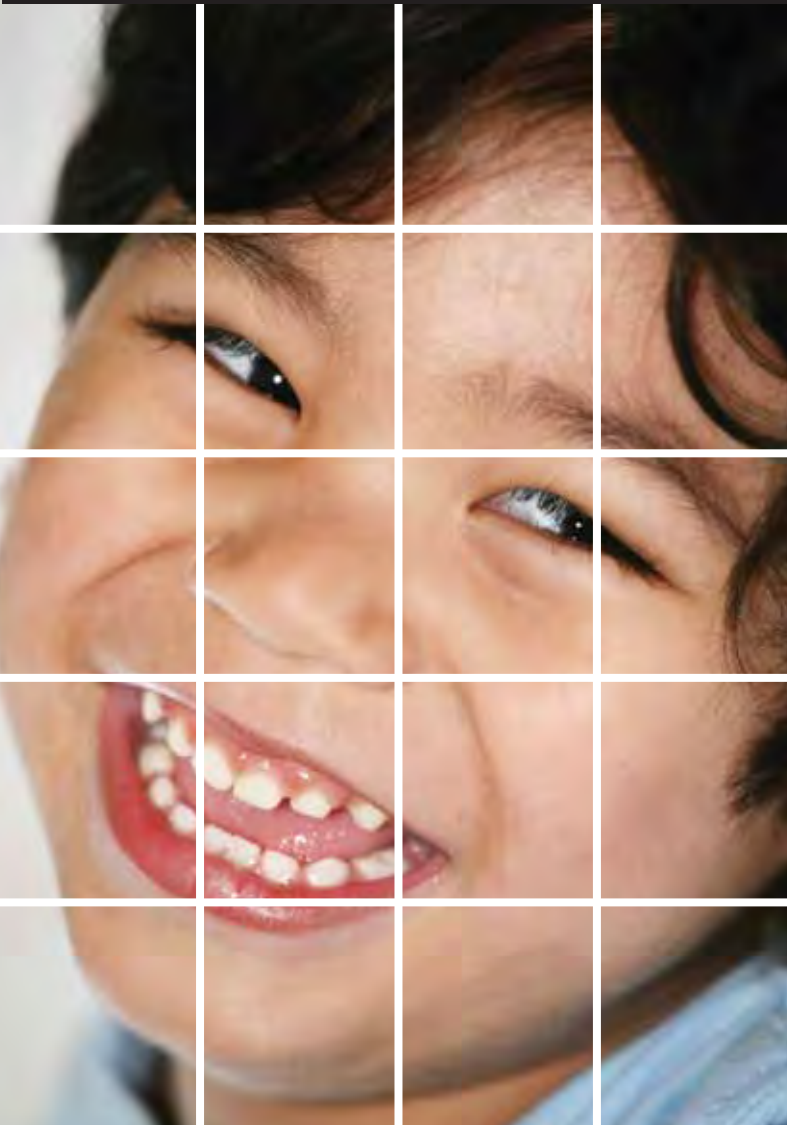
All families need some extra help from time to time and in Calderdale, there is a lot of help available. This booklet will help you to get the right advice and support at times when you need it most.

Throughout this booklet we will be reminding you it is not just the professionals and specialist services that can help you and your family. For many people, it is the help of their family and friends, and the support of their community, that is most useful.

Services that everybody can use such as children's centres, schools, leisure centres and your doctor's surgery can provide really valuable support. Professionals can work together to provide joined up services. There is also a range of services that can provide very specialist support at times when it is most needed.

It is a combination of informal and formal support that can provide your family with the help you need most and your child with the best opportunity to realise their potential.





Healthcare

.....

“ My child is excelling because he has the support and healthcare that is appropriate to his needs. ”

Advice from other parents

- » Look after your own health; to be able to care for your child it is important that you are physically and emotionally well.
- » Try to make time for yourself - this doesn't have to be a day at a health spa; it might just be time to read a chapter of a book over a cup of coffee.
- » The Carers' Project offers grants for people caring for a disabled child that could be used to pay for a weekend break.
- » Talk to your family and friends and don't be frightened to ask for help, or take it when it is offered. It can be useful to talk to other parents in the same position as you.
- » Professionals are there to help you too; you can talk to your GP if you are struggling to cope or if you are feeling low.

Disabled children often have very complex health needs. The NHS in Calderdale works with disabled children and their families to provide the very best healthcare. The aim is to make sure disabled children and young people grow up to be happy and healthy.

If you have any questions about your child's health, talk to your health visitor, school nurse or family doctor (these are also called General Practitioners or GPs). As well as providing you with help and advice about staying healthy, they can put you in touch with other specialist health and social care services.

Your health visitor, school nurse or family doctor will be able to help you with a wide range of health issues, such as your child's growth and development, sleeping, mobility, continence, behaviour, diet and eating, immunisations and common infections. They will also be able to help you access more specialist support if you need it.

Every family with a child under five has a named health visitor. Their role is to offer support and encouragement to families through the early years from pregnancy and birth to primary school and beyond. They can offer help and advice or make a referral to a more specialist service. You can access your health visitor through your GP's surgery by 'phoning or dropping in at your health centre or clinic.

School nurses work with school-age children and their teachers, parents and carers to make sure children remain healthy. As well as providing health education in schools they can also provide individual support for you and your child. School nurses will be able to provide advice on most health issues or refer your child to specialist services. You can contact your school nurse through your child's school.

General practitioners provide a first point of contact for most medical services. They can advise, treat and refer patients with any medical or emotional difficulties. GPs usually offer an appointment system, and will also provide 24 hour emergency cover. Please contact your surgery for further information.



Specialist health services

.....

// Professionals will listen to you and help you find creative solutions. //

Advice from other parents

- Getting specialist help doesn't mean that you can't get other help as well.
- If you use the Child Development Unit you can still use local playgroups or ask your health visitor for support.
- If you have a lot of services providing support ask professionals how they can work together.
- Ask your services if they can co-ordinate your appointment times.

There are a number of specialist health services, including physiotherapy, occupational therapy, wheelchair services, speech and language therapy, community children's nursing, mental health services and learning disability nursing. Your health visitor, school nurse or GP will be able to give you more information about these services and help you to make a referral.

Your GP may refer you to a paediatrician (a doctor who specialises in working with children). You may also be referred to the Child Development Unit at Calderdale Royal Hospital. The Child Development Unit (CDU) provides specialist healthcare for young children with complex health needs.

The Disabled Children's team, based at Northgate House, provides specialist support for children with very complex needs. The team's learning disability nurses can provide assessment, advice and support on related health issues including continence, epilepsy and behaviour.

Contact the Disabled Children's Team Duty Officer, based at Northgate House, Halifax, on 01422 393355.

Specialist health services may require an assessment and may not be available to everybody. Waiting lists may also be in place. If you are not eligible for this

type of support, then please don't worry, there may be a different service that can help meet your needs. If you are struggling to find the right help and support for your child contact NHS Customer Services on 0800 183 0912.

I want to talk to someone about my child's development.

Each child is different and will meet their developmental milestones a little earlier or later than their friends. Every child is unique and will develop at their own pace. However, there are definite blocks of time when most children will meet milestones.

If you want to talk to someone about your child's development, get in touch with your health visitor or GP. They may be able to provide the reassurance that you need, or if necessary they can refer you to the specialist service that will be able to help you.

I want to talk to someone about my child's mobility.

A physiotherapist or occupational therapist may be able to suggest exercises to help improve your child's stance, posture and movement. They can also refer your child for any equipment that is necessary. If your child needs to use a wheelchair, this can be provided by Wheelchair Services. They offer a range of chairs including major buggies, manual or powered chairs, and specialised seating systems.

Specialist health services



Specialist health services cont.

I would like to talk to someone about my child's speech, language and communication.

All children develop differently. If you want to discuss your child's communication, talk to your child's teacher, health visitor or GP for a referral to the Speech and Language Therapy team.

The Speech and Language Therapy team also helps children and young people who have difficulty swallowing.

Who can I talk to about my child's behaviour?

It may be most helpful to talk to the people who know your child best. There are a number of professionals who are trained to give you advice and support. Talk to your child's teacher, health visitor, nursery nurse or GP.

Who else might I be referred to?

There are a number of professionals and services you may be referred to. Amongst the most common are:

Audiologists are experts in children's hearing impairments and can provide any necessary advice and support.

Child and Adolescent Mental Health Services (CAMHS)

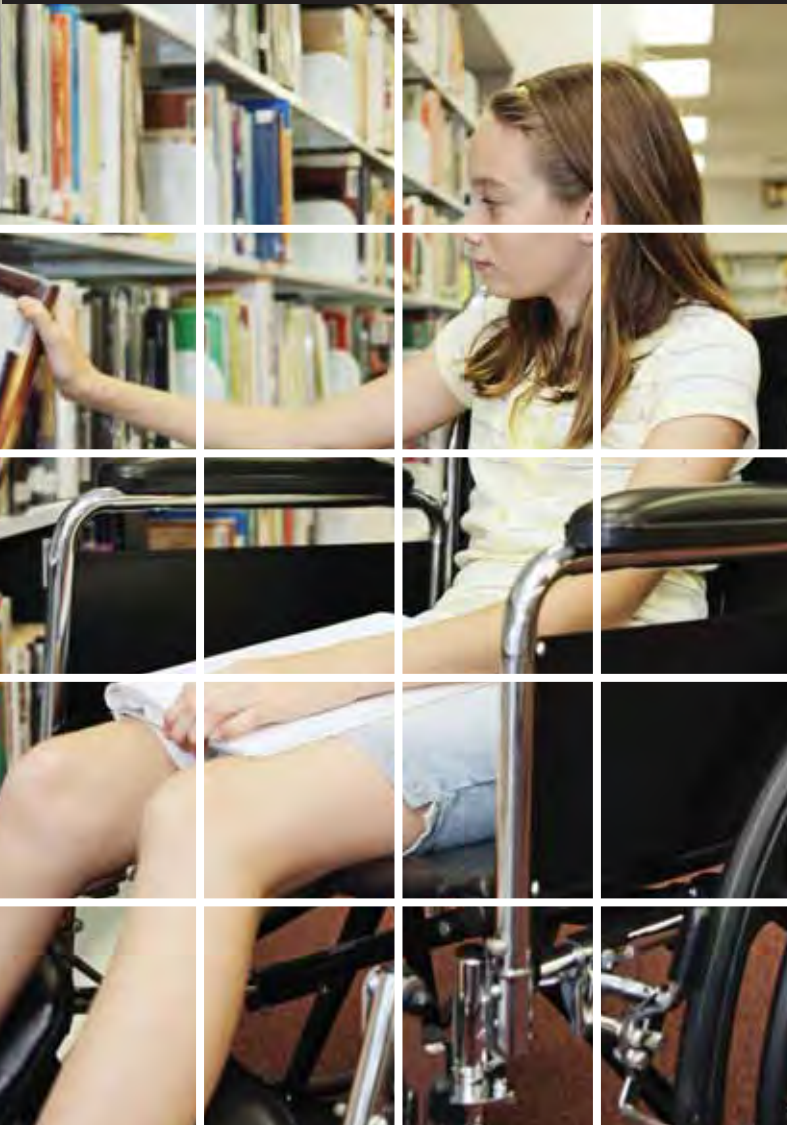
can provide expert advice on emotional and behavioural issues.

Continence Specialists provide help and advice around continence issues. They may be able to help you with the cost of providing continence pads and equipment.

Dieticians are experts with knowledge on food and nutrition. They provide information and personalised plans to promote good health through healthy eating.

Specialist dentists can provide dental care to disabled children. They can help to ensure your child receives the most appropriate treatment.





Education

// The impact of early intervention has given my child a really good start to school life. //

Advice from other parents

- » Visit your child's school and make sure you are comfortable with the support they receive.
- » Establish good communication links with your child's school. This will help you and your child's teacher to keep up-to-date with things that affect your child.
- » It is always best to ask for help as soon as you think you may need it.
- » The help your child receives may allow you to return to work if you choose.

As a parent of a disabled child, education may be one of your main worries. Parents naturally have lots of anxieties about education, including whether a special school or mainstream school will be the best option. There are a number of people who can help you make the right decision for your child.

Your child has the right to the same standard of education and same level of opportunities as other children in Calderdale. To make the most of these opportunities your child may need some additional help or support.

Is there help for my pre-school child to learn basic skills?

From birth to starting nursery, disabled children's health, educational and developmental needs are assessed and supported by the Child Development Unit.

In addition, the Calderdale Pre-School Support and Portage Service is a home and setting based service for pre-school children who need more time and support to learn basic skills during their early years.

The Portage Service works with families to help them to learn new skills, which will encourage their child's development. Activities are play based and designed to be fun. The Pre-school Support Service also provides outreach support to early years' settings.

Starting the term following their third birthday, your child is eligible for free early education.

Call the Families' Information Service on 01422 392576 to talk about what help is available to you.

Which school will be best for my child?

Most disabled children can have their educational needs met within their local school. All schools have a Special Educational Needs Coordinator (SENCo), who is responsible for ensuring the needs of your child are met.

There are some mainstream schools in Calderdale that have extra resources for children with specialist needs including visual impairment, hearing impairment, physical impairment and Autistic Spectrum Disorder.

Calderdale also has three special schools. These are Highbury Primary, Woodbank Primary and Ravenscliffe High School. They provide high quality, specialist support for children with the most complex needs.

How will I choose the right school for my child?

Choosing the right school for your child is a very important decision for you. It may be useful for you to talk this through with your friends and family and with other parents of disabled children. You will be very welcome to look around the potential schools and to take your time in making a decision.

Education



Education cont.

The Parent Partnership Service can give you help and advice on local education provision. Calderdale's Specialist Inclusion Service provides schools, parents and pupils with a variety of different support. The common aim is to promote greater inclusion, as well as supporting the educational attainment and achievement of disabled children and young people.

Contact the Parent Partnership Service on 01422 399500, or the Specialist Inclusion Service on 01422 394114 or 394136.

What is a Statement of Special Educational Need?*

A statement of Special Educational Need is a document that specifies your child's additional needs and outlines how these will be met by the school. Your child will follow a similar curriculum to other children, but it will be personalised to meet their needs.

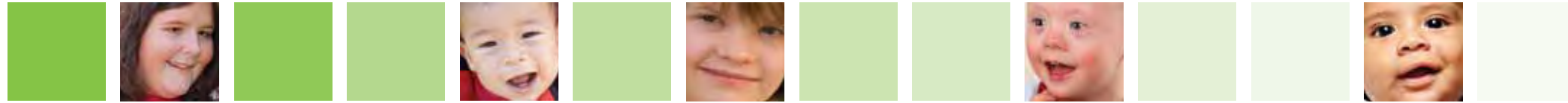
The Special Needs Service is responsible for reviewing Statements at least annually, and offers information and advice to parents and schools about the statutory assessment process.

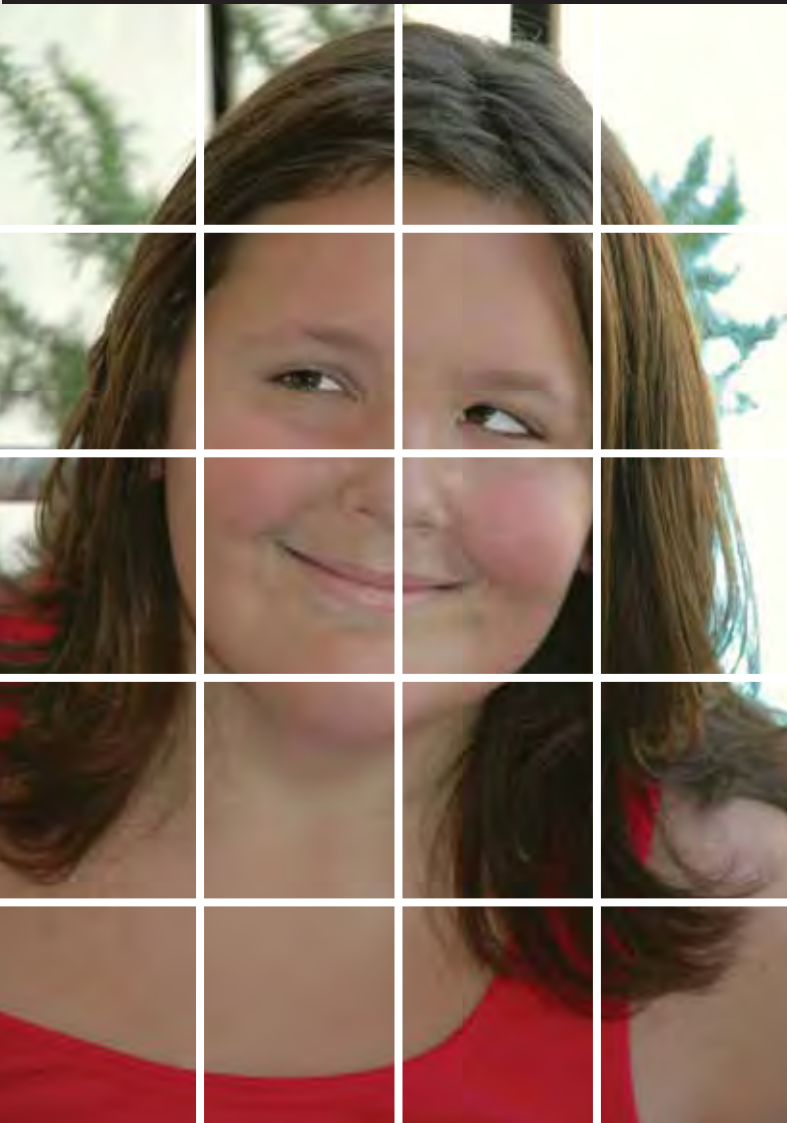
How do I get a Statement of Educational Need?

Parents can make a direct request to the Special Needs Service for an assessment of their child's Special Educational Needs. The service must consider a request for a statutory assessment unless it thinks it is unnecessary or if your child has already had an assessment in the last six months.

The assessment will identify your child's educational needs. It includes asking a range of professionals for their input including educational, medical and psychological advice and advice from social services and other agencies. Your views are also important and you will be asked to provide information as part of the assessment.

* The government is currently reviewing arrangements around Statements of Educational Need and this information is subject to change. Contact the Specialist Inclusion Service on 01422 394114 for further advice.





Social care

// Direct payments are great for us. My child can get the help she needs. She's involved in decision-making and employs different helpers for different activities. //

Advice from other parents

- Asking for social care support does not mean that you are a bad parent. Social workers are there to provide you with help and support.
- Most specialist services have eligibility criteria and are not available to everyone. If you need support, but are not able to access a service, don't worry, as other help will be available.
- If you are eligible for services you may have the option of taking direct payments, but you can choose not to use them if you prefer to have services provided for you.
- If you decide to use direct payments, but later wish to return to paid-for services, it is possible to do this.

Social Care Services are run by Calderdale Council, sometimes with local NHS providers and other organisations. Social Care in Calderdale includes general help from the Family Support team and local children's centres, and very specialist support from the Disabled Children's team.

Asking for the support of Social Care Services does not mean that you are a bad parent. Families with disabled children are likely to need this kind of help from time to time. As a parent, you have the right to ask for your child's needs to be assessed by Social Care Services and you also have the right to ask for a carer's assessment for yourself. An assessment could lead to services for your disabled child being provided, or services to help you as their carer.

If you think that you or your child would benefit from the help of Social Care Services you can contact the Disabled Children's team and ask for a 'needs assessment'. A social worker will talk to you about the needs of your child as well as the needs of other members of the family, including you as a carer. You can discuss the types of service that would best support your family. The Disabled Children's team may direct you to other services if they are more appropriate for your level of need.

Do I have a right to an assessment?

Yes. Children's Social Care is responsible for assessing and meeting the social needs of disabled

children. A disabled child is described by the Children Act (1989) as a 'child in need' and this gives you and your child a number of rights and responsibilities.

Do I need an assessment to access all services?

No. Universal services are available without assessment as are those provided by children's centres. Some specialist services such as Short Breaks may be accessible without a needs assessment.

What services are available?

There is a range of services available which may include short breaks, holiday play schemes, care at home, some aids and adaptations and financial help (for example to pay for fares to hospital visits).

If you are eligible for services, you may have the option of receiving a direct payment as an alternative to some Social Care Services provided by the local authority. This is a cash payment paid directly to you, so that you have the freedom to arrange and pay for services you need.

What is a direct payment?

A direct payment enables you to choose the services you want to use and to pay for them directly, without the involvement of the local authority. They allow you to employ staff directly, or through an agency, to meet the needs of your child. Speak to the Disabled Children's team on 01422 393355 and ask them to carry out an assessment of your child's needs to see whether direct payments would be appropriate.



Leisure and short breaks

// Family life can be difficult, but with the right support, spending time together is rewarding for us all. //

Advice from other parents

- » Doing activities together is a great way of having fun as a family. It doesn't need to be expensive. You could involve the whole family in a trip to your local park.
- » Disabled children can take part in lots of mainstream activities and extra help is sometimes available for them.
- » It can be difficult to leave your child in someone else's care and you may feel worried about it, but remember they're having fun and have the right people around them to keep them safe.
- » A one page profile of your child will help services meet the needs of your child in a positive way.

Most disabled children and young people want the same things as everyone else. They want to have friends, enjoy their favourite activities, have a break from their parents and visit new and interesting places. Like other children, they may be interested in swimming and sport, drama, music lessons, arts and crafts, going to parks and playgrounds, cinemas, bowling alleys and museums or just hanging out with friends.

Having access to a wide range of opportunities and leisure activities will give your child the opportunity to meet new people, gain confidence and develop new interests. This will have a positive effect on their well-being, self-esteem and behaviour.

Can my child access mainstream activities in our local community?

Your child should have the opportunity to take part in the same activities as other local children. The Families' Information Service 01422 392576 can provide information on the clubs and activities that are taking place close to your home.

If your child needs additional support to take part in the same activities as other children, the Disabled Children's team may be able to help you with this. Call them on 01422 393355 to discuss your child's needs. There are local schemes available that allow free entry

for a parent or carer when they accompany their disabled child to a range of sporting and leisure activities. Call Calderdale Parent and Carers Council on 01422 343090 for more information.

I would like to meet with other parents of disabled children.

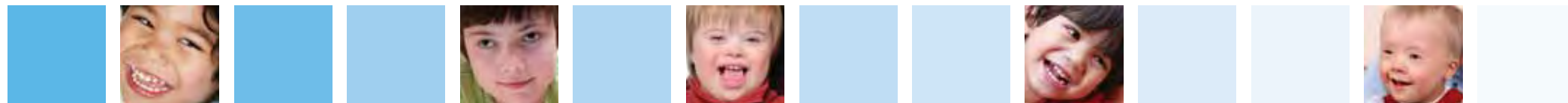
There are organisations which offer support and social events for families with disabled children. The Calderdale Parent and Carers Council arranges a number of regular social activities and can put you in touch with other parent led organisations.

Talk groups meet regularly across Calderdale. These are very informal and offer a chance for your child to play and socialise with other children, whilst you talk to other parents.

I want to meet with families with similar needs to ours.

Many national organisations have local branches which run support groups and social activities for families. There are a number of useful telephone numbers listed in the contacts section of this booklet. Alternatively call Families' Information Service on 01422 392576 for further details.

Leisure and short breaks



Leisure and short breaks cont.

My child has very complex needs and it is difficult to find safe places for them to have fun.

You could consider somewhere that offers ball pools, soft play equipment or multi-sensory rooms. Some sessions are run specifically for disabled children. Contact North Bridge Leisure Centre on 01422 341527 or the Families' Information Service on 01422 392576 for further information.

Are there any activities specifically for disabled children?

The Saturday Sports Zone at North Bridge Leisure Centre is open to children and young people of all ages who have physical or learning disabilities. Contact the Leisure Centre directly for further information.

Are there additional activities available in the holidays?

Yes. The Families' Information Service will be able to provide information on what is happening locally. Call them on 01422 392576 for further information.

Could a short break provide leisure activities for my child?

A short break is a good quality, fun activity that a disabled child or young person attends without their primary carer, or occasionally with their family. It is a valuable and sometimes necessary break from caring responsibilities for the parent or carer of a disabled child or young person.

A short break can be just a few hours to a few days and occasionally longer. This will depend on a child's needs and the type of short break they access.

Short breaks can be taken in a wide range of settings, from purpose-built environments right through to within the child's own home with support from a paid carer.

Who can access a short break?

All children can access universal services. Some, but not all, disabled children may require additional support in order to fully participate in those services. Children with the most complex needs may require specialist services.

The Disabled Children's team will be able to offer advice and information on specialist support. Call them on 01422 393355 to discuss short breaks. They may put you in touch with Family Support Services if they feel this would be more appropriate to your needs.





Childcare

// *People were keen to help. I just needed to ask. I was surprised by how much support was out there.* //

Advice from other parents

- » The Families' Information Service offers a brokerage service to help you find the right childcare.
- » Meet with a few different childminders before you make any decisions.
- » Visit local childcare settings and choose one most appropriate to your needs.
- » There are childminders who have a lot of experience working with disabled children.

There are many advantages for both parents and children from using good quality childcare. Some families use informal childcare, such as other family members, friends or neighbours. You may also find that you need to make more formal childcare arrangements.

All childcare should welcome and include disabled children. Some childcare settings offer specialist services for disabled children. The Families' Information Service maintains a register of all local childcare providers, including accredited childminders. They will be able to provide further details of what is available in Calderdale. Contact them on 01422 392576.

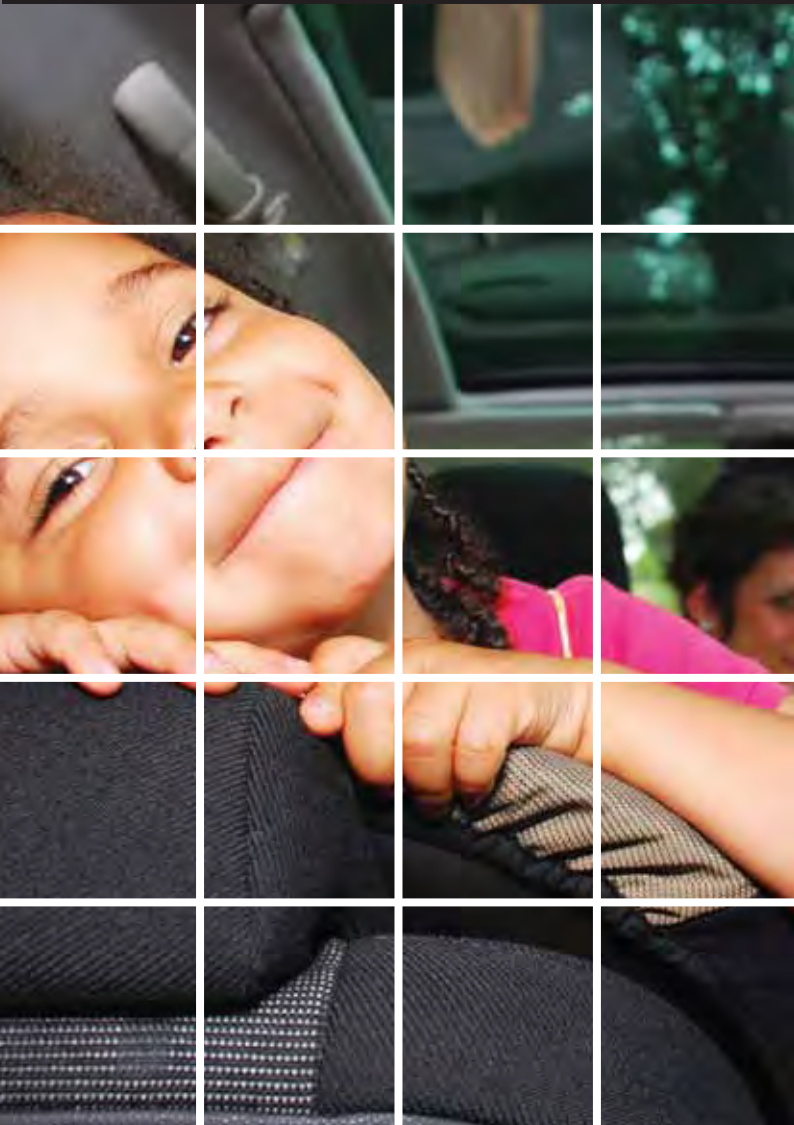
I'm finding it difficult to find appropriate childcare for my disabled child.

It can sometimes be quite challenging to find childcare that you feel comfortable with. A member of staff from the Families' Information Service will be happy to meet with you and talk about your family's needs. They will liaise, on your behalf, with the appropriate people to help you get the childcare you want. This could include a number of professionals as well as childminders and mainstream nurseries.

Is the person looking after my child suitably qualified and experienced?

Accredited childminders are approved by the Calderdale Childminding Network. The majority of them have undergone additional training and many have experience of working with disabled children.





Specialist services

// The team was excellent and my worker helped me to get the specialist help my child really needed. //

Advice from other parents

- Specialist services provide a wide range of support, but don't forget that lots of other help is available.
- Other parents of disabled children will be able to provide advice and information on accessible activities. Contact Calderdale Parent and Carers Council on 01422 343090.
- Don't be afraid to ask for help and ask how the Common Assessment Framework (CAF) could help provide the support that you need.
- A key worker could help you find the right places to go to get the support you need.

Specialist services are available to those children and families with the most complex needs. They provide health, education and social care support from birth to adulthood. Some specialist services have eligibility criteria and are not accessible to everyone who feels they may need them. Where this is the case there are usually other sources of help available. Some specialist services have waiting lists in place.

These services provide help and advice to children and families whose needs can not be met by local non-specialist services.

There are some services and resources that are available to everybody and that these might be the most appropriate for your child and family. These include information services, primary health care services, leisure services and children's centres. Sometimes these services will need to work together using the Common Assessment Framework to provide good quality, joined up support.

What is the Common Assessment Framework?

The Common Assessment Framework (CAF) is a process that helps professionals work together to help you to meet your child's needs. The CAF is a way of working out what extra support your child may need and how best to provide it. With your agreement, professionals who work with your child will talk to each other to discuss your child's strengths and needs.

The CAF form will record what is going well for your family, what extra support may be needed for your child and which professionals are best placed to help.

Someone who works with your child may suggest a CAF or you can ask for one if you think your child needs extra support.

Who can help us to think about what support is available?

It could be really useful to talk things through with another parent. Contact Calderdale Parent and Carers Council on 01422 343090 and they will put you in touch with other parents and local support groups.

Are there any specialist services for babies and young children?

When your child's needs are identified at birth your midwife or health visitor will be able to refer you to the Child Development Unit (CDU) or to a specialist nurse who will be able to talk you through the next steps. They may also ask for advice from a paediatrician, a doctor who specialises in working with children.

If you want to discuss your child's development, talk to your GP or health visitor. They will be able to determine whether your child has specific needs and help you decide if a specialist service is appropriate. They may refer you to a specialist nurse, a paediatrician or the Child Development Unit.

Specialist services



Specialist services cont.

There are other specialist early years services available such as the Pre-School Specialist Education Service. This is a team of specialist teachers, nursery nurses and learning support assistants who provide learning and behaviour support at home, in early years settings and school nurseries.

What is the Child Development Unit (CDU)?

The Child Development Unit is a service that brings together a number of professionals from across early years' services. These could include physiotherapists, occupational therapists, social workers, specialist nurses, speech and language therapists, pre-school and portage workers, paediatricians, health visitors and others.

Staff that are based at the unit can provide a range of information and advice, organise a full assessment of your child's needs or arrange a meeting for professionals to talk to you about the support that they can offer your child and family.

You can contact Calderdale's Child Development Unit on 01422 224155.

What is the Pre-School and Portage Service?

Calderdale has a Pre-School Support and Portage Service. This service will provide support in your home as well as in other places. The service is run for pre-school children who need more time and support to learn basic skills during their early years.

Some children that the service work with may have a specific condition such as Down's Syndrome, Cerebral Palsy or Autistic Spectrum Disorder, whilst for others there may be no specific diagnosis.

Portage works with families to enable them to learn new skills, which will encourage their child's development. Activities are play-based and designed to be fun. The Pre-school Support Service also provides outreach support to early years settings.

Contact the Pre-School and Portage Service on 01422 399552.

What other early years support is available?

The Pre-School Learning Alliance is a leading educational charity specialising in early years. Their products and services include specialist publications, directly-managed childcare provision, information and advice, quality assurance, campaigning, research, training and family programmes.

Contact the Pre-School Learning Alliance on 01422 321368.

What support is available for older children with very complex needs?

The Disabled Children's team is a joint Health and Social Care team. They provide advice and guidance as well as packages of care, including respite and domiciliary care (care in your home). They can offer support and advice around disability, and assessment of and planning for, your child's health and social care needs. They can provide support in your home with the care of your child, short breaks and support for leisure activities.

The Disabled Children's team can offer very specialist assessment, advice and guidance relating to behaviour. They offer assessment and advice about the provision of specialist equipment and adaptations or advice about re-housing if your property cannot be adapted. They can also support young people (and their parents and carers) as they reach adulthood.

The Disabled Children's team is based at Northgate House and can be contacted on 01422 393355. If you are not eligible for their service they will talk to you about other help and support that may be available to you.

Which services could support my child in taking part in mainstream education and activities?

The Inclusion Support Service works together with children and young people, particularly those regarded as vulnerable, or with special needs, and with their schools, their parents/carers and others. They may be able to offer the support necessary for your child to participate in mainstream activities. There are a number of inclusion support services. To find out more about these and how they may be able to help you call The Families' Information Service on 01422 392576.

Specialist services



Specialist services cont.

What is the Specialist Inclusion Service?

The Specialist Inclusion Service is a team of experienced teachers and support staff who provide specialist support for children and young people aged 0-19 years with hearing and vision impairments, physical impairments or Autistic Spectrum Disorders. They provide early years support for children with sensory impairment and will help you to decide on the best educational support for your child, which may be in a resourced provision school (a mainstream school with additional resources for specific impairments).

Discuss your particular needs with the Specialist Inclusion Service on 01422 394114 or 394136.

Where can I get the right advice about the best education for my child?

Calderdale Parent Partnership Service is an independent service that provides information, advice and support to parents of children aged 3-19 with Special Educational Needs. It helps parents by working closely with schools and the local authority to get the best possible education for their child.

Parent Partnership promotes active and equal partnership between parents, teachers and others who work with children. It provides accurate

information on the full range of options available to parents. It helps parents make informed decisions and enables parents to play an active role in the education of their child, without taking sides.

You can contact Calderdale Parent Partnership on 01422 399500.

Who can I talk to about my child's speech and language?

There are specialist services available to support you and your child. Talk to your child's teacher, health visitor, school nurse or GP about what help is available.

Who can make sure that I am getting the right support?

Having so many people involved in your child's care can be confusing and sometimes you may feel like you're repeating yourself. Depending on your circumstances, you may choose to have a key worker or lead professional who is able to manage a package for you and act as a single point of contact for other professionals.

Talk to any professional involved with your family about the Common Assessment Framework or ask your social worker or specialist nurse for more advice.





Welfare and benefits

// The range of financial help available has increased dramatically, and now I understand what I'm entitled to, things have become a bit easier. The extra we get helps to provide a decent quality of life for my child. //

Advice from other parents

- » Get help with filling in the forms, and don't give up. The forms for some benefits can be very complicated, help is available.
- » Keep a copy of any forms you complete for future reference, and keep notes of any telephone conversations you have.
- » If a decision goes against you, take note of the appeals process. There is usually a limited time scale within which you can appeal.

The cost of raising a disabled child is much higher than the cost of raising a non-disabled child. Despite this, only about fifty per cent of families with disabled children claim all of the allowances and benefits they are entitled to.

There may be a number of benefits you could claim to help you with the costs of caring for your disabled child, including help with dental treatment and prescriptions, the cost of glasses and sometimes with travel to hospital, school meals and even road tax.

The benefits system is complicated and subject to change. Most families will need some help and advice to ensure they are claiming their full entitlements. There are many different types of benefits and whether you are eligible for them will depend on a number of different factors.

Claiming benefits can be confusing and lots of people find it useful to get specialist advice.

Call the following organisations for more information - Families' Information Service 01422 392576, Calderdale Citizens Advice Bureau 01422 842848 or Contact a Family 0808 808 3555.

My child is disabled and needs help with mobility and/or personal care. What is available?

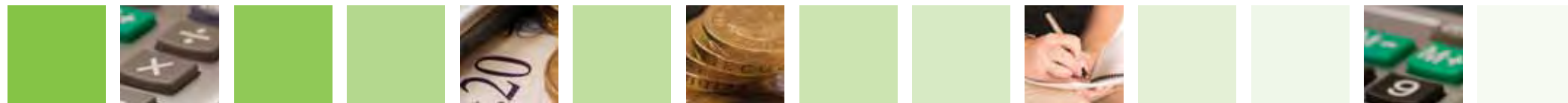
Many families with disabled children receive Disability Living Allowance (DLA). This is a tax-free benefit for children with long term health issues and who require additional help with personal care, or have mobility needs. It is paid in addition to other benefits regardless of capital.

The mobility component is paid to people who have difficulty in going out alone and the care component to those who need help with personal care. If your child is under 16 you can make a claim on their behalf; when they are 16 or over they can claim in their own right.

The application forms are very long and complicated, and it takes time and patience to fill them in. It is important for each answer to be given carefully and with enough detail so that the staff who assess your claim can do so fairly.

It would probably be useful for you to get some professional support with completing these forms and talking to another parent of a disabled child could also help. Contact the Parent and Carers Council on 01422 343090 and they will be happy to advise you.

Welfare and benefits



Welfare and benefits cont.

What would be considered a long-term health problem, for the purpose of claiming DLA?

A long-term health problem is one that has lasted for at least three months and is expected to last for at least another six. You can prepare an application before the three months is up. To claim DLA your child must need substantially more care or supervision than other children of the same age without the health problem.

Your child will not automatically be 'registered disabled' if they receive DLA and it will not make it more difficult to get a job when they become an adult.

I can't work, because my child needs full-time care. Is there financial help available?

As a carer, you might also qualify for Carer's Allowance, or perhaps an extra amount of Employment Support Allowance called a "carer's premium". The rules are very complicated and some specialist advice will usually be necessary.

Can my partner claim Carer's Allowance as well as me?

The Carer's Allowance is only paid to one carer. More than one person in the same household can only claim Carer's Allowance, if they are caring for different people. For example, if both parents are caring for two disabled children and both meet the qualifying conditions for Carer's Allowance, each could claim Carer's Allowance for caring for one of the disabled children.

My child has complex mobility needs.

If your child has mobility needs then you may be eligible for a range of support; this will depend on your DLA and so specialist advice may be necessary. It is worth exploring as you may be entitled to additional help including:

- Parking concessions under the Blue Badge Scheme.
- The 'Motability' scheme, which offers financial help with leasing or buying a car.
- Exemption from road tax (Vehicle Excise Duty).

Contact the National Benefit Advice Line on 0800 88 22 00 for further information.

My child cannot use stairs and I have converted a downstairs room into a bedroom.

Talk to the Benefits Assessment Unit on 01422 288001, as you may be eligible to have your Council Tax banding reduced.

My child uses nappies (or incontinence aids). Can I get help paying for these?

Speak to your health visitor or school nurse or GP as they may be able to help manage your child's continence or in some cases they may be able to help with the provision of nappies, pads or continence aids.

How can I get help with paying for things that would make a huge difference to my child and our family?

The Family Fund will consider requests for grants for anything which will have a positive impact on the life of disabled children and their families. This could be equipment, such as a washing machine, cooker, laptop, trampoline or X box, it could be payment for an outing, or funding for something long-term such as swimming or driving lessons.

You can apply for a grant once per year, though in exceptional circumstances, a shorter time-scale may be considered. Grants are means tested (they depend on your income) and are discretionary (grants do not have to be awarded).

Contact The Family Fund on 0845 130 4542
Textphone 01904 658085, Fax 01904 652625 or
Email: info@familyfund.org.uk



Specialist equipment

“ Now that our home has had the adaptations that my child needs, I feel much more confident about keeping him safe.”

Advice from other parents

- » Whatever your child's additional needs, equipment is probably available to make life within the home easier.
- » Calderdale Council or NHS Calderdale may be able to help with the provision of equipment.
- » Some charities and voluntary organisations can help meet the cost of additional equipment.
- » Contact a Family provides an excellent guide on Equipment, Aids and Adaptations, which is available from their website www.cafamily.org.uk

If your child has a physical impairment then life can sometimes be made much easier with the right equipment, aids and adaptations. Some items are extremely expensive and the ranges available are vast, so it is likely that you will need some specialist assessment and advice to ensure that you get the equipment that is right for your needs.

The main sources of equipment, aids and adaptations are Calderdale Council and the National Health Service. Some equipment is also available from charities and the voluntary sector.

Safety adaptations in the home are important, especially when you have a disabled child. Some equipment is widely available and may be appropriate for use throughout your home, such as socket covers, cupboard locks and safety gates. More specialist equipment may require your home to be assessed for adaptations by the local authority.

Who do I contact about housing adaptation and my child's specialist equipment needs?

In the first instance, contact the Disabled Children's team who will arrange for an occupational therapist to visit your home to carry out an assessment.

The range of equipment that may be appropriate is huge and includes seating systems that help your child to join in with family meal times and with leisure activities; sleep systems that encourage your child to

maintain a good posture whilst in bed; bathing, showering and toileting adaptations and eating and drinking equipment.

Contact Disabled Children's team (Occupational Therapy) on 01422 393355.

My home needs minor adaptations to make it suitable for my child.

Contact the Accessible Homes Agency who will be able to help you apply for a Minor Works Grant of up to £1000 which is not means tested. Minor works include grab rails inside or outside the house, lever handles for taps and rocker light switches.

Contact the Accessible Homes Agency on 01422 288001.

Who can I talk to about mobility issues and wheelchairs?

Wheelchair Services can provide advice on the range of wheelchairs available and help you choose the one that is most appropriate for your child. The range includes major buggies, manual and electric wheelchairs, as well as seating pads and supports.

Contact Calderdale Wheelchair Services on 01422 306701/2.

Is other equipment available?

The short answer is yes. Talk to any health or social care professional about your particular needs.



Support for parents

// There's lots of support out there - I was surprised how much! //

Advice from other parents

- » It is not a sign of weakness to ask for help.
- » Don't be afraid to ask for help. You don't have to do it all on your own.
- » If family and friends offer to help, let them. They wouldn't offer if they didn't mean it.
- » Your emotional health is as important as your physical health. Try to make time for yourself for at least a few minutes each day.

As a parent or carer of a disabled child, there will be times when you need extra help, times when you are feeling isolated or trying to cope with a whole range of challenging emotions, or times when you may be exhausted from the physical demands of parenting. There is help available for you.

Getting the right help at the right time is important. People who know you well will be able to help you think about what kind of support you need. These people don't need to be professionals they may be family or friends. Talking to another parent can be a huge source of support and Calderdale Parents and Carers Council will be able to put you in touch with other parents with similar needs.

If you do feel that you want some professional help then your health visitor, school nurse or GP is a good place to start. It is really important you choose someone who you already feel comfortable with.

Missing even a single night's sleep can make you feel tired, irritable and unable to cope.

If your child is not sleeping and keeping you awake this needs to be dealt with first. The first step is to find out why your child isn't sleeping. Disabled children are more likely to experience sleep disorders, but poor sleep can also be the result of continence issues, physical discomfort, a side-effect

of prescribed medicine, or the child cannot understand why and when they need to sleep. Any health professional involved with your family will be able to provide advice and support, or refer you to a more specialist service if this is necessary.

If your child needs care during the night, you may qualify for additional benefits and practical support such as a short break or respite care. You may be entitled to a few nights on a regular basis where someone else looks after your child and you can catch up on your sleep. The Disabled Children's team will be able to tell you if you are eligible and help you to access this kind of support.

How can my partner and I spend time together?

Some people find it difficult to accept offers of help from friends and family, but if someone you trust is able to give you a couple of hours just to be together, then make the most of it. If your child receives direct payments, these could be used to pay someone else to care for your child whilst you have some time together, or you could apply for a short break through the Disabled Children's team.

Day, evening and night sitting services are also available through Gateway to Care and the Carers' Project.

Support for parents



Support for parents *cont.*

How could a short break help?

Sometimes families with disabled children or long-term health conditions would benefit from taking a short break. Having a break from looking after your child is not an admission of failure or a way of saying you don't care. Without an occasional break you are likely to become completely exhausted or even unwell.

Things may feel a little easier if you have had some time to do the things that you can't do when you are caring for your child. Your child could also benefit from the break as it provides an opportunity to meet new people and try new things.

I have a lot of appointments and hospital visits and it is hard taking the other children with me.

If you have a child under the age of five (whether or not this is your disabled child), your local Home Start may be able to offer you a volunteer helper. They can accompany you to your appointments and offer additional support.

Contact Calderdale Home Start on 01422 340819.

If you have a low income, or receive certain benefits or tax credits, you may be eligible to claim help with the cost of travelling to and from your appointments.

Talk to the Families' Information Service on 01422 392576 or Calderdale Citizens Advice Bureau on 01422 842848.

Is there anything happening in the school holidays for my disabled child to go to?

There is usually lots happening in the school holidays. Activities are run by universal and specialist services, including the Play Development Service, schools and the Specialist Inclusion team. The Families' Information Service will be able to tell you about activities running across Calderdale.

I find holidays particularly challenging - is there any help available?

Talk to the Disabled Children's team on 01422 393355, who may be able to help you apply for additional short breaks or if you are not eligible for that service they will put you in touch with other people who could help.

I just need to talk things through with someone.

Both Calderdale Parent and Carers Council and the Calderdale Carers' Project will be able to offer you a listening ear or a shoulder to cry on. They both hold a range of events for families of disabled children to meet one another.

Contact Calderdale Parent and Carers Council 01422 343090 or Calderdale Carers' Project 01422 369101.

Where can I find help with being a full-time carer?

The Calderdale Carers' Project provides carers with practical advice, training and short breaks. The range of support includes a regular newsletter; information about local services; issues and events and a research service if you need any help with specific issues. They may even be able to offer you your own caseworker.

Contact the Calderdale Carers' Project on 01422 369101 to see how they could help.

I am worried about what would happen to my child if I have an accident or have to go into hospital in an emergency.

Calderdale Carers' will help you to put together an Emergency Care Scheme. This is a back-up plan giving details of the person you care for, and of other people who need to be contacted in case of emergency. The plan is held by Calderdale Carers

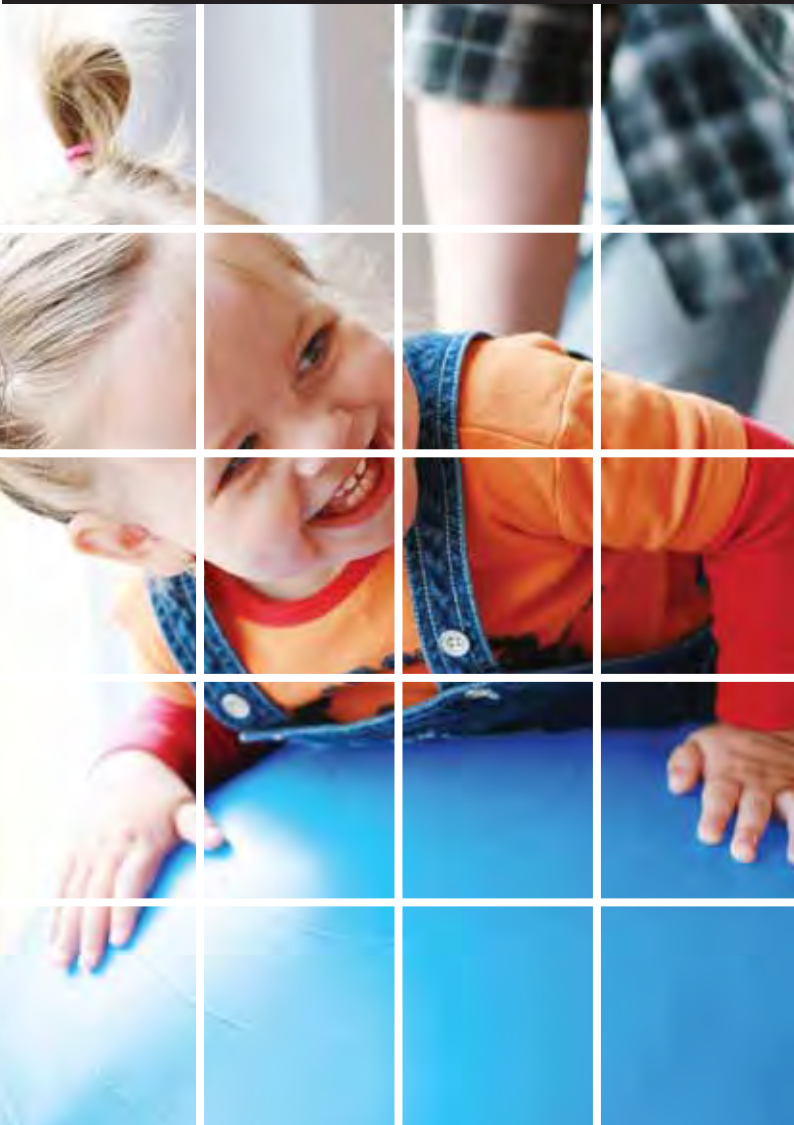
and First Response and you will have a card to carry, asking for them to be contacted in an emergency they will then put the plan into action.

This support can last for up to 72 hours and is free. If the emergency lasts longer (for example a stay in hospital) the First Response team may be able to help you to arrange any additional support that you need.

I cannot cope and I am worried about my mental health.

There is a lot of help available to you. Sometimes a good start can be to talk to your family and friends, and to other parents in similar situations. You may find people understand better than you would imagine. If you feel you would benefit from counselling or medication then your GP will be able to advise you of what is available.

Professionals working for health, education and social care will be able to help you think about what support is best for your family. They will be able to do this most effectively by working together. Ask a professional that you trust how the Common Assessment Framework could help you.



Transition

.....

// *The staff from school came to see my child at nursery and she visited school lots of times before she started. I couldn't have wished for a better transition.* **//**

Advice from other parents

- » Allow plenty of time to help your child get used to the idea of change.
- » Talk to the staff at nursery or school about any concerns you may have. They will be able to help both you and your child cope with the changes.
- » Try to keep other routines as normal as possible throughout the transition.
- » It can be scary for any parent when their child starts to grow up and gain more independence but help is available for you to deal with any concerns you or your child may have.

Many disabled children and young people rely on their daily routines to help them make sense of their lives and to feel in control. Changes to routines can prove very stressful, and transition from one thing to another can be difficult for everybody.

I'm worried about my child starting nursery or school.

For many children, the first time they experience separation from a parent for any length of time is when they start nursery or school.

Calderdale has a range of nurseries and schools that provide quality support for a range of different needs, but even so, starting somewhere new can be daunting for both you and your child. The staff will do their best to make you both feel at ease. Most nurseries offer a staggered start, or drop-in sessions which can build up to full days or weeks.

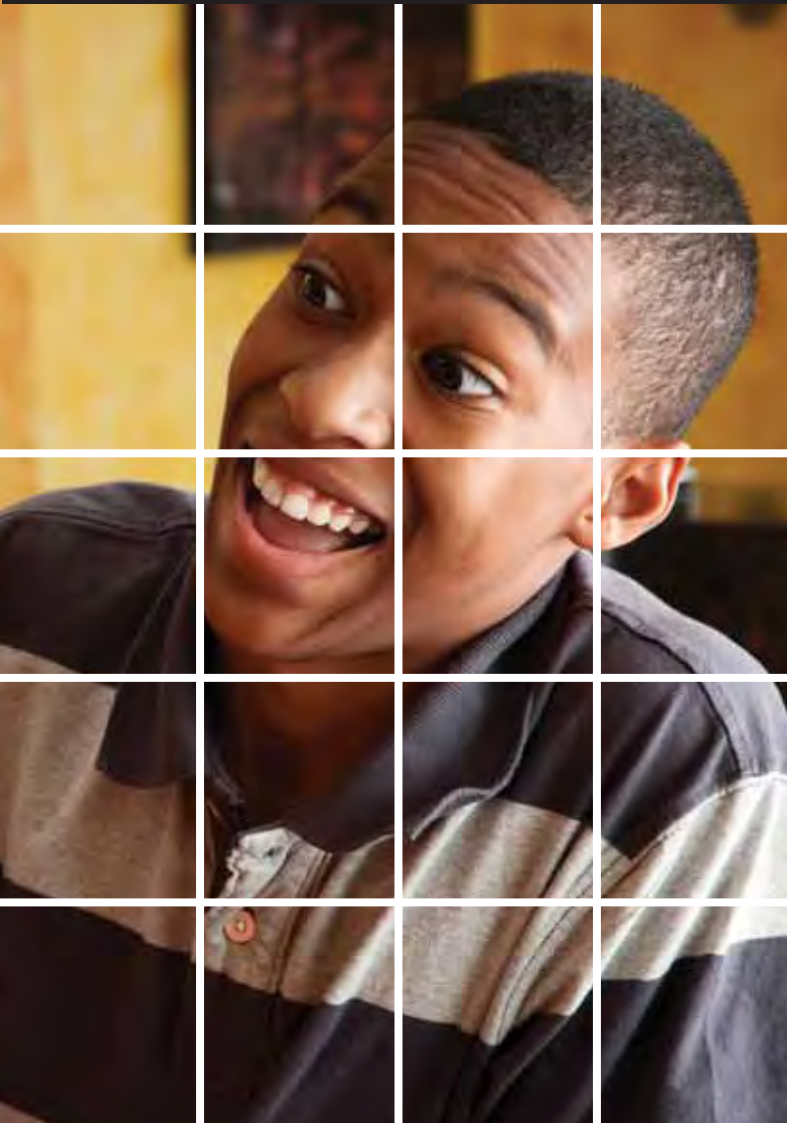
My child is moving into a new class. How can I make this easier for them?

The main transition points are starting nursery, moving from nursery to school, changing from primary to secondary education and leaving school. Most children find these transitions difficult to manage. Some children find all changes, no matter how small,

very difficult. The change of their classroom or class teacher every September can be really challenging for them.

Allow plenty of time to help your child to get used to the idea of change. Make use of transition visits: It may be necessary to ask for your child to be taken on a series of these, rather than just the one. If you are particularly worried, ask if you can go with them. Also, arrange to meet the new teacher before your child starts and discuss any issues that concern you or your child. Something as simple as knowing where they are going to sit can be very reassuring.

Contact your child's nursery or school to talk about transition.



Transition to adult services

.....

// It's scary when your child is old enough to leave home, but it's important that they're as independent as possible. My son is living in shared accommodation and loves it! //

Advice from other parents

- Explore all of the options for supported and independent living before making any decisions.
- Your child is an adult and has a right to make decisions about their own future.
- Some organisations offer an advocacy service for young people who find it difficult to make their opinions known. Ask the Families' Information Service for further details.

Families have told professionals that they have a lot of worries about their children as they grow up and leave children's services.

Services are committed to helping young people start planning for this transition as early as possible. For children with Statements of Educational Need, this will happen in year 9. Calderdale Council has been working with the local health service and with schools to develop person-centred reviews and you could ask your child's teacher or Special Educational Needs Coordinator (SENCo) about these.

You probably have a lot of really important questions about your child's future. Including where they will live? What type of job they might go on to do? What services and support might be available to them? Although we can touch on some of these things here, there is no substitute for talking this through with family and friends as well as with professionals you trust.

My child is supported by the Disabled Children's team. What will happen when they become an adult?

Talk to your social worker or nurse about transition planning: They will be happy to discuss your concerns. There is support available for disabled adults through Adult Social Care Services. Help is

available with finding a job, living independently, managing finances and claiming the appropriate benefits.

Will they still be eligible for Direct Payments?

If your child is eligible for social care services they will continue to receive Direct Payments. They could also opt for a care managed service, or have a combination of the two.

Is there any support available for my son or daughter to live independently?

In Calderdale, there are schemes that offer a range of housing services, including hostels, shared accommodation, sheltered housing, purpose-built flats and independent tenancies. The Community Learning Disability Team (CLDT) will be able to provide information about these.

Contact the Community Learning Disability Team on 01422 363561.

Will it be expensive to get the equipment my child needs to help them to live independently?

Adult Social Care services will be able to assess any equipment needs and may be able to provide any necessary equipment free of charge.

Transition to adult services



Transition to adult services cont.

Are short breaks available for adults?

A whole range of support is available including short breaks. This will depend on your specific needs.

Are there any training opportunities for disabled young adults?

Yes. There are lots of educational courses available, ranging from vocational and short course right through to formal qualifications and degrees. There are courses available in everything from drama to dress making or creative writing to quilting.

Contact Calderdale and Kirklees Careers Service Partnership on 01484 226700 to find out more.

Will my child be able to go into supported employment?

The Supported Employment team will help your child to decide on the most appropriate route into employment. Many young people who go through training courses go on to get paid employment. Workwise advisors work with people of all ages to help them find suitable employment, and also liaise with organisations such as Jobcentre Plus and the Learning and Skills Council to make sure they receive appropriate training.

Contact Calderdale and Kirklees Careers Service Partnership on 01484 226700 to find out what is available.

Are there alternative opportunities to training or employment?

Yes. There are lots of opportunities for young disabled people. Many of the Adult and Community Learning sessions are for interest, rather than for qualifications, for example photography, aromatherapy and cooking. Many organisations run sessions specifically for disabled people.



Information, advice and support

We have talked to parents and carers in Calderdale about the people they have found to be the most useful: People who can be contacted for anything from help and advice, to support in a crisis.

Family and friends

Parents and carers of disabled children and young people consistently say the most valuable support comes from their family and friends. This support can range from an offer of a cup of tea and a chat to the offer of a babysitter. Parents have told us they sometimes feel guilty about relying on family and friends and often need reminding that people would not offer support if they did not want to give it. Your family and friends will probably know you and your child best. They can often provide the most practical support in a crisis.

Calderdale Parent and Carers' Council (CPCC)

Meeting other parents with a disabled child can also be a huge source of support for families. Many families find it helpful to meet or chat with other families who are in a similar situation to them. Calderdale Parent and Carers' Council are a local organisation that arrange regular social events and

are a fantastic resource for local families. They can put you in touch with other parents who are willing to share their experience and provide advice on local services and resources.

Calderdale Parent and Carers Council, Hanson Lane Enterprise Centre, Hanson Lane, Halifax, HX1 5PG.
Telephone: 01422 343090
Email: parent.council@zen.co.uk
Website: www.parents-and-carers.org.uk

Families' Information Service (FIS)

The Families' Information Service provides free, impartial information, advice and guidance to support parents and carers of children and young people aged 0-25, through a variety of media including face-to-face contact, telephone and email.

The Families' Information Service can provide information on anything from what is happening locally to how to access very specialist services. They also maintain a register of all local childcare providers, including network accredited childminders.



Calderdale Families' Information Service, Northgate House, Northgate, Halifax, HX1 1UN.
Telephone: 01422 392576
Email: fis@calderdale.gov.uk
Website: www.calderdale.gov.uk/siteinfo/atoz/detail.jsp?id=2129

Contact a Family

Finding out your child has an impairment or medical condition can be difficult and bewildering. Contact a Family is a national charity that provides a wide range of advice and support for families with disabled children. Contact a Family is highly recommended by local families.

As a parent of a disabled child you may not know where to turn to or you may be trying to cope with a whole range of feelings, as well as being constantly exhausted from the physical demands of parenting. But there is support available.

Contact a Family offers a freephone helpline, guides and publications, a family support service and volunteer parent representatives who provide local support and information.

Contact a Family, 209-211 City Road, London EC1V 1JN.
Telephone: 020 7608 8700
Helpline 0808 808 3555
Textphone 0808 808 3556
Email: helpline@cafamily.org.uk
Website: www.cafamily.org.uk

Crisis and emergency support

Within office hours it may be most helpful to talk to a professional who already knows your child and family. In the event of an out of hours emergency, contact the Council's Emergency Duty Team (EDT) on 01422 288000 or your child's GP's out-of-hours service.

Other useful contacts

In the following pages you will find a wide range of other local and national organisations that will be able to provide help, advice and support with particular needs. Contact details can change, so please contact the Families' Information Service if any of the following details appear out-of-date and you require up-to-date information.

Access Team
01422 392531

Activity and Community Development
Spring Hall Mansion,
Huddersfield Road,
Halifax HX3 0AQ.
01422 284401 or 01422 284419

Asthma Trust for Asthmatic Children
Unit 6, Waltham House,
Clyde Street, Bingley.
01274 491756

Benefits Unit
01422 288003
benefits.unit@calderdale.gov.uk

Blue Badge Scheme
01422 393000
www.calderdale.gov.uk/socialcare/social-services/gateway-to-care/contact.html

Calderdale Carers' Project
Unit 8a, Calderdale Business Park,
Club Lane, Ovenden,
Halifax HX2 8DE.
01422 369101
enquiries@calderdale-carers.co.uk

Calderdale Down's Syndrome Group
PO Box 583, Halifax HX2 7WY.
0845 230 0372
info@calderdaledsa.org

Calderdale Families' Information Service
Northgate House, Northgate,
Halifax HX1 1UN.
01422 392576
fis@calderdale.gov.uk
www.calderdale.gov.uk

Calderdale Libraries - Access For All
Northgate, Halifax.
01422 392614

Calderdale Council

Halifax Customer First

Horton Street, Halifax HX1 1QE
01422 357257 or 01422 288001
www.calderdale.gov.uk

Calderdale Parent and Carer's Council
Hanson Lane Enterprise Centre,
Hanson Lane, Halifax HX1 5PG.
01422 343090
parent.council@zen.co.uk
www.parents-and-carers.org.uk

Calderdale Parent Partnership Service
Suite 2b, 4th Floor, Elsie Whitely
Innovation Centre, Hopwood Lane,
HX1 4NE.
01422 399500

Calderdale Portage Service
Elsie Whitely Innovation Centre,
Hopwood Lane, Halifax HX1 4NE.
01422 399552

Calderdale Primary Care Trust
5th Floor, F Mill, Dean Clough,
Halifax HX3 5AX.
01422 281300
Fax: 01422 281301

Patient Advice and Liaison Service (PALS)
0800 183 0912
customer.services@calderdale-pct.nhs.uk

Calderdale Women's Centre
23 Silver Street, Halifax HX1 1HS.
01422 386500

CAMHS (Child and Adolescent Mental Health Service)
01422 305539

Child Development Unit
01422 224155

Children's Centres
Find your local Children's Centres
through the Families' Information
Service.

Children's Society (The)
56 Westgate, Bradford.
01274 391154

Citizen's Advice Bureau
01422 842848
www.calderdale.cab.org.uk

Community Learning Disability Team
01422 363561

Community Transport Calderdale
Unit B11, Tenterfields Business Park,
Burnley Road, Halifax HX2 6EQ.
01422 881154

Connexions Access Point
16 Alexandra Street, Halifax HX1 1BS.
01422 342106

Connexions Learning Difficulties and Disabilities Team
01422 342106 or 01484 226700

Dale Trust (The)
3 Cordingley Green, Stainland,
Halifax. 01422 370283

Deaf Support Group
130 Warley Road, Halifax HX1 3TW.
01422 256620

Disability Liaison Officer
Calderdale Council Town Hall,
Crossley Street, Halifax HX1 1UJ.
01422 393099

Disabled Advice Resource Team (DART)
Harrison House, Harrison Road,
Halifax HX1 2AS.
01422 346040 or 01422 346950

Disabled Children's Team
01422 393355

Family Services Directory
www.calderdale.gov.uk then enter
'family services directory' in the
search box.

First Response Team
01422 353279

Fridays R Us (Parent Support
Group) 07944 018155

Gateway to Care
01422 393000

Gingerbread (Yorkshire & Humber)
Suite 4, Gledhow Mount Mansion,
Roxholm Grove, Leeds.
0800 018 4318

Halifax Society for the Blind
3 Wards End, Halifax.
01422 352383

Halifax Support Services
01422 250833

Helping Hands
57 Pellon Lane, Halifax.
01422 366667

Home-Start Halifax
Unit 10, Club Lane Business Park,
Ovenden, Halifax.
01422 340819

Housing Options
Crossley Street, Halifax.
01422 392460

Information Shop for Young People
16 Alexandra Street,
Halifax HX1 1BS.
01422 330033

Laura Mitchell Health Centre
Great Albion Street,
Halifax HX1 1YR.
01422 363541

Linden Brook Respite Care
2a Linden Road, Halifax HX3 0BS.
01422 255218

Longfield Equestrian Centre
Middle Longfield Farm, Lumbutts,
Todmorden.
01706 812736

Mayfield Trust (The)

(Formerly known as Calderdale Mencap)
 Horley Green Road, Claremount,
 Halifax HX3 6AS.
 01422 322552
www.mayfield-trust.org.uk

Mixenden Parents Resource Centre

01422 240043 or 01422 249343

National Autistic Society (Calderdale branch)

07798 617448
 Autism Helpline 0845 070 4004
www.nas.org.uk
calderdale@nas.org.uk

National Childbirth Trust - Calderdale Branch

08440 243 6069
calderdalenct@hotmail.com

Noah's Ark Café and Counselling

322 Ovenden Road, Ovenden,
 Halifax.
 Café 01422 366911
 Counselling 01422 300457
 Debt advice 01422 364664

Parent Partnership

01422 399500

Passport to Leisure Red Dot Scheme

(allows free entry for carer)
 01422 288001
ptl@calderdale.gov.uk

Pennine Relate

38 Clare Road, Halifax HX1 2HX.
 01422 363845

Pennine Taxis

Queens Road, Halifax.
 01422 341231

Portage Service

01422 399552

Pre-School and Portage Service

01422 224156

Pre-School Learning Alliance

Friends' Meeting House,
 Clare Road, Halifax HX1 2HX.
 01422 321368

Riding For The Disabled

Fly Laithe Stables, Pepper Hill,
 Shelf, Halifax.
 01274 672010

Saturday Sports Zone

North Bridge Leisure Centre, Halifax.
 01422 341527

Scope Calderdale Community Outreach Service

The Bembridge Park Centre,
 Francis Street, Halifax.
 0800 800 3333
response@scope.org.uk

Specialist Inclusion Service

01422 394114 or 394136

Wheelchair Services

01422 306701 or 306702

Young Carers Service

The Children's Resource Centre,
 2 Beverley Place, Boothtown Road,
 Boothtown, Halifax.
 01422 438778

**Benefit Enquiry Line**

0800 88 22 00

Carers Allowance

www.direct.gov.uk/en/CaringForSomeone/index.htm

Centre for Studies on Inclusive Education

The Park Centre, Daventry Road,
 Knowle, Bristol BS4 1DQ
 0117 353 3150
www.csie.org.uk

Child Accident Prevention Trust

020 7608 3828
www.capt.org.uk

Contact a Family

209-211 City Road, London
 EC1V 1JN.
 0808 808 3555
helpline@cafamily.org.uk
www.cafamily.org.uk

Council for Disabled Children

National Children's Bureau,
 8 Wakley Street, London
 EC1V 7QE.
 020 7843 1900
cdc@ncb.org.uk

DirectGov

www.direct.gov.uk

Disability Alliance

www.disabilityalliance.org

Disability Living Allowance

0845 7123456

Family Fund

0845 1304542 or 01904 621115
www.familyfund.org.uk

Family Rights Group

0808 8010366
www.frg.org.uk

Fledglings

0845 458 1124
www.fledglings.org.uk

IPSEA (Independent Special Education Advice)

0800 018 4016
www.ipsea.org.uk

National Benefit Enquiry Line

0800 22 06 74

Network 81

1-7 Woodfield Terrace, Stansted,
 Essex CM24 8AJ.
 0845 677 4055 info@network81.org

Parents for Inclusion

0800 652 3145
www.parentsforinclusion.org

Royal Society for the Prevention of Accidents

01212 482000
www.rospa.com

Tax Credits

0845 300 3900
www.hmrc.gov.uk/taxcredits

Working Tax Credit

www.direct.gov.uk/en/MoneyTaxAndBenefits/





Tell us about your experience

Individual services are always interested in comments on how they can improve and would welcome your feedback. Disagreements and issues can usually be resolved by talking to the professionals concerned and organisations like Calderdale Parent and Carers Council will be able to support you with this. There are usually formal complaints procedures in place if you are particularly unhappy with any aspect of the service you receive.

NHS Calderdale and Calderdale Council are always interested to hear about your experiences of the services they commission and provide. You can contact them at:

NHS Calderdale (PCT) 01422 281300 • Calderdale Council 01422 288001

Sharing your positive experiences of professionals and services can also help us to provide the help and support you need.

This handbook was given to me by

who can be contacted on

Disclaimer:

Every effort has been made to keep the information in this booklet up-to-date and accurate. However, we cannot guarantee that inaccuracies will not occur. Calderdale Council will not be held responsible for any loss, damage or inconvenience caused as a result of reliance on such information.

August 2011