

**Northumberland
County Council**

April 2015

**A guide to local and national services
for parents and carers living
in Northumberland**



A guide to local and national services for parents and carers living in Northumberland.

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Parents and carers require a single source of information about services available to them. This guide provides details of many of the local and national services and groups that give help and advice.

This guide is a version of Northumberland's Local Offer which you can download to print.

The full Local Offer can be viewed online at <http://northumberland.fsd.org.uk>

The guide is divided into colour coded sections, such as Education, Health, Local Support and Information, Money Matters, Social Care. Please see the contents page for full listing. All services within each section are in alphabetical order and the information gives you:

- Service or organisation and contact details
- If you have to pay for the service (but not prices)
- How you can access the service; e.g. if your GP needs to refer you
- A brief description of the service

For more information about any of the services in this guide, it is best to contact them directly. In addition, the following services may be able to help you.

The **Families Information Service** aims to provide accurate, high quality, accessible and impartial information, advice and guidance on all registered and unregistered childcare facilities and other services available in Northumberland. They can be contacted on **0800 023 4440** (freephone) or **01670 624889** or email **fis@northumberland.gov.uk**.

In It Together, the Parent Participation Network, gives parents and carers the opportunity to get involved in service planning and decision making so that services meet the needs of families with children who have disabilities and additional needs; ensuring that money and effort is not wasted on services that families don't need. They offer good information, honest consultation and effective participation. For further details, contact In It Together on **07739 830110**.

The **Northumberland SEND Information, Advice and Support Service** provides impartial information, advice and support to parents and carers of children with special educational needs. The service is free and confidential and can be contacted on **01670 623555**.

We have done our best to make sure that the information in this guide is accurate, but please let us know about any additions, omissions or mistakes. The information in the guide was correct at the time of printing.

If you have access to the internet, you can get further information on education services, including special schools, schools with special units, special educational needs policies, and other education-related services.

Education

Northumberland Adult Learning & Skills (NALS)

**Northumbria House
Cramlington
Northumberland
NE23 6UR**

Tel: 01670 624878

A great place to learn more than 15,000 people join us every year to study locally in our friendly and supportive centres. Whether you want to study to gain a qualification, for improved job prospects, are interested in Apprenticeships or for your own interests. We provide a huge range of courses and activities right across the County that are delivered both during the day and in the evening. You can enrol throughout the year and start your own incredible learning journey or progress further in studies that you have already started. We have worked hard to create a great place to learn and we celebrated some great achievements in 2014.

- We are officially a good place to learn with outstanding leaders and managers (Ofsted)
- We have outstanding construction provision (Ofsted)
- We're an outstanding Apprenticeship provider (Ofsted)
- We're in the top 20% of providers in the country for Apprenticeship success rates with 88% of learners completing and achieving on time. We're 30% better than the national average
- Our male and female learners perform as well as each other, with overall success rates of 85.2% and overall success rates of 85.2% and overall achievement rates of 96.2%
- We celebrate over 50 of our outstanding learners in our annual Learner Achievement Awards you could be one of them come and join us

Data Team

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 01670 623589

The Data Unit undertakes data processing and analysis for the many schools in Northumberland and for the School Improvement service in the Local Authority. This involves the collection, provision and analysis of performance data at group and individual child level.

Other staff in the team lead on the provision of data and intelligence for Ofsted inspections around safeguarding, looked after children, residential homes and

Education

children's centres, plus delivering regular performance management information for senior managers to inform decisions around policy and service transformation. They also respond to ad hoc data requests, and co-ordinate responses to corporate exercises around strategic planning and risk management. Staff in the team provide the evidence base for the Supporting Families PBR returns, the required data collection systems and the performance and QA evidence for the Safeguarding Board and MALAP, as well as quarterly performance reports for scrutiny committee.

Early Years and Childcare Team

The Early Years and Childcare team work with maintained settings, non-maintained settings and childminders (private, voluntary and independent sector) to provide challenge and support to ensure provision meets statutory requirements and inspection protocol, and to improve Early Years Foundation Stage outcomes and quality of provision. An integrated team approach, in partnership with other key professionals, enables targeted support and intervention to help reduce inequalities and meet the needs of all groups of children and families.

Children under Five

The County Council have a duty to provide nursery/pre-school places for all 3 and 4 year old children and such places are available for children on a part-time basis for 15 hours per week. A child's eligibility begins the term after their third birthday and lasts until the end of the school year in which they have their fourth birthday. In order to meet this duty, the County Council provides maintained nursery classes on some school sites as well as working in partnership with other providers of early year's education. **The Families Information Service** (Tel: **01670 624889** or **Freephone: 0800 023 4440**) can provide details of local services, including playgroups, parent and toddler groups, and nurseries.

The Early Years and Childcare Team assist non-maintained early year's settings in order to include all children, regardless of their needs, so that every child benefits from the educational opportunities offered.

Early Years and School Organisation Team

Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF

Tel: 01670 624889

School Admissions – providing information and advice to parents and carers regarding their applications for school places for children starting school, transferring between phases and those seeking to change schools in term.

Education

Families Information Service – providing free and impartial information and advice to parents and carers about childcare and a wide range of other services for children and young people between 0 and 20, and up to 25 for those young people with special needs.

Early Years – ensuring that there are sufficient places for pre-school children to access their entitlement to free early years education.

School Place Planning – the management of school place planning and organisation across the county ensuring that there are sufficient school places available for children of statutory school age resident in Northumberland.

Education Other Than At School Service (EOTAS)

Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF

Contact: EOTAS Service Manager
Tel: 01670 624184

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

Young people with health needs

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

Young people who are excluded from school, educated at home by their parents and children missing from education

When young people are **permanently excluded** from school, the EOTAS Service is responsible for arranging full-time alternative education programmes. The exact nature of the programme will depend on the age of the student as we arrange bespoke packages for each student. We also work preventatively with schools where they have students with behaviour issues which place them at risk of permanent exclusion and, in these circumstances; we would work with students, parents/carers, school staff and staff from other agencies to try to secure the best outcomes for the young person.

Other local authority responsibilities fulfilled by the EOTAS Service include:

- Advising parents/carers, school staff and other involved professionals on **statutory exclusion processes**

Education

- Monitoring the suitability of the education provided by parents where they choose to **home educate (Elective Home Education)** rather than send their child to school
- Monitoring **children missing** or at risk of missing **education**.

Elective Home Education

The responsibility for a child's education rests with their parents. Where parents decide to exercise their right to educate their child at home, the child does not need to be enrolled at a school. It would then be the parents' responsibility to provide an efficient and suitable education for their child. The Local Authority has the responsibility of ensuring there is adequate provision for education in their area. The Elective Home Education Team will offer guidance to parents who are undertaking the responsibility of educating their child at home. For further information or a copy of the County Council's guidelines phone **01670 624187**

Exclusion from School

There are two types of exclusion from school; **fixed period** or **permanent**. Formal exclusion is the only legal method of removing a child from a school. Informal or unofficial exclusions are illegal regardless of whether they are done with the agreement of parents or carers. Fixed period exclusions of a pupil must not add up to a total of more than 45 days in one school year. Exclusion is a serious step for schools to take and can be a difficult and worrying time for parents and children. For information and advice regarding an exclusion, contact the Local Authority's Social Inclusion Officer on **01670 624187** or **01670 624183**. Or you may find it useful to contact the Coram Children's Legal Centre, which has an independent national advice centre via www.childrenslegalcentre.com or by telephone on **0808 802 0008**. If your child has special educational needs you can contact the Parent Partnership Officer on **01670 623555**.

Education Welfare

**Princess Louise Building
Princess Louise Road
Blyth
Northumberland
NE24 2TS**

Senior Education Welfare Officer: Angela Cunningham
Tel: **01670 623367**

Education Welfare Officers are now based within the Locality Inclusion Support (LIST) teams. They support children, young people and families through the promotion of individual child welfare, improving attendance and reducing disaffection amongst pupils. They work in close partnership with other agencies.

Education

Health and Wellbeing Team

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

**Contact: Team Manager (HWB including Safeguarding)
Tel: 01670 622720**

The role of the Health and Wellbeing team is to support all schools in Northumberland to become environments which are both health promoting and where it is safe to learn. The team work with colleagues across the Education and Skills Service, Children's Services, Public Health and Northumbria Healthcare to ensure schools receive:

- Universal support through an annual health and wellbeing visit to every school
- Targeted support in relation to the health and wellbeing of the children and young people in identified school partnerships
- Advice and support for those children and young people who are identified as being more vulnerable (including those at risk from or affected by all forms of bullying, child sexual exploitation, female genital mutilation, domestic violence, sexual abuse & rape, teenage pregnancy, substance misuse, young carers, radicalisation, mental health)

Information, Advice and Guidance (IAG) Team

**County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 01670 622801

The new IAG Team in Learning and Skills will contribute careers information, advice and guidance to the EHC Plans for mainstream school leavers.

Kyloe House School

**Kyloe House Secure Children's Home
Netherton Park
Stannington
Morpeth
Northumberland
NE61 6DE**

Tel: 01670 785900

Education

Kyloe House secure children's home is a national and regional facility. It provides safe and secure accommodation for a mixed group of up to twelve young people aged 10 – 17.

Kyloe House School provides a flexible timetable that is responsive to the needs of the young people and the needs of the service.

Education is provided as 25 hours timetabled curriculum per week plus a range of "after school" activities on the unit. Subjects offered are English, Maths, Science, ICT, Humanities, History, Geography, RE, Modern Foreign Languages (French, German, Spanish), PSHE, Citizenship, Health and Social Care, Child Development, PE, Dance, Performing Arts, Drama, Music, Work Related Learning, Employability Skills. The curriculum also provides opportunities for team building and problem solving activities.

Young people with low levels of literacy and numeracy are given a structured skills boost programme. Available is a wide range of accreditation which is externally moderated and validated. The flexible timetable can also accommodate if necessary the completion of coursework previously started and can support key targets set at reviews. A range of issue based modules can be delivered including Drugs and Alcohol Awareness, Anti-Offending Work, Sex and Relationship Education, Health Improvement. A close working relationship between care and education is mutually supportive in delivering programmes.

Locality Inclusion Support Teams (LISTs)

Central

- Ashington, Bedlington, Morpeth
- Area Manager - Judith Dodds
- Based in Ashington Town Hall, Station Road, Ashington Northumberland, NE63 8RX
- Tel: 01670 624807 Fax: 01670 620012
- Email: LISTCentral@northumberland.gov.uk

North

- Alnwick, Berwick, Coquet
- Area Manager – Fiona Tarn
- Based in Lion House, Willowburn Industrial Estate, Alnwick, Northumberland, NE66 2PF
- Tel: 01670 624802 Fax: 01670 620018
- Email: LISTNorth@northumberland.gov.uk

South East

- Seaton Valley, Blyth, Cramlington
- Area Manager - Paula Hesford
- Based in Princess Louise First School, Princess Louise Road, Blyth, Northumberland, NE24 2TS
- Tel: 01670 624813
- Email: LISTSouthEast@northumberland.gov.uk

West

- Haydon Bridge, Hexham, Ponteland, Prudhoe
- Area Manager – Janice Woods
- Based in Beaumont Building, Hexham Middle School, Wanless Lane, Hexham, Northumberland, NE46 1BU
- Tel: 01670 623414
- Email: LISTWest@northumberland.gov.uk

LISTS offer short term support, working with schools and families to help them to meet the additional needs of their children and young people. Much work is carried out around prevention and early intervention, helping schools in particular to be proactive in preventing challenges from arising. LISTs respond to request from schools and settings for support.

LISTs offer:

- training to staff in school and partnerships around key concerns and challenges.
- Working with individual children /young people
- Group work

Work closely with colleagues in other disciplines

LISTs work with all schools and settings delivering a targeted service. This means that in the first instance the needs of the child/young person are expected to be met through quality first teaching then through additional support at school level following the guide of the Code of Practice. Should the school require further support because progress of the child/young person is not being made or the challenges remain unchanged, then a request can be made to the local LIST team through the completion of a Request Form and sending it together with the parental permission form and evidence of interventions tried at school/setting stage. LIST will respond in a timely way.

In the first instance, parents/carers should discuss any concerns with school (usually the Special Needs Coordinator-SENCO). Schools should be able to explain in what way they have been addressing the needs. If outcomes have not been achieved then school may request support from their LIST team. Requests are discussed regularly Schools prioritise the needs of their pupils/young people and seek LIST support when they deem that to be appropriate.

LIST officers seek to engage with teachers, parents/carers and children/young people. All are informed of outcomes through discussions, meetings and reports. All work is evaluated and separate responses are requested from all parties. Evaluations are then collated, reported on and results are used to inform and improve future practice in meeting needs.

Anti-Bullying

Tel: 0808 808 3555

Website: <http://www.cafamily.org.uk/pdfs/bullying.pdf>

Education

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

Further information on tackling bullying is available from the Advisory Centre for Education (contact details on page 18); Bullying UK at www.bullying.co.uk; the Anti-Bullying Alliance at www.anti-bullyingalliance.org.uk; or Family Lives at <http://familylives.org.uk>.

The Named Person advising on bullying issues for Northumberland Local Authority can be contacted at pauline.stavely@northumberland.gov.uk.

A guide aimed at parents of disabled children, which deals with bullying, can be ordered from Contact a Family through their freephone helpline.

Music Partnership

Music Partnership North
County Hall
Morpeth
Northumberland
NE61 2EF

Tel: 01670 624045

Website: <http://music.northumberland.gov.uk>

Music Partnership North provide a wide range of musical activities for children and young people to enjoy both in and out of school. This includes instrumental tuition in small groups and whole class situations, music workshops and a number of ensembles and bands in a mix of styles and genres and for a range of ability. Our tutors work across the county with a broad experience of different styles of music and instrumental specialisms between them.

A key part of our work involves working with schools and early years' providers to support them as they develop, plan and deliver the music curriculum. With the launch of 'The Importance of Music, a National Plan for Music Education' (NPME), schools have the flexibility to decide what their music curriculum looks like. We also support schools to design and develop their curriculum and school music policy as well as administering the Music Education Grant through our comprehensive SLA.

Education

Northumberland SEND Information, Advice and Support Service

Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF

Contact: Alison Bravey

Tel: 01670 623555

E-mail: alison.bravey@northumberland.gov.uk

Website: <http://parentpartnership.northumberland.gov.uk>

Parents, children and young people can contact the service directly.

The Northumberland SEND Information, Advice and Support Service (previously known as the Parent Partnership Service) is a **free** and **confidential** service which provides **impartial** information, advice and support to parents and carers of children with SEND (special educational needs and disabilities), and children and young people with SEND. The service covers the age range 0 – 25 years.

The service helps parents and carers and children and young people with SEND by:

- offering information, practical advice and support in understanding the special educational needs and disabilities 'systems'
- listening to them and helping them to express their views
- helping them to prepare for meetings and attending meetings with them, if required
- helping them with the paperwork
- helping them to explore the options open to them for their child's education
- putting them in touch with other organisations and groups that can support them
- Putting them in touch with an Independent Supporter to guide them through the EHCP (Education, Health and Care Plan) assessment and planning process, where appropriate

Play Service

County Hall
Morpeth
Northumberland
NE61 2EF

Contact: Heather Ashburner

Tel: 07879874168

The Northumberland Play Team is a universal service committed to delivering inclusive play opportunities to children, young people and their families throughout Northumberland.

Education

The team's work is available as a SLA to schools, delivering sessions with young people during lunch, playtime breaks or after school and offer training to school staff, supporting them to facilitate active play sessions.

During school holidays we offer tailor made packages including short break care for those parents and carer of children with additional needs or can deliver holiday clubs in schools.

Pre-school Portage Service

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 01670 622742

Portage is a home teaching service for pre-school children with additional needs. It helps parents and carers to support their child's learning.

The Northumberland Portage Service works with children birth to five years, where there are significant delays in at least two areas of development.

A Portage Home Visitor will visit the family home for approximately one hour each week. Together parents, carers and home visitors plan activities to encourage and promote their child's development.

Pupil Referral Unit (PRU)

**Pupil Referral Unit (PRU)
Hepscott Park
Stannington
Morpeth
Northumberland
NE61 6NF**

Tel: 01670 514963

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

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School Funding

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

**Contact: School Funding and Business Relationship Manager
Tel: 01670 623556**

For queries regarding any of these funding streams please contact the above manager:

- School Budget Shares
- Early Years Budget Shares
- Top Up Funding
- Pupil Premium
- Special School Budget Shares

School's Human Resources (HR) Team

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

**Contact: Schools HR Manager
Tel: 01670 623606**

This team provides a range of professional HR services to support school leaders, including policies and guidance that help to manage HR issues for teachers and support staff in schools. We offer three levels of service designed to meet the different needs of the wide range of schools in Northumberland. Our SLAs provide an integrated service for HR and Occupational Health, along with the HR CPD Programme aiming to give Headteachers, Governors and School Business Managers the knowledge, skills and confidence to manage challenging HR issues effectively and support school improvement.

Education

School Support Team

**Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

**Contact: Senior Support Officer
Tel: 01670 623609**

The School Support Team provide services to school leaders and governors in a range of areas covering human resources or personnel as well as governance issues and complaints. The individual team members are each allocated a group of schools for whom they act as primary contact in these areas and they also function as the Clerk to the Governors for the majority of the schools through Service Level Agreements/Service Contracts offered to schools and academies respectively.

School Transport

**Integrated Transport Unit
County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 0845 600 6400

The Local Authority has a duty to provide free transport to the nearest suitable school for any child, if it is beyond statutory walking distance from home (2 miles for first school pupils and 3 miles for middle and high school pupils). Different criteria apply for children from low income families. Under certain circumstances the Local Authority may also provide 'home to school' transport for pupils with SEND or medical needs. Eligibility is based on assessment of individual need.

Special Educational Needs and Disability

**SEND Commissioning and Quality Assurance Team
Wellbeing and Community Health Services Group
County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 01670 622759

Education

Children and young people with **Special Educational Needs and Disabilities (SEND)** have learning difficulties or disabilities that make it harder for them to learn than most children and young people of the same age.

The **Special Educational Needs and Disability Code of Practice: 0-25** is statutory guidance for organisations who work with and support children with special educational needs and disabilities.

The Code of Practice (2014) covers the 0-25 age range and includes guidance relating to disabled children and young people as well as those with SEND. The guidance reflects the changes introduced by the Children and Families Act (2014) and includes:

- A clearer focus on the participation of children and young people and parents in decision making at individual and strategic levels
- A stronger focus on high aspirations and on improving outcomes for children and young people
- Guidance on the joint planning and commissioning of services to ensure close co-operation between education, health and social care
- Guidance on publishing a Local Offer of support for children and young people with SEND
- New guidance for education and training settings on taking a graduated approach to identifying and supporting pupils and students with SEND (to replace School Action and School Action Plus)
- For children and young people with more complex needs a co-ordinated assessment process and the new 0-25 Education, Health and Care plan (EHCP) replace statements and Learning Difficulty Assessments (LDAs)
- A greater focus on support that enables those with SEND to succeed in their education and make a successful transition to adulthood
- Information on relevant duties under the Equality Act 2010
- Information on relevant provisions of the Mental Capacity Act 2005

The Local Authority must ensure that children, their parents and young people are involved in discussions about their individual support and about local provision. All settings, schools and colleges are required to have a SEND policy in place which sets out how they meet the needs of children and young people with SEND. This should be published on individual school websites. Schools are also required to publish an annual SEND Information report.

All early education settings, schools and colleges must take account of the Code when they are dealing with children and young people who have SEND. It identifies a **graduated approach** which recognises that children learn in different ways and can have different kinds or levels of special educational need. Where a pupil is identified as having SEND, schools should take action to remove barriers to learning and put effective special educational provision in place. This SEND support should take the form of a four part cycle (Assess, Plan, Do, Review) through which earlier decisions and actions are visited, refined and revised in order to further understand the pupil's needs and what support is required to support the pupil in making progress and securing good outcomes. This is known as SEND support.

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SEND support should be adapted or replaced depending on how effective it has been in achieved. However where, despite the school having taken relevant and purposeful action to identify, assess and meet the SEND of the child or young person, the child or young person has not made expected progress, the school or parents should consider requesting an Education, Health and Care needs assessment. To inform its decision the local authority will expect to see evidence of the action taken by the school as part of SEND support.

In order to support pupils with a broad range of special educational needs the Local Authority is required to delegate funding to schools and settings in Northumberland. Most children with special educational needs will not need an Education, Health and Care plan as their needs should be met from within the school's resources.

What support is available to parents and carers?

Every Local Authority is required to have a dedicated service which to provide impartial information, advice and support to parents and carers of children with special educational needs so that they can make informed decisions about matters relating to their SEND, including matters relating to health and social care.

Independent charities such as ACE (the Advisory Centre for Education) and IPSEA (Independent Parental Special Education Advice) can also offer advice.

The Northumberland SEND Information, Advice and Support Service have a team of trained volunteers called **Independent Parental Supporters** who work directly with parents and carers. You can contact the Northumberland Service on **01670 623555**. Voluntary organisations and parent support groups can also offer advice and support.

Sensory Support Service

Sensory Support Service
Riverside centre
Armstrong way
Ashington
Northumberland
NE63 0YD

Tel: 01670 624854

The Sensory Support Service is a countywide service which provides a continuum of specialist support provision to children with sensory impairments living or being educated within Northumberland. Being centrally organized, the service has a strategic view across the county and is able to offer a unified, coordinated, high quality and coherent response to demand. The service operates flexibly according to fluctuating need and reacts efficiently, deploying specialist staff and making the most effective use of specialist equipment.

Comprised of Teachers of the Deaf /Blind, a specialist Speech and Language Therapist and specialist Learning Support Assistants, the service provides a

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comprehensive teaching, educational, advisory and audiological support service. From birth through to school leaving, and beyond, the service works seamlessly with children, their families, and professional colleagues from a range of disciplines.

The service aim is to ensure that children and young people with sensory impairments enjoy the same rights and opportunities as their peers, and that all barriers to maximizing potential are overcome.

Special Schools

The special schools and mainstream schools which are maintained and additionally resourced by the Local Authority for children with special educational needs are listed below. There are also non-maintained special schools across the North East. Details of these, and other similar schools, can be found by telephoning the National Association of Independent Schools and Non-maintained Special Schools (NASS) on 01904 624446 or visiting their website at www.nassschools.org.uk

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

Schools for Pupils with Moderate Learning Difficulties

Cleaswell Hill School School Avenue Choppington NE62 5DJ	Age Range 4-19 (with post-16 provision in conjunction with local high schools)	Tel: 01670 823182
Cramlington Hillcrest School East View Avenue Cramlington NE23 1DY	Age Range 11-19	Tel: 01670 713632
The Dales School Cowpen Road Blyth NE24 4RE	Age Range 4-11	Tel: 01670 352556
Morpeth Collingwood School Stobhillgate Morpeth NE61 2HA	Age Range 4-19 (with post-16 provision in conjunction with local high schools)	Tel: 01670 516374

Education

Schools for Pupils with Emotional, Behavioural and Social Difficulties

Atkinson House School Pit Lane Seghill Cramlington NE23 7EB	Age Range 11-16 (Boys only)	Tel: 0191 298 0838
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Schools for Pupils with Severe Learning Difficulties

Barndale House School Howling Lane Alnwick NE66 1DQ	Age Range 3-19	Tel: 01665 602541
Hexham Priory School Corbridge Road Hexham NE46 1UY	Age Range 3-19	Tel: 01434 605021
The Grove Special School Grove Gardens Tweedmouth Berwick upon Tweed TD15 2EN	Age Range 3-19	Tel: 01289 306390

Schools specially resourced for Pupils with Communication Difficulties

Hexham East First School Beaufront Avenue Hexham NE46 1JD	Age Range 4-9	Tel: 01434 603467
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Schools specially resourced for Pupils with Moderate Learning Difficulties

Berwick Middle School Lovaine Terrace Berwick upon Tweed TD15 1LA	Age Range 9-13	Tel: 01289 306140
Berwick High School Adams Drive Berwick upon Tweed TD15 2JF	Age Range 13-19	Tel: 01289 305083

Education

Schools specially resourced for Pupils with Severe Learning Difficulties

Abbeyfields First School
Abbots Way
Morpeth
NE61 2LZ

Age Range
4-9

Tel: 01670 513582

The Northumberland Church of England Academy
Lichfield Close
Ashington
NE63 9RX

Age Range
9-19

Tel: 01670 816111

The Learning and ICT Team

County Hall
Morpeth
Northumberland
NE61 2EF

Tel: 01670 624713

The e-learning and ICT support schools through the provision of a range of services, including;

Curriculum ICT Teaching and Learning Support

This provides schools with a named consultant and a range of services including school based support and access to training courses

Managed Online Services and Resources

This provides schools with access to the School360 learning platform and all the associated content and applications. This is a world class platform developed by Northumberland Local Authority and ShooFly, a region ICT company. Learning platform management is supported, training is through SLA 1

E-safety and Online Child Protection

Provides schools with guidance, training, support, with PCE (network monitoring software), resources and half termly e-safety reports. We also support schools in managing and investigating e-safety incidents.

Virtual School for Looked After Children

The Virtual School is a mechanism to enable the effective co-ordination of services to champion the educational needs of children in care.

We have no school building but we do share some features of a 'real' school to enable us to identify and then meet the needs of individuals.

Education

The pupils of the Virtual School are enrolled at “real” schools and remain the responsibility of the school at which they are enrolled.

We have:

- A **virtual school workforce** which includes a Headteacher **Jane Walker**, the well-established Education Support for Looked After Children (ESLAC) team and the Designated Teachers for Looked After Children in all of our schools and academies;
- A MALAP (multi-agency looked after partnership) which acts as our **Governing Body** and critical friend, to drive our improvement as a school and promote high standards of educational achievement;
- An **assessment database** which tracks and monitors the progress and attainment of all looked after children in Northumberland schools and our children in schools or academies outside of our Authority;
- A Virtual School **Improvement Plan** which sets out our priorities for each academic year;
- statutory guidance from the Department for Education.

Northumberland Virtual School for LAC/ESLAC
Wansbeck Young People’s Centre
South View
Ashington
NE65 0JL
TEL: 01670 810433

Education Support for Looked After Children (ESLAC) is part of the Virtual School and is a team which promotes and supports the education of looked after children.

Our contribution to raising the achievement of LAC is significant and includes:

- ensuring that looked after children are prioritised and fast tracked where ever possible through services within the County Council, for example school admissions;
- establishing and maintaining a professional network at both local and strategic level to promote the education of looked after children;
- advising and supporting schools and social care staff in matters relating to the education of looked after children;
- remaining up to date with the latest government advice and good practice.

Education

Youth Service

**County Hall
Morpeth
Northumberland
NE61 2EF**

Tel: 01670 620320

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

Education

Educational Organisations

The following educational organisations provide information, advice and/or support.

AbilityNet North East

AbilityNet
PO Box 94
Warwick CV34 5WS

Freephone: 0800 269 545
(Advice and information)
Fax: 01926 407425

Website: www.abilitynet.org.uk

AbilityNet is a national charity helping disabled adults and children use computers and the internet by adapting and adjusting their technology.

Advisory Centre for Education (ACE)

72 Durnsford Road
London
N11 2EJ

Tel: 0808 800 5793
(General Advice – freephone)
Tel: 0808 800 0327
(Exclusions advice – freephone)
Tel: 0207 704 9822
(24 hour answer phone)

Website: www.ace-ed.org.uk

The Advisory Centre for Education (ACE) is an independent national education advice centre for parents. It offers information and advice to parents on a wide range of educational issues, including special educational needs, exclusion, bullying, disability discrimination and school admissions appeals. Advice booklets are available to download from the website.

Alternative Education Providers

The following providers of Alternative Education were added to the Council's procurement framework in 2013. Each provider is required to co-operate with the quality assurance procedure if a pupil has been placed there by the Local Authority.

Academy 21

Tel: 07877 473 868 (Mobile)
Tel: 01438 535001 (Office)

On-line 'virtual' school for Key Stages 3 and 4.

GCSE, iGCSE, Functional Skills Level 1 and 2
Level 1 and 2 Certificates

7 hours) 1 lesson per subject per day, Monday – Thursday (1:1 and small group support on Fridays) 9.30 – 3.30

£45 per subject per week (works out at £45 per day for 5 subjects) but this does not take account of any IT hardware costs

Individual or group referrals accepted. Year 11 cut-off date is end of January. Lead in time from referral to start = 48 hours.

Barnardos

Palmersville Training

Tel: 0191 270 1133

**Unit 27
Chollerton Drive
North Tyneside Industrial Estate
Whitley Road
Benton
Newcastle
NE12 9SZ**

Vocational training at Palmersville, Functional Skills + PSD courses at The Point and life skills and PDS courses at the Base - Key Stage 4.

OCR Level 1 NVQ in Business Admin; City & Guilds Level 1 and Level 2 in Hair & Beauty, Hospitality, Construction, Retail Skills, Warehousing and Storage; Entry Level 3 – Level 2 Awards in English, Maths and ICT.

5.5 hours, Monday – Friday - 9.30am – 3.00pm - £35.83 per day.

Individual or group referrals accepted. Roll-on / roll off programmes. Lead in time from referral = 2 weeks.

Education

Better Care Keys

Tel: 01246591052

School provision: experience of LAC and statemented pupils - Key Stage 3 and 4.

GCSE and Functional Skills

Asdan, NOCN, OCR, Sports Leadership, Duke of Edinburgh Awards.

6 hour school day includes 5 taught hours, Monday – Friday, 9.00am – 3.00pm.
£130 per day.

Individual referrals accompanied by relevant documentation – planning meeting then offered if placement felt to be appropriate.

Catch 22

**27 Peartree Street
London
EC1V 3AG**

**Tel: 020 7336 4826
Tel: 07540 673760 (mobile)**

Mainly delivered in schools or would work in community venues or pupil's homes. Multi-skilled team works with school, parents/carers to devise bespoke support strategies including PSHE, life skills, peer mentoring programmes, transition support, to allow them to achieve in school - KS2, 3 and 4.

Arts Award, AQA Units, Youth Achievement, ASDAN.

Bespoke to pupil needs but 5 days per week. 'Engage in Education' model has 1 hour per week core session. Hours are flexible but within school day. £51.28 per day (groups of 10).

Mainly delivers in school. Minimum of 10 referrals to ensure set up and delivery.

Choysez

**2 Gooch Avenue
Barrington Industrial Estate
Bedlington
NE22 7DQ**

Tel: 01670 821515

Indoor, outdoor and activity based work helping young people reintegrate or progress, achieving accreditation whilst doing so – 7 – 16.

ASDAN framework ranging from Stepping Stones through to ASDAN COPE (GCSE level).

6 hours, Monday – Friday, 9.15am – 3.15pm. £49 per day per student if commitment to 6 week placement is given. £58 per day if not. Discount available for purchase of groups (of 10 places).

Individual or group referrals accepted. Roll-on / roll off programmes. Lead in time from referral = 48 – 72 hours although 24 hours is possible!

Education

Core Children's Services

**Bobby Robson House
Esh Plaza
Bobby Robson Way
Newcastle Great Park
NE13 9BA**

Tel: 0191 4108100

Intensive intervention programme. Key Stage 3 and 4 (11 – 16). ASDAN, AQA Certificates.

Up to 4 hours per day, 4 – 20 hours per week. 10.00am – 3.00pm - £136 per day.

Individual or group referrals accepted. Pre-planning assessment meeting within 1 week of referral and induction meeting within 7 days of that.

Educ8

**Business Box
2 Oswin Road
Leicester
LE3 1HR**

Tel: 07817 641238

'Wanna be a sports coach' programme – usually 6 weeks and reintegrate: used to incentivise learners. Key Stage 3 and 4 (11 – 16).

BTEC Entry and Level 1 Sport and Active Leisure, Level 2 Extended Certificate, Work Skills (entry and Level 1), Functional Skills Level 1 and 2. 5 hours, ideally 5 days per week but suggest 3 days to start.

9.45am – 2.45pm. £42.50 per day.

Individual or group referrals accepted. Roll on / roll off but needs existing group to join?

Get U Started Training

**2 Haldane Street
Ashington
NE63 8SF**

Tel: 01670 850943

Vocational training + Functional Skills. Key Stage 3 and 4 (12 – 16).

City & Guilds

(Functional Skills, Employability & PSD, Business and Admin, Motor Vehicle, Basic horticulture, Basic Construction)

ABC Level 1 Award, Certificate in Motor Vehicle Studies

BSC Level 1, Certificate in Health & Safety at Work

NCFE Level 1 Substance Misuse, Level 1 Alcohol Awareness

6 hours, 5 days per week, 9.00am–3.00pm. £45 - £100 per day depending on need of student. Transport = 0.80p per mile.

Individual or group referrals accepted. Lead in time from referral = 5 – 10 days

Education

Groundwork NE

**Grosvenor House
29 Market Place
Bishop Auckland
DH14 7NP**

**Tel: 01325 353791
Tel: 01388 662 666**

Programme based on concept of being outdoors doing practical tasks as a way of engaging young people in positive activity e.g. planting a garden in a sheltered housing scheme, working on community allotment. Key Stage 3 and 4 (11 – 16).

NOCN Skills Toward Enabling Progression (Step Up) QCF qualification. 6.5 hours per day, 1 – 2 days per week, 9.00am – 3.00pm. £77 per day (based on having 4 students in group).

Minimum of 4 – 8 pupils required. 2 weeks lead in time from referral.

Helix Arts

**The Old Casino
Forth Lane
NE1 5HX**

Tel: 0191 241 4931

Bespoke creative activity programmes. Can work with all Key Stages

Arts Award.

£165 per day.

Individual or group referrals accepted.

Hexham Youth Initiative

**Community Centre
Gilesgate
Hexham
NE46 3NP**

Tel: 01434 607350

Mainly personal development courses - mainly personal development course.

ASDAN, Duke of Edinburgh Award but can teach GCSE English and Maths and Functional Skills.

6 hours, Monday – Friday, 9.00am – 3.00pm, £72 per day.

Usually individual or very small group. Lead in time from referral = usually within 1 week.

Education

Lookwide UK (Northumberland Scouts)

**39 Horesly Avenue
Shiremoor
NE27 0UG**

Tel: 0191 251 4064

Email: nicky.sargeant@lookwide.org.uk

Activities/themed programmes can include conservation, environmental awareness, outdoor/adventurous activities, heritage/historical projects, volunteering and community projects - 10 – 19.

NOCN Level 1 or 2 Employability Skills or Step Up Awards.
John Muir Award
Duke of Edinburgh Award

Up to 6 hours – usually 1 day per week, 9.00am – 3.00pm, £60 per day (Group of 7 – first 6 charged full price then 7th and more discounted by 50%).

Small groups (4 – 8) referred from 1 school or agency – if working with an individual, group price still applies! Lead in time = ‘a few weeks’.

Meadow Well Connected

**The Meadows Community Centre
Waterville Road
NE29 6BN**

Tel: 0191 296 1791

Vocational courses in joinery/carpentry, horticulture, sustainable and renewable energies - Key Stage 3 -4 (but can also work with younger pupils).

C & G Joinery Entry Level 1
RHS Level 1 and 2 (Horticulture)
BPEC accreditation in sustainable and renewable energies

6 hours Monday – Friday available, 9.00am – 3.00pm, £39 per day.

Individual or groups can be referred. Lead in time = 1 week + (site visit before start is usual).

Natural Ability

**Allendale Forge Studios
Market Place
Allendale
NE47 9BD**

Tel: 07973851534 (mobile)

Personalised programmes for individual youngsters with complex needs
e.g. ASD, 9 – 25.

ASDAN, GCSE + other accreditation, dependent on pupil.

Up to 9 hours if required, Monday – Friday, 8.3am - 5.30pm.

£240 per day for 1:1 support, £315 per day for 2:1 support.

Assessment starts within 3 days of referral and intervention within 2 weeks but can take several months to start a long term full-time programme.

Education

Northern Learning Trust

**Cheviot House
Beaminster Way
Newcastle upon Tyne
NE3 2ER**

Tel: 0191 271 0131

Literacy, numeracy and mentoring support programmes, Key Stage 3 – 4.

NCFE Functional Skills in English and Maths from Entry Level 3 to Level 2

OCN Progression Award/Certificate from Entry Level to Level 2.

Negotiable – groups are 1 day programmes but 1:1 sessions usually shorter, usually 9.00am – 3.30pm.

Individual and group referrals. Lead in time = 2 weeks. Local venues, accessible to pupil by pupil transport are used.

Northumberland College

**College Road
Ashington
NE63 9RG**

Functional skills and vocational programmes, 14 – 16.

Various, according to vocational area studied + Entry Level to Level 2 Functional English and Maths.

Up to 6 hours per day, variable between 9.00am and 4.30pm - £66 per day infill (+ £1,250 per student per year for 40 learners over 36 weeks).

Individual or groups. Lead in time – usually within 2 weeks of interview.

Skills 4 U

Old Hartford School

Tel: 01670 736867

**Scott Street
East Hartford,
Cramlington
NE23 3ED**

Vocational (construction, horticulture, environmental, basic cookery, child care, basic mechanics) and educational programmes, 14 - 19

Edexcel BTec 1st in Construction

Edexcel Foundation Award and Certificate

NOCN Functional Skills, Step Up, Employability Skills, Horticulture, Environmental

CACHE Child Care

Ncfe Creative Crafts

5.5 hours, 9.30am – 3.00pm, £66 per day (£90 per day for statemented students). Discount of £10 per day if group of 10 places is commissioned.

Group or individual referrals. Visit to centre precedes start once Passport received.

Education

Skills to Shine

**62 Caudwell Avenue
Whitley Bay
NE25 9RW**

Tel: 07900926611

Enterprise programmes tailored to the needs of individual groups, Key Stage 3 and 4.

Level 1 - 2 Enterprise Skills Capabilities.

6.5 hours any days available, 9.00am - 3.30pm, £33 per place in group of 12 for 5 days / 7 hours per day.

Groups of 8 – 12 required. Lead in time = 2 weeks.

Sport Works

**South Street
Newcastle upon Tyne
NE1 3PE**

**Tel: 0191 580 0120
Tel: 07717 823 453 (mobile)**

Aspire' sports programme uses range of sport and outdoor education activities to engage and motivate learners, Key Stage 2, 3 and 4.

C & G Functional Skills in English, Maths & ICT) from Entry Level 2 to Level 2.
OCR NVQ Level 1 & 2 Award in Sport and Active Leisure
NOCN Level 1 Award in Personal Well-being
NOCN Level 1 in Careers Education and P4W
NOCN Step Up
Level 1 and 2 Sports Leadership Award

3 – 7 hours, usually 9.30am – 3.30pm. £55 per day for individual, £45 per group place.

Usually work with groups of 8 – 12 but can be smaller / individual referrals accepted.

Talbot House Skills Centre

**Hexham Road
Walbottle
NE15 8HW**

Tel: 0191 229 0111

Vocational programmes, Key Stage 3 and 4.

NOCN – Bricklaying, Painting & Decorating (includes tiling), Plastering, Carpentry, Motor Mechanics, Hair & Beauty, Horticulture.

5 hours, 9.30am – 2.30pm, vocational = £80 per full day / £45 per half day, 'Alternative education' = £150 per day (max = 3 days).

Individual or group referrals. Start date is usually 7 days after paperwork is received / site visit takes place.

Education

The Prince's Trust

**West 15
Whickham View
Benwell
NE15 6UN**

**Tel: 0191 497 3210 (XI)
Tel: 07946545573 (XI)**

**Tel: 0191 228 8100
(Fairbridge)**

XI is a personal development programme, normally delivered in school. Fairbridge develops personal, social and life skills and is based at the Princes Trust Centre in Benwell. XI – 13 – 19, Fairbridge – 13 – 25.

XI – Award or Certificate in Personal Development and Team Work.
Fairbridge – Prince's Trust Entry 3 Award in Personal Development and Employability Skills.

XI – dependent on school.

Fairbridge – Access courses run on a monthly basis and = 6 -13 hours per day (53 hours in total over the week).

Also offer Follow On and 1:1 support on flexible basis for individual pupils
10.00am – 4.00pm -11.00pm (finish depends on activities).

Fairbridge = £75 per day for initial 5 day access course (10 hour days) then £40 per day for on-going support (10% discount for 5 or more referrals).

XI = group referrals

Fairbridge = individual referrals (lead in time depends on lead in to rolling programme of monthly courses).

Centre for Studies on Inclusive Education (CSIE)

**The Park Centre
Daventry Road
Bristol BS4 1DQ**

Tel: 0117 353 3150

E-mail: admin@csie.org.uk

Website: www.csie.org.uk

CSIE is an independent education centre, actively supporting inclusive education as a basic human right of every child. Their work is driven by a commitment to overcome barriers to learning and participation for all children and young people. Their activities include lobbying and campaigning, research, training and dissemination of information.

Education

Deaf Education through Listening and Talking (DELTA)

The Con Powell Centre
Alfa House
Moseley Road
Walton on Thames
Surrey
KT12 3PD

Tel: 0845 108 1437
Tel: 01932 243018
(Text phone available)
Fax: 01932 243018

E-mail: enquiries@deafeducation.org.uk
Website: www.deafeducation.org.uk

DELTA is a registered charity committed to helping deaf children, their families and practitioners. It promotes the education of deaf children through the use of residual hearing and the development of naturally acquired spoken language.

Dyslexia Action - Newcastle

Grainger Suite
Dobson House
(4th Floor)
Regent Centre
Newcastle upon Tyne
NE3 3PF

Tel: 0191 233 6385

Opening Times
Mon - Thurs 9.30am – 4.30pm

E-mail: newcastle@dyslexiaaction.org.uk
Website: www.dyslexiaaction.org.uk

Dyslexia Action is the biggest dyslexia charity in the UK. They provide a wide range of services to people of all ages who have dyslexia and struggle with literacy.

Dyslexia North East

c/o Dr E Ferguson
6 Green Close
Stannington
Morpeth
NE61 6PE

Tel: 0786 826 3696

E-mail: info@dyslexianortheast.org
Website: www.dyslexianortheast.org

Dyslexia North East offers support and educational opportunities for parents/carers and professionals involved in the care of those affected by dyslexia and related conditions. The group meet twice a month on Thursdays from 6.30-8.30pm at the Royal Grammar School in Jesmond, Newcastle. Special events and workshops arranged at other times. Further details are available on the website.

Support, information and advice are available, as well as books and other resources to help children at home. Please contact Liz Ferguson for more details.

Education

Education Otherwise

**PO Box 3761
Swindon
Wiltshire
SN2 9GT**

Tel: 0845 478 6345

Website: www.education-otherwise.net

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

Home Education Advisory Service

**PO Box 98
Welwyn Garden City
Hertfordshire
AL8 6AN**

Tel: 01707 371854

E-mail: enquiries@heas.org.uk

Website: www.heas.org.uk

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

IPSEA – Independent Parental Special Education Advice

Website: www.ipsea.org.uk

Advice Line: 0800 018 4016

For opening times check the IPSEA website

**Special Educational Needs
Tribunal representation:
0845 602 9579**

IPSEA is a registered charity which offers free and independent advice and support to parents of children with special educational needs, including advice on local authorities' legal duties to assess and provide for children with special educational needs; exclusion of children with special needs and disabilities; and actions or inaction by local authorities and/or schools which discriminate against children with disabilities.

IPSEA also provide advice, support and possible representation for parents appealing to the Special Educational Needs and Disability Tribunal (SEND).

Education

Mencap – Northumberland Domiciliary Care

Website: www.mencap.org.uk
E-mail: help@mencap.org.uk

Tel: 0808 808 1111

Mencap support children and young people with a learning disability to develop personal, social, practical and employment skills both at home and in the community. They work closely with the people they support and their families, tailoring their service to meet individual needs, and enabling individuals to fulfil their potential.

The service is dynamic and adaptable; support can be for as many or as few hours as required. There is a charge for this service. To find out more call Mencap Direct on the above number.

National Association for Gifted Children

**Potential Plus UK
Suite 14 Challenge House
Sherwood Drive
Bletchley
Milton Keynes
MK3 6DP**

**Tel: 01908 646433
(for general enquiries)**

E-mail: amazingchildren@nagcbrtain.org.uk
Website: www.nagcbrtain.org.uk

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

Network 81

**10 Boleyn Way
West Clacton
Essex
CO15 2NJ**

**Helpline: 0845 077 4055
Admin: 0845 077 4056
Fax: 0845 077 4058**

E-mail: Network81@hotmail.co.uk
Website: www.network81.org

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

Education

OAASIS

(Office for Advice, Assistance, Support & Information on Special needs)

The Cambian Group
The Waterfront
4th Floor
Waterfront Building
Chancellors Road
Hammersmith Embankment
London W6 9RU

Helpline: 0800 138 1184

Opening hours:
Mon - Fri 10.00am - 4.30pm
Messages can be left outside of
these hours

E-mail: education@cambiangroup.com
Website: www.oasis.co.uk

OAASIS aims to provide parents and teachers with impartial, comprehensive and prompt answers to many questions and problems which looking after or teaching a child with special educational needs may present.

Parents for Inclusion

336 Brixton Road
London
SW9 7AA

Helpline: 0800 652 3145
Tel: 020 7737 5599
(Mondays and Wednesdays
10am - 12 and 1pm - 3pm)

E-mail: info@parentsforinclusion.org
Website: www.parentsforinclusion.org

Parents for Inclusion is a network of parents of disabled children and children with special needs; parents helping parents so that disabled children can learn, make friends and have a voice in ordinary school and throughout life.

Pre-school Learning Alliance

The Fitzpatrick Building
188 York Way
London N7 9AD

Tel: 020 7697 2500
Fax: 020 7700 0319

E-mail: info@pre-school.org.uk
Website: www.pre-school.org.uk

The Pre-School Learning Alliance is a leading educational charity specialising in the early years. They offer practical advice to early years settings and make a positive contribution to the care and education of young children and their families. They actively involve parents and families in all aspects of their work.

Their products and services include specialist publications, childcare services, quality assurance, campaigning, research, training and family programmes. They also offer a range of independent professional information, advice, support and guidance, tailored especially to meet the needs of young children and their families, students, early years practitioners and professionals.

Childcare and Breaks from Caring

If you look after a child (your own or another person's) who cannot manage without your help because of their disability or special needs, then you are a **carer**.

You may need support to help you look after your child, including time to take short breaks from your caring responsibilities.

If you provide care on a regular basis you have a right to a **Carer's Needs Assessment** under the **Carer's (Recognitions and Services) Act 1995** and the **Carer's and Disabled Children Act 2000**. This assessment is designed to find out what support you need to look after your child, and also to help look after your own health and wellbeing. This may include support in the home, childminding, holiday activity schemes and short breaks, or money from Children's Services so you can arrange this help yourself (for **Direct Payments** – see the Money Matters section, page 53).

As a carer you may be entitled to a benefit called **Carers Allowance**. To find out about your entitlement and how to apply, contact the **Carers Allowance Unit** (details on page 54). More information about organisations that provide short breaks is listed below.

Action for Children, Monksfield

**Corbridge Road
Hexham
NE46 1UY**

**Tel: 01434 601594
Fax: 01434 601794**

**Opening Hours
24 Hour Service**

In partnership with the Wellbeing Community Health Services Group Northumberland Children's Services, Monksfield provides short-break residential care services to disabled children and young people aged 6-17 years who live in Northumberland. They provide opportunities for the children and young people to enjoy regular short breaks from home where they can make new friends experience a wide range of activities and have fun.

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

The Alan Shearer Centre - Short Break Service

**West Denton Hall
West Denton
Newcastle-upon-Tyne
NE15 7LT**

**Tel: 0191 267 8128
Fax: 0191 264 8925**

**Opening Times
24 hour Service, 7 days a week
(except Christmas)**

www.shortbreak@alanshearercentre.org.uk

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

Childcare and Breaks from Caring

Barndale

Howling Lane
Alnwick
Northumberland
NE66 1DQ

Tel: 01665 605921
Fax: 01665 605921

Opening Times
Weekend Service

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

Barndale Saturday Club:

Barndale Day Care Scheme runs twice per month on a Saturday 10:00am – 4:00pm. There is capacity to provide a service to twelve young people. Currently there is a charge of £10 per session for this service. Referrals are through the Disabled Children team, social worker.

Calvert Trust, Kielder

Kielder Water and Forest Park
Hexham
Northumberland
NE48 1BS

Tel: 01434 250232
Fax: 01434 250015

Opening Times
Mon – Sun 9am – 5pm

E-mail: enquiries@calvert-kielder.com
Website: www.calvert-trust.org.uk/kielder

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

Family Placement Service

Family Placement Service
3 Esther Court
Wansbeck Business Park
Ashington
NE63 8AP

Tel: 01670 62 62 62

Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm

E-mail: familyplacement@northumberland.gov.uk
Website: <http://family.northumberland.gov.uk>

Childcare and Breaks from Caring

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

The Fostering Service recruit, assess and train prospective foster carers, as well as supporting and supervising approved foster carers. They have extensive experience of providing short break care, short to medium and long term foster care for local children. The team are looking for new foster carers now. Go online to find out more: <http://fostering.northumberland.gov.uk>

The Adoption and Permanence Service recruit, assess, train and support adoptive families. They have extensive experience of finding families for local children who need adoptive homes. They also have responsibility for Special Guardianship assessments. The team are looking for new adoptive parents now. Go online to find out more: <http://adoption.northumberland.gov.uk>

Family Support Team

Family Support Team
Station Villa
Kenilworth Road
Ashington
NE63 8AA

Tel: 01670 620 288

Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm

E-mail: familysupport@northumberland.gov.uk

Website: www.northumberland.gov.uk/familysupport

The Family Support Team provides targeted intervention and support to children, young people and their families following requests from Social Work teams. The following services are available to children, young people and their families. For more information on any of these, please don't hesitate to contact your child's Social Worker.

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

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

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

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

Childcare and Breaks from Caring

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

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

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

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

Play and Activity Schemes for Children and Young People with disabilities/additional needs. Groups for Young Carers.

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

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

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

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

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

Helping Hands Community Care

**Helping Hands Community Care
Waterguards Building
South Harbour
Blyth NE24 3PA**

**Tel: 01670 797946
Fax: 01670 354751**

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

Childcare and Breaks from Caring

Mencap – Northumberland domiciliary care

Website: www.mencap.org.uk
E-mail: mencapdirect@mencap.org.uk

Tel: 0300 333 1111

Provide tailored, personal support to children and young people with a learning disability. The service offers a range of flexible, individually designed support options to enable families/carers to take a break. They can support someone in their own home, allowing them to continue with their usual daily routine. Alternatively, they can enable someone with a learning disability to take a short break away from home. The service is dynamic and adaptable; support can be for as many or as few hours as required. There is a charge for this service. To find out more call Mencap Direct on the above number.

St Cuthbert's Care

St Cuthbert's House
West Road
Newcastle-upon-Tyne
NE15 7PY

Tel: 0191 228 0111
Fax: 0191 228 0177

Opening Times
Mon - Thurs 9am - 5pm
Fri 9am - 4.30pm

E-mail: enquiries@stcuthbertscare.org.uk
Website: www.stcuthbertscare.org.uk

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

St Oswald's Hospice Children's Service

Regent Avenue
Gosforth
Newcastle-upon-Tyne
NE3 1EE

Tel: 0191 285 0063
Fax: 0191 246 9052

Opening Times
24 hour service, 7 days a week

E-mail: enquiries@stoswaldsuk.org
Website: www.stoswaldsuk.org

Registered Charity No: 503386

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

Health

People working in Health Services

There is a range of health services available which can provide specialist support to you and your child. Some of the people who may work with you include:

- **Clinical Psychologists** – who help children who have difficulties with relationships with other people, through counselling and other treatments.
- **Community Children’s Nurses** – specialist nurses who work with children and young people with disabilities and complex health needs.
- **District Nurses** – who provide nursing care to patients usually in their own homes, in residential care homes or in health centres.
- **Health Visitors** – trained nurses with specialist qualifications who can give advice on childcare and development.
- **Occupational Therapists** – who are concerned with a child’s overall development in terms of mobility, play and activities of daily living.
- **Paediatricians** – who specialise in the treatment and care of children whilst in hospital or the community.
- **Physiotherapists** – who assess and work with children who have problems with movement, or who have chest and respiratory problems.
- **Psychiatrists** – doctors who specialise in treating mental health conditions.
- **School Nurses** – who support school children with issues including dietary advice, development concerns and behavioural problems.
- **Speech and Language Therapists** – who work with children who have communication problems and/or eating and swallowing difficulties.

Your child may need to be referred to some of these services. Referral is when a professional decides to introduce you to another specialised service for their help. This is often done by a health professional, such as a GP or health visitor; a social care professional, such as a social worker; or sometimes other professionals, such as teachers.

Child and Adolescent Learning Disability Team (CALDT) - Northumberland

Northumberland CALDT Team
Modular Building
Northgate Hospital
Morpeth
Northumberland
NE61 3BP

Tel: 01670 516131
Fax: 01670 510909

Opening Times

Mon - Fri 9am - 5pm

Health

A specialist team for children and young people (0-18 years) with a learning disability, who have severe and complex disorders. The team provides a range of specialist health care services. They also provide advice, consultation and training to other professionals who work with children and young people with learning disabilities. The team is a member of 'Investing in Children' and achieved QNNC (Quality Network for Community CAMHS) accreditation in 2009; the first team to achieve this nationally. Children and young people should be referred by a health, social care or education professional.

Children and Young People's Service Northumberland (CYPS)

**Northgate Hospital
Morpeth
Northumberland
NE61 3BP**

Tel: 01670 394 256

8.00am - 8.00pm Mon - Fri

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

The service is able to provide:

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

How to get referred

Referrals will be accepted from any professional working with child, young person or their family and self-referrals can also be made. Referrals are accepted in written form by letter or fax. Referrals can also be made on the telephone.

Health

Children's Community Nursing Service

**Northumberland Child Health Centre
Woodhorn Lane
Ashington
NE63 9JJ**

**Tel: 01670 564070
Fax: 01670 564053**

**Opening Times
Mon - Fri 8am - 6pm
Sat - Sun 9am - 5pm
Bank holidays 9am - 5pm**

A nursing service for children and young people aged 0-18 years living in Northumberland and North Tyneside. The service is available to any child with a nursing need. Care is provided in your home or a community facility. Referrals are made by health or other professionals working with your child.

Children and Young People's Oncology Outreach Nurse Specialists

**Ward 14, Level 4
Great North Children's Hospital
Royal Victoria Infirmary
Newcastle-upon-Tyne
NE1 4LP**

**Hospital Switchboard
Tel: 0191 233 6161**

**Ask to speak to the
on-call Children and Young
People's Oncology Outreach
Nurse Specialist**

Children and young people from all over the region with a diagnosis of cancer or leukaemia receive treatment at the Children and Young People's Cancer Unit, Great North Children's Hospital, Royal Victoria Infirmary.

Community Dental Service

The clinical department provides treatment for adult and child patients who have been referred by a medical or dental practitioner, social worker or other health care professional. The team consists of 12 clinicians working from 11 clinical sites and 3 general hospitals. The ranges of services provided by Northumbria Community Dental Service reflect government guidelines.

These specialised clinical services are usually unavailable in general dental practice and include: orthodontics; sedation; general anaesthetics; treatment of patients with special needs; home visits to patients with medical special needs; school dental screening; epidemiology and survey work; and assisting in future planning of dental services.

Health

Community Paediatric Teams

Community Paediatric Teams are NHS services that provide assessment of children who have on-going medical conditions, and organise care in disability and chronic illness. They work to coordinate community health services and make relevant referrals to other services when needed. Your child should be referred by their health visitor, GP or school nurse. These teams are listed below. They support children and young people from 0-18 years.

Child Health Centre
Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564030
Fax: 01670 564053

Opening Times
Mon - Fri 9am - 5pm

Continence Service

The Victoria Therapy Centre
Hawkey's Lane
North Shields
NE29 0SF

Clinical Lead Tel: 0191 2828094
Specialist Nurses: 0191 2828097
Secretary: 0191 2828093
Fax: 0191 2196623

Opening Times
Mon – Fri 9am - 5pm

A specialist service for people with continence problems. Access is usually through a health professional, e.g. your health visitor, school nurse, district nurse or learning disability nurse.

Health Visitors

Health Visitors (HV) are part of the NHS community services. They work with midwives, GP practices, Children's Centres and local community and voluntary services. The HV team can include health visitors, nursery nurses and sometimes staff nurses.

The HV team offers support and information directly to parents and carers about their children; for example, family health, infant feeding, parenting, child's growth and development, immunisation and common infections, skin problems and behaviour.

Please contact your local GP surgery for your health visitor's details.

Health

Joint Equipment Loan Service

Joint Equipment Loan Service (JELS)
43 Colbourne Crescent
Nelson Park Ind Estate
Cramlington
NE23 1WB

Tel: 01670 730595
Fax: 01670 730537

Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.00pm

JELS supports the County Council Children's Services and the NHS paediatric occupational therapists by providing equipment a child has been assessed as needing. Access to children's equipment can only be made after an assessment by a health or social care professional.

NHS Direct (now 111 Service)

Tel: 111
Text phone: 0845 606 46 47
Opening Times
24 Hours, 7 days a week

Website: <http://www.nhs.uk>

This is a confidential telephone service. You can ring for medical advice if you or your child is feeling ill and you are unsure what to do, or for health information on particular conditions, such as diabetes and allergies. The service can also tell you where to find your nearest doctor, pharmacist, dentist or support group. Alternatively you can visit NHS Direct on the internet for health advice and information.

Northumberland Wheelchair Service

Wheelchair Service
43 Colbourne Crescent
Nelson Industrial Estate
Cramlington
NE23 1WB

Tel: 01670 730595
Fax: 01670 730537

Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm

Provide wheelchairs and related equipment for residents of Northumberland. You can be referred through health professionals, such as nurses, or through a social worker.

Northumberland Young People's Service (NYPS)

**Coulson House
15 Front Street West
Bedlington
NE22 5TZ**

**Tel: 01670 827806
Fax: 01670 828584**

**Opening Times
Mon – Fri 9am – 5pm**

A mental health service for vulnerable young people (10-18 years) living in Northumberland already accessing support from SORTED (a substance misuse service) or the Youth Offending Service, and/or who are in the care of the Local Authority. The service also provides advice, consultation and training to other professionals who work with young people.

Occupational Therapy Service

**Child Health Centre
Woodhorn Lane
Ashington
NE63 9JJ**

Tel: 01670 564050

E-mail: susan.wright3@nhct.nhs.uk

This service aims to maximise a child's potential for independence by teaching self help skills, providing equipment, recommending adaptations and providing advice to parents, carers and other professionals. Your child needs to be referred by a health professional.

The service has web based resources for parents, schools and other health professionals to use while the child is waiting to see an Occupational Therapist. These are based around frequently asked questions.

You can access the resources at:

www.northumberlandcaretrust.nhs.uk/services/community-services/children-and-families/childrens-occupational-therapy/childrens-occupational-therapy

Topics covered include: Dressing, Tying Shoelaces, Feeding, Posture and Motor Control, Upper Limb Activities, Fine Motor Skills, Handwriting, Scissor Skills, Ball Skills, Organisational Skills for the Older and Younger Child, Classroom Strategies, Preparing for Secondary School.

Health

Paediatric Dieticians

Wansbeck Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 0844 811 8111

This team helps with dietary problems and covers the whole of Northumberland.

Department of Nutrition and Dieticians
Rake Lane
North Shields
NE29 8NH

Tel: 0191 293 4134
Fax: 0191 293 4081

Opening Times
Mon – Fri 9am – 5pm

A specialist nutrition service for children who may require dietary assessment, supplementary or artificial feeding or specific therapeutic advice; e.g. food intolerance or diabetes. Children should be referred by a health or social care professional.

Paediatric Physiotherapy

Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564173
Fax: 01670 564012

Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm

A specialist physiotherapy service for children aged 0-18 years (up to age 19 if they are still at school). The service provides assessment and management to help children with all types of physical disabilities, and their carers. Children can be seen in a variety of different locations, as appropriate. Children should be referred by health care professionals. **Patient Advice and Liaison Service (PALS)**

Free post RZTC-SGHH-EGXJ
North of Tyne PALS

Tel: 0800 032 0202
Tel: 0800 032 0202

Old Stables
Greys Yard
Morpeth
NE61 1QD

Opening Times
Mon - Fri 9am - 5pm
(answer phone at other times)

Website: www.ntw.nhs.uk
E-mail: northoftynepals@nhct.nhs.uk

Health

PALS aims to:

- provide information on NHS services
- advise and support patients, their families and carers
- listen to concerns, suggestions and queries
- help sort out problems quickly.

Covers all NHS services in Northumberland, Newcastle and North Tyneside and the North East Ambulance Service.

Primary Mental Health team

Ponteland Primary Care Centre

Meadow Field Industrial Estate,
Ponteland,
NE20 9SD.

Monday-Friday 8.30am-6pm

Tel 01661 864588

The primary mental health team provide a tier 2 early intervention service which promotes the mental and emotional health of children, young people (0-18) and families in the community. They provide a direct service to children, young people and their families in an accessible and non-stigmatising environment, referring to different agencies as necessary. They also support and strengthen Tier 1 CAMHS provision through building capacity and capability within the extended community services partnership of staff, (e.g. Health, Social Care, Education, Voluntary sector) in relation to early identification of and intervention with children's mental health needs.

School Nurses

School nurses are qualified public health nurses who work as part of the wider health community around school aged children and young people. School nurses provide universal services, such as ensuring all children have access to immunisations. They also provide support and information for individual children, young people and their families; for example, around such issues as healthy lifestyle choices, parenting, sexual health, risky behaviours, obesity or smoking. You can contact the school nurse through your child's school or GP surgery.

Speech and Language Therapists

Northumberland Child Health Centre
Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564029
Fax: 01670 564053

Opening Times
Mon - Fri 9am – 5.00pm

A specialist service for all children aged 0-19 years with speech, language, communication and/or feeding problems. The service accepts self referrals as well as those from professional staff. Therapists work closely with school staff where possible.

Leisure

If your child would like to attend a youth club or play scheme there are a number of groups available in Northumberland. Some of these groups have been listed in the following pages. You can contact all the services listed directly. There are also other organisations which provide services to make sure you and your child enjoy varied leisure time. For more information, contact the **Families Information Service** on **0800 023 4440 or 01670 624889**.

Ability to Play

Blyth Sports Centre
Bolam Park
Blyth
NE24 5BT

Tel: 01670 542222

Contact: Ronnie Scheu 07889320377
RScheu@bval.co.uk

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

The Alan Shearer Activity Centre

West Denton Hall
West Denton

Tel: 0191 267 8118

Email
iris.boyd@stcuthbertscare.org.uk

Newcastle-upon-Tyne
NE15 7LU

Opening Times
24 hour Service, 7 days a week
(except Christmas)

www.alansheareractivitycentre.org.uk

The Alan Shearer Activity Centre is the North East's premier interactive venue designed for disabled children and adults. You'll find everything from a giant indoor ball pool to a relaxing hydrotherapy suite all under one roof.

Blue Badge Scheme (Northumberland)

The Blue Badge scheme enables children, young people and adults with disabilities to park in places where other drivers are not permitted; to ensure that they have access to public facilities. Full details of the scheme are available at www.northumberland.gov.uk.

Leisure

In Northumberland, Blue Badges are administered by Northumberland County Council. Phone **0845 600 6400 / 01670 620535** for details of your local office.

Blyth Valley Disabled Forum (BVDF)

The Eric Tolhurst Centre
3 -13 Quay Road
Blyth NE24 2AS

Tel: 01670 364657
Fax: 01670 540280

E-mail: enquiries@bvdvice.f9.co.uk

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

Brightside Youth Services Ltd

Wansbeck Young People's Centre
South View
Ashington NE63 0SF

Tel: 07818032773

E-mail: info@brightsideservices.co.uk

Opening times
10am – 1pm every Saturday
(Term time)
10am – 4pm Saturday
1pm – 5pm Monday
(School holidays)

A specialist youth provision for young people aged 11-19 years with additional needs. The group operates on a weekly basis and provides a variety of social, creative and physical opportunities to meet individual needs and interests. Staffing is allocated on a 1-1, 1-3 or 1-6 basis and young people will be supported by qualified and experienced team member. Brightside also offers an enabler service to children and young people with additional needs. You can contact the service directly. The cost for accessing the service varies depending upon the level of support required.

Cinema Exhibitors' Association Card

A national card that can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema. Terms and Conditions of use apply. To apply for the card, the holder will need to be in receipt of Disability Living Allowance or Attendance Allowance, or be a registered blind person.

Leisure

The card is valid for 1 year from the date of issue. Application forms are available from cinemas across the UK supporting the card. Alternatively, you can contact the Card Network on **0845 123 1292** or download a copy of the form from their website at www.ceacard.co.uk. A nominal processing fee is chargeable per card.

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

Cramlington Voluntary Youth Project

**Middle Farm
Station Road
Cramlington
NE23 1DN**

Tel: 01670 739009

**Opening Times
Mon – Fri 9am - 9pm**

A youth only centre for children and young people aged 8-19 years old and up to 25 years old for young people with disabilities.

The aim of the project is focused on offering a range of opportunities that can further the social and personal development of young people. The project provides a safe and friendly venue and can cater for the needs and interests of children and young people of different ages and abilities.

Headway Arts

**The Old Church
Waterloo Road
Blyth
Northumberland
NE24 1BY**

Tel: 01670 351962

**Opening Times
Mon – Thurs 9am – 5pm**

**Website: www.headwayarts.co.uk
E-mail: admin@headwayarts.co.uk**

Headway Arts is based near Blyth town centre and offer dance (Mondays), arts (Tuesdays) and drama (Wednesdays and Thursdays) for adults who are learning disabled between 10am and 3pm. New members are always welcome and no previous experience is necessary. These sessions are an ideal way to be creative, meet new friends and to improve your confidence as well as realising your creative ambitions. All sessions are led by professional artists in a safe and supportive environment. Please contact us if you would like to attend or take part in a taster session.

Leisure

Education Centre for Children with Down Syndrome

Hexham Children's Centre
Beaufront Avenue
Hexham
NE46 1JD
01434 601698

Contact: Helen Taylor 07581181670
Email: lindsay.mcculloch@eccds.org.uk

This group is run weekly every Thursday 09.00 to 12.30 (term time only) at Hexham Childrens Centre. Age 0 to 5. There is also a monthly group held on a Saturday. Enquiries and to book a place contact Helen Taylor or Lindsay McCulloch.

Mencap

E-mail: help@mencap.org.uk
Website: www.mencap.org.uk

Tel: 08088081111
Open Monday to Friday 9am – 5pm

We work in partnership with people with a learning disability, and all our services support people to live life as they choose.

Mencap is the leading voice of learning disability. Everything we do is about valuing and supporting people with a learning disability, and their families and carers.

Mencap works with people with a learning disability to change laws, challenge prejudice and support them to live their lives as they choose.

Riding for the Disabled

Pegasus Centre
Tranwell Village
Morpeth NE61 6AF

Tel: 01670 518219
Mobile: 07725602549

Website: www.thepegasuscentre.org.uk

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

Public Transport

To arrange free **Disabled Assistance** on trains when travelling you must book 24hours in advance. Contact East Coast Trains on **03457225225** or text phone 1800103457225225, from Monday to Saturday 8.00am to 8.00pm and Sunday 10.00 to 8.00pm.

Concessionary Travel Scheme

You may be entitled to free off-peak travel on local bus services if you are aged over 63 years or considered to be 'eligible disabled'. If you are disabled and need somebody to accompany you on journeys, you may be able to apply for a companion bus pass. To apply, contact Northumberland County Council on **0845 600 6400** (minicom **01670 624082**), or visit their website for more details at www.northumberland.gov.uk.

Disabled Person's Railcard

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

To buy a railcard you can download an application form from the Disabled Person's Railcard website – www.disabledpersons-railcard.co.uk or telephone the helpline **03456050525** and request a copy to be sent to you (textphone **03456010132**). Open Monday to Sunday 07.00 to 07.00pm

SpLinter Group

SpLinter Group contact details
SpLinter Group

Contact (Kirsty) 07894549402 or
(Frank) 07557539202

c/o 33 West street
Belford
Northumberland NE70 7QB

The SpLinter Group is run for and by a group of young adults with specific learning differences (SpLDs) aged 16 and over who live in Northumberland and Tyneside. The group is run and managed with support and help from Northumberland Community Development Network, who also offer one to one support. SpLinter offers group sessions around the county, peer support, social events, workshops and having a say on issues that affect members. Waffling On is a social enterprise run by the group which takes a waffle-making stall to markets and employers fairs to raise funds and raise awareness about SpLDs with employers and the public. The group is always looking for new places to run the waffle stall, and group members can also run awareness-raising training for anyone who wants to hear about SpLDs, from people who have direct experience of them. At the moment there are group sessions on Tuesday afternoons in Blyth and Monday mornings in Cramlington offering support for employment, accredited learning, projects and activities, and the group is happy to run sessions anywhere in the county where there is interest.

Leisure

Empowering Autism

This new group was set up January 2015. This group is to support families of children with autism and / or social, communication and behavioural needs. We enjoy fun activities throughout the school holidays and we also meet once a week on a Monday at Northburn Sporting Community Centre Cramlington. We usually meet between 3.30pm and 5.30pm and the children can have fun with their friends, and the parents can have a coffee and a chat. For further information please contact:

Gemma Gowland empoweringautsim@gmail.com

Trinity Youth Association – Special Needs and Young Carers Youth Clubs

**The Oval Community Centre
Roslin Park
Bedlington Station
NE22 5HU**

**Tel: 01670 531843
Judith on 07957336845
Opening times
Thursday and Friday 8.00 – 04.30**

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

WECAN

**WECAN
Tynedale Golf Club
Hexham
NE46 3HQ**

**E-mail: info@wecanenable.co.uk
Tel: 07810151511**

We are a community based organisation in Hexham, serving the South West Northumberland area supporting children and young people with additional needs to access community leisure activities and local events. We currently provide a term time Saturday Club and a five week summer holiday scheme with further occasional activity days. We also provide a high quality enabling service where our experienced staff can support children and young people with additional needs on a one-to-one basis in the community. We currently support 50 children with additional needs, but there are still many families who need our support. As a small local charity with many volunteers, fundraising plays a vital part in order to continue our service.

We deliver a unique service promoting inclusion, independence, friendship and lots of fun, enriching the lives of our users and providing vital support for their families.

WECAN allows time for the children to develop socially enjoying activities with friends whilst providing respite for their parents and siblings.

WECAN will continue to support children with additional needs in the community, enabling them to take part in and enjoy social activities of their choice, to form friendships and to increase their confidence and independence.

Local Support and Information

Clear, relevant and timely information is one of the most important services required by parents/carers of children with additional needs. Parents consistently request more information about services and about their child's condition if their child has a medical diagnosis.

It is essential that parents of children with additional needs have equality of access to information on a range of issues; including education, leisure, welfare rights, childcare and housing. Telephone support for families and carers is an essential lifeline. It is particularly important to families in rural Northumberland, where they can easily feel isolated.

Families of children with additional needs often face high levels of day to day stress which can cause a major strain on family units. These are times when support to families is vital.

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

Aspire Personalised Care Solutions

Email: info@aspire-cs.co.uk

Telephone: 0191 383 7430

Aspire PCS has been commissioned by the Council for Disabled Children to deliver Independent Support to young people and their families in partnership with the Local Authority, Local Information and Advice and Support (IASS), previously known as Parent Partnership Service and Parent Carer Forums (PCF).

Action for Children

Monksfield Short Breaks
Corbridge Road
Hexham
Northumberland
NE46 1UY

Tel: 01434 601594
Fax: 01434 601794

Website: www.actionforchildren.org.uk

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

As well as providing specialist disability services, Action for Children is committed to promoting access for disabled children, young people and their parents/carers to all their services. In Northumberland they provide:

Local Support and Information

At Monksfield up to 5 children aged 6 to 17 years can enjoy a regular short break each night, where they can spend time with friends and take part in a range of activities while their parents can enjoy a much deserved break or spend time with other family members.

Coastal Children's Centres

All centres are open Monday to Friday from 9am – 5pm

Ashington Children's Centre
Alexandra Road
Ashington
NE63 9EF

Tel: 01670 819988
Fax: 01670 841122

Newbiggin-by-the-Sea Children's Centre
Cleveland Avenue
Newbiggin-by-the-Sea
NE64 6RS

Tel: 01670 812751
Fax: 01670 844909

Lynemouth Children's Centre
Eden Terrace
Lynemouth
NE61 5DD

Tel: 01670 863010
Fax: 01670 863011

Amble and Coquet Children's Centre
Coquet Children's Centre
Bondicar Road
Hadston
Morpeth
NE65 9SR

Tel: 01670 761596
Fax 01670 761953

The centres work in partnership with the local community to improve the health and wellbeing of young children and their families in the area. They offer a multi-agency service providing integrated early learning and childcare, family support, community development, and child and family health services. Information about activities at the Coastal Children's Centres can be found at www.centralchildrenscentres.org.uk

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

Centre staff work closely with specialist services that link families to the Centres. Nursery and after school provision is available through RASCALS at Ashington Children's Centre and welcomes children with additional needs. The centre also hosts Special Miracles a group for families of premature babies with complex needs.

Local Support and Information

ADAPT (North East)

Adapt North East
Burn Lane
Hexham
NE46 3HN

Tel: 01434 600599
Fax: 01434 600599

Opening Times
Mon – Fri 9am – 5 pm

Website: www.adapt-ne.org.uk

A registered charity helping to improve the quality of life for both disabled and disadvantage people in Northumberland. You can contact the service directly.

The Alan Shearer Activity Centre, a Project of St Cuthbert's Care

West Denton Hall
West Denton
Newcastle upon Tyne
NE15 7LT

Tel: 0191 2678118
Fax: 0191 267 5540

A fully inclusive interactive venue specially adapted for disabled children and adults. Facilities include a giant indoor pool and relaxing hydrotherapy suite, all under the one roof. The centre can be used for the day or for short breaks.

Barnardos Orchard Mosaic

75 Osborne Road
Jesmond
Newcastle-upon-Tyne
NE2 2AN

Tel: 0191 212 0237
Fax: 0191 281 1369

Opening times:
Mon to Thurs 9am - 6pm
Fri 9am - 5pm
Sat 9am – 3pm

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

Bliss Mediation

The Eric Tolhurst Centre
3-13 Quay Road
Blyth NE24 2AS

Tel: 01670 540979 or 540999

Opening Times
Mon - Thurs 9am - 5pm,
Fri 9am - 4pm

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

Local Support and Information

Castle Morpeth and Wansbeck Centre for Voluntary Service

107 - 109 Station Road
Ashington
NE63 8RS

Tel: 01670 858688
Fax: 01670 784160

Website: www.wansbeckcvs.org.uk

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

Children North East

Children North East
89 Denhill Park
Newcastle upon Tyne
N15 6QE

Tel: 0191 256 2444
Fax: 0191 256 2446

Website: www.children-ne.org.uk

Provide a range of services for individuals, their families and communities, that offer opportunities for personal development and the enhancement of self esteem. Run services in partnership with other organisations, the communities they serve, and the children and families who use them. Aim to support vulnerable people through difficult times and to counter the effects of life's inequalities.

Children's Centres – Northumberland Early Years and Childcare Service

Children's Centres offer families with children under five a friendly place to get information and support on health, parenting, work and childcare. They provide stay and play activities for parents, carers and their children, and lots of opportunities for parents to develop new skills. They also offer outreach, home visiting and services for children and parents with special needs. For more information, contact your local Children's Centre or the Families Information Service on **0800 023 4440**.

Local Support and Information

CHILDREN'S CENTRE	TELEPHONE NUMBER
Alnwick Children's Centre	01665 600896
Amble Children's Centre	01670 761496
Ashington Children's Centre	01670 819988
Bedlington and District Children's Centre	01670 822714
Berwick Children's Centre	01289 309734
Blyth Central Children's Centre	01670 798800
Blyth West Children's Centre	01670 541150
Choppington Children's Centre	01670 829809
Coquet Children's Centre	01670 761496
Cramlington East Children's Centre	01670 739528
Cramlington Village Children's Centre	07500 835253
Cramlington West Children's Centre	01670 710080
Hexham Children's Centre	01434 601698
Lynemouth Children's Centre	01670 863010
Morpeth Children's Centre	01670 511581
Newbiggin Children's Centre	01670 812751
North Tyne Children's Centre	01434 220716
Pegswood Children's Centre	01670 505376
Ponteland Children's Centre	01661 821591/ 825687
Prudhoe Children's Centre	01661 839350
Rothbury Children's Centre	01669 621681
Seaton Valley Children's Centre	0191 237 5184
Western Tynedale Children's Centre	01434 321761
Wooler Children's Centre	01668 283605

Contact a Family

**Dene Centre
Castle Farm
Newcastle-upon-Tyne
NE3 1PH**

**Tel: 0191 213 6300
Tel: 0808 808 3555
Fax: 0191 213 6300**

**E-mail: northeast.office@cafamily.org.uk
Website: www.cafamily.org.uk**

**Opening Times
Mon - Fri 9am - 5pm**

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

Local Support and Information

Daslⁿe (Database of Children with Autism Spectrum Disorder Living in the North East)

**Institute of Health and Society
Newcastle University
Sir James Spence Institute
Royal Victoria Infirmary
Newcastle upon Tyne
NE1 4LP**

**Tel: 0191 282 1400
Fax: 0191 282 4725**

**Opening Times
9am - 5pm**

Daslⁿe is designed to help planning services for children in the region. The database currently holds information provided by parents on over 900 children. With this snapshot information, the Daslⁿe team can provide summaries which help local authorities and voluntary organisations in planning services. Furthermore, families can be informed about high quality research projects they may wish to be involved. All information is kept confidential and secure and reports from Daslⁿe will never identify individuals in any way.

Deaf Children, Young People and Family Service

**National Deaf CAMHS
Deaf Children,
Young People and Family Service
North East Outreach
Benton House
136 Sandyford Road
Newcastle upon Tyne
NE2 1QE**

**Tel: 0191 2106875
Fax: 0191 246 6934**

**Opening times:
Mon – Fri 9am – 5pm**

Mobile for text messages only: 07964294395

E-mail: NDCAMHSNorthlypft@hns.net

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

The service also works with hearing children who have a parent who is a British Sign Language user, or has a severe or profound hearing loss.

As well as direct referrals the service will also support professionals working with families. For accepted referrals the service can offer the following:

- Assessment of a child's emotional and developmental needs
- Therapeutic support that can be provided to individuals, families and groups
- Deaf awareness for individuals and groups
- Support and advice for the family
- Group work for young people and for parents
- Advice and consultation for teachers, care staff and other professionals working with deaf children
- The service delivery team includes psychologists, nurses, psychiatrists, deaf family support workers, social work practitioners and therapists. They have both deaf and hearing professionals in the team.

Local Support and Information

Disability North

**The Dene Centre
Castle Farm Road
Gosforth
Newcastle upon Tyne
NE3 1PH**

**Tel: 0191 284 0480
Fax: 0191 213 0910**

**Opening Times
Mon - Fri 9am - 5pm**

**E-mail: reception@disabilitynorth.org.uk
Website: www.disabilitynorth.org.uk**

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

Down's Syndrome North East

**DSNE
PO Box 185
Newcastle-upon-Tyne
NE12 7WP**

Tel: 08707 652 121

**Opening Times
24 hour answer phone**

**E-mail: contact@dsne.org.uk
Website: www.dsne.org.uk**

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

Dyslexia North East

**c/o Dr E Ferguson
6 Green Close
Stannington
Morpeth NE61 6PE**

Tel: 0786 826 3696

**E-mail: info@dyslexianortheast.org
Website: www.dyslexianortheast.org**

Dyslexia North East offers support and educational opportunities for parents/carers and professionals involved in the care of those affected by dyslexia and related conditions. The group meet twice a month on Thursdays from 6.30-8.30pm at the Royal Grammar School in Jesmond, Newcastle. Special events and workshops arranged at other times. Further details are available on the website. Support, information and advice are available, as well as books and other resources to help children at home. Contact Liz Ferguson on the above number for more information.

Local Support and Information

Families Information Service (FIS)

Children's Services
County Hall
Morpeth
NE61 2EF

Freephone: 0800 023 4440
Tel: 01670 624889
Fax: 01670 626134

Opening Times
Mon-Thurs 9am - 5pm
Fri 9am - 4.30pm

E-mail: fis@northumberland.gov.uk

Website: <http://fis.northumberland.gov.uk> or <http://northumberland.fsd.org.uk/>

The Families Information Service (FIS) is a service for parents, prospective parents and carers. The Service produces the Children and Young People's Directory – a one stop shop of local and national activities, organisations and services. They can also give you impartial advice and guidance on the following:

- Childcare and Early Years Services, including registered and non registered providers.
- Childcare settings suitable for children with disabilities and special educational needs.
- The free entitlement to Early Years provision for 3 and 4 year olds.
- Information and guidance on childcare costs.
- Tax credit estimator, which can give you an indication of the amount of child tax credits or working tax credits you may be entitled to.
- Balancing childcare, work and training.

Forever Families – post adoption support group

Family Placement Service
Northumberland County Council
3 Esther Court
Ashington
NE63 8AP

Tel: 01670 626262
Fax: 01670 626048

Duty Officer available
Mon – Thur 8:30am – 5pm
Fri 08:30am – 4.30pm

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

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

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

Local Support and Information

Henshaws Society for Blind People (Children and Families Service)

Room 25 Heaton Complex
Trehitt Road
Heaton
Newcastle upon Tyne NE6 5DY

Tel: 0191 275 9417

Opening Times
Mon – Fri 9am – 4pm

E-mail: newcastle@henshaws.co.uk
Website: www.henshaws.org.uk

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

Hidden Dys-Ability Support Group – Berwick upon Tweed

Hidden Dys-Ability

Tel: 07739 830 110

A support group for parents and carers of children with disabilities and additional needs in Berwick. They provide support and training sessions for parents and carers of children with a wide variety of disabilities such as autism, ADHD, Asperger Syndrome, epilepsy, challenging behaviour, dyslexia and dyspraxia.

Please contact Elizabeth Richardson on the above number for more information or you can contact us on facebook.

In It Together – Northumberland Parent Participation Network

Tel: 07739 830110

E-mail: info@in-it-together.org.uk

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

The service also facilitates meetings for the Northumberland Parent, Carer and Professional Forum. Locality meetings for the Forum are held every term in central, north and south-east, and west Northumberland. These are followed by a county wide meeting attended by parent/carer representatives from each locality and a range of key professionals from different services.

Local Support and Information

ME Support – North East

**Bullion Hall
South Approach
Chester le Street
Co. Durham DH2 2ES**

Tel: 0191 389 2222

Fax: 0191 388 4228

E-mail: info@menortheast.org

Website: www.menortheast.org.uk

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

Morpeth Bridge Street Centre

**Morpeth Bridge Street Centre
7 Grey's Yard
Oldgate
Morpeth
NE61 1QD**

Tel: 01670 510652

E-mail: contact@contactmorpeth.org.uk

Website: www.contactmorpeth.org.uk

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

National Autistic Society (NAS) - Branch and Support Group in Hexham

The branch offers support to those affected by Autism/Asperger Syndrome. Day and evening meetings are held monthly. They hope to offer an evening meetings in the future. The group also have a free library of books. Their aim is to provide information on local charities who can offer support and the chance to meet others with similar issues. Contact Eileen Robinson, Branch Officer on **07786856379** or e-mail: hexham@nas.org.uk for further information.

Local Support and Information

Northumberland Disabled Children's Register (DCR)

**Children's Services
Morpeth
NE61 2EF**

Tel: 01670 516131

This voluntary data base is held by Children's Services for children with disabilities. It is used to identify children with similar disabilities or problems and helps target particular areas of need.

Parents/carers of children on the database receive regular copies of the Northumberland Network Newsletter which contains information of interest to them. Phone the above number to register your child on the database.

Northumberland Community Enterprise Centre

**Stobhill Community Links
37 Shields Road
Stobhill
Morpeth
NE61 2SA**

Tel: 01670 519575

**Opening Times
Mon - Fri 9am - 2pm**

Email address: ncenterpriseld@hotmail.co.uk

Website: www.ncenterprise.org.uk

We offer a range of support and services to the local community.
Bedlington Community Allotment Project- Fully equipped and wheelchair accessible community allotment. Available for all ages and abilities to use. Facilitated sessions and support available to community groups, schools and individuals.
Repaint scheme - Low cost paint available to the community
Employability Project - Help with CV writing and job searches, use of computer.
Handyman service for people over 60, single parents, low income families or have a disability. Call for an appointment 01670 519575

We also offer free advice on education and training, which can lead to nationally accredited qualifications and employment opportunities.

We offer advice on a range of disability aids. We have an information library and signposting service. We always welcome enquires from anyone who feels that they or a friend or relative could benefit from their services.

Local Support and Information

Northumberland's Local Offer

Website: <http://northumberland.fsd.org.uk>

Telephone: 01670 624889

Email: thelocaloffer@northumberland.gov.uk

The Northumberland Local Offer is published as part of the SEND reforms under the Children and Families Act (2014). The purpose of the Local Offer is to "offer" information in a single place, which can help you find and understand what services you and your family can expect from a range of local agencies including statutory entitlement.

The aim of The Local Offer is to support children and young people with SEN and disabilities in Northumberland to feel included within their community and to be independent. It can help them to make choices and decisions that may have a positive impact on their lives now and into the future.

Northumberland Parent, Carer and Professional Forum

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

For further information, contact Elizabeth Richardson on **07739 830110** or email info@in-it-together.org.uk

Respect Equals Change (REC)

Respect Equals Change (REC) was created in April 2011. REC is a group of young people with disabilities who want to have a voice, influence change and make a difference in Northumberland.

Contact us

Please get in touch if you would like any more information about anything on our website or about our group.

If you are a young person with a disability and would like to become a member of REC, we would love to hear from you.

Please contact Ben Sanderson, Youth Participation Worker, on **Ben.Sanderson@northumberland.gov.uk** or call **01670 620320**.

Local Support and Information

Sorted (Substance Misuse Service for young people under 18 in Northumberland)

Sorted
Civic Precinct
Forum Way
Cramlington
NE23 6SJ
Website: www.sortednorth.co.uk

Tel: 01670 500150
Freephone 0800 633 5872
Fax: 01670 500151
Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm
(At other times when required)

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

Splinter Group

Splinter Group
Newbiggin Art Forum
Newbiggin Community Art's Centre
Woodhorn Road
Newbiggin NE64 6PY

Tel: 01670 851833
Mob: 07894549402 (Kirsty)

Splinter Group is a group for people with specific learning difficulties 16 years and over who live in Northumberland. It is run and managed by the young people, with support and help by Northumberland Community Development Network. The group have a car which members with a provisional driving licence can use to learn to drive. They also provide driving theory support lessons, mentoring, Saturday clubs, quarterly fun activities and weekly meetings. Splinter Group promotes the voice of young people with a specific learning difficulty to professionals on issues that either concern or affect them. Contact Frank Lyford or Kirsty Trimming for further details.

The Toby Henderson Trust, Centre for Autism Development

The Old Barn
Whitehouse Farm Centre
Stannington
Morpeth NE61 6AW

Tel: 01670 789753

Opening Times:
Within school hours, but some
services operate 'out of hours'

Website: www.ttht.co.uk

Offer a wide range of ASD (autism spectrum disorder) specialist support services to children and young adults with ASD, their families, carers and involved professionals. They include holiday play schemes, a fun club, specialist counselling, individualised programs of learning for pre-school age children, workshops and training, social communication groups, and an outreach and enabling service.

Local Support and Information

Tourettes Action: North East Support Group

E-mail: jac.campbell@homecall.co.uk
Website: www.tourettes-action.org.uk

Tel: 07501 620200

The group is run by and for people in the north east affected by Tourette Syndrome offering them a unique opportunity to meet regularly with others who understand. Meetings are friendly and informal, and enable sufferers and their families to share experiences, find out about treatments and therapies, sources of further information and advice, and, most importantly, to support each other with friendship.

Tynedale Support Group

Website: www.tynedalesupport.org.uk

Tel: 01434 601594

A support group for parents and carers of disabled children living in the Hexham area. The group meet monthly at Action for Children, Monksfield. Contact the group for more information and meeting times.

Useful Vision

29 – 30 Azure Business Centre
Newburn
Newcastle upon Tyne NE15 8LN

Tel: 0845 604 High Street
Opening Times
Mon – Fri: 10am - 4pm

E-mail: office@usefulvision.org.uk

Website: www.usefulvision.org.uk

At Useful Vision our aim is to help vision impaired children and their families in the north east get the most out of life. We do this by organising free imaginative family events, skills workshops and family support and information service.

Youth Link – Blyth and Tynedale

Blyth Youth Link
22 Beaconsfield Street
Blyth
Northumberland
NE24 2DP

Tel: 07760624868

Opening times
Mon – Fri 9am – 5pm

Tynedale Youth Link
2a Tanners Yard
Gilesgate
Hexham
NE46 3NJ

Tel: 01434 608414

Opening times:
Mon – Fri 9am – 5pm

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

Youth Link recruits, trains and maintains a pool of young volunteers aged 18-25 years. The volunteers then provide one to one peer mentoring support for younger people aged 12-18 years.

Money Matters

There is a range of benefits that may be available for you or your child. Some examples are listed below:

- **Income Support**
- **Disability Living Allowance**
- **Carer's Allowance**
- **Housing Benefit**
- **Council Tax benefit**
- **Social Fund – Community Care Grant**
- **Tax Credits**
- **Child Benefit**

The Department for Work and Pensions (DWP) is responsible for welfare, pensions and child maintenance policy. As the UK's biggest public service department it administers the State Pension and a range of working age, disability and ill health benefits.

For more information on benefits visit the Department of Works and Pensions website at www.dwp.gov.uk

Advice sheets on the above benefits are available from the Contact a Family website at www.cafamily.org.uk.

Benefit Enquiry (for people with disabilities)

For information please visit this website: www.direct.gov.uk

Blyth Valley Disabled Forum

The Eric Tolhurst Centre
3 – 13 Quay Road
Blyth
NE24 2AS

Tel: 01670 364657
Fax: 01670 540280

Opening Times
Mon - Thurs 9am - 5pm
Fri 9am - 4pm

E-mail: enquiries@bvd advice.f9.co.uk

The Blyth Valley Disabled Forum offers a range of services and supports to people living in the Blyth Valley area, including advice and assistance on all disability issues. You can contact the Forum for advice about sickness and disability benefits. You must make an appointment. Home visits can also be arranged.

Money Matters

Carer's Allowance Unit (C.A. Unit)

Palatine House
Lancaster Road
Preston
Lancs
PR1 1HB

Tel: 0845 6084321
Textphone: 0345 6045312
Fax: 01772 899 257

Opening Times
Mon - Thurs 9am - 5pm
Fri 9am - 4.30pm

E-mail: cau.customer-services@dwp.gsi.gov.uk

Website: www.gov.uk/carersallowance

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

Citizens Advice Bureaus

The Citizens Advice Bureau helps people resolve their legal, money and other problems by providing free information and advice. Advice is available face-to-face and by telephone. Some Bureaus offer home visits or may provide an e-mail service. To find your local Bureau and their opening times, visit www.citizensadvice.org.uk or www.dawnadvice.org.uk or phone **08444 111 444**.

The addresses of some of the bureaus in Northumberland are as follows:

Blyth Valley Citizens Advice

Eric Tolhurst Centre
3-13 Quay Road
Blyth
NE24 2AS

Tel: 03444 111 444
Fax: 01670 454942

Web site: www.citizensadvice.org.uk

Dawn Citizens Advice Bureau (Morpeth)

DAWN (Advice) CAB
28 Bridge Street
MORPETH
Northumberland
NE61 1NL

Tel: 03444 111 444
Debt Advice 01670 516264
Fax: 01670 501299

Email: Info@dawnadvice.org.uk

Web site: www.dawnadvice.org.uk

England call 03444 111 444 or check your local bureau's contact details via the search box below

•TextRelay users should call 03444 111 445

Money Matters

Northumbrian Citizens Advice Bureau

Alnwick CAB

Lloyds Bank Chambers
24 Bondgate Within
Alnwick
NE66 1TD

Tel: 03444 111 444

Berwick CAB

5 Tweed Street
Berwick upon Tweed
TD15 1NG

Tel: 03444 111 444

Hexham CAB

The Community Centre
Gilesgate
Hexham NE46 3NP

Tel: 03444 111 444
Fax: 01434 607611

Web site: www.citizensadvice.org.uk

Wansbeck Citizens Advice Bureau

89–91 Station Road
Ashington NE63 8RS

Tel: 03444 111 444
Fax: 01670 812573

Web site: www.citizensadvice.org.uk

Disability North

The Dene Centre
Castle Farm Road
Gosforth
Newcastle upon Tyne
NE3 1PH

Tel: 0191 284 0480
Fax: 0191 213 0910

Opening Times
Mon - Fri 9am - 5pm

Website: www.disabilitynorth.org.uk

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

Money Matters

Family Fund

**4 Alpha Court
Monks Cross Drive
Huntington
York YO32 9WN**

**Tel: 01904 621115
Fax: 01904 652625
Textphone: 01904 658085**

**E-mail: info@familyfund.org.uk
Website: www.familyfund.org.uk**

**Opening Times
Mon - Fri 9am - 5pm**

The Family Fund can be accessed by low income families caring for severely disabled or seriously ill children aged 17 and under. They provide grants for things that will make life easier or more enjoyable for the families; such as washing machines, driving lessons, hospital visiting costs, computers and holidays.

Motability Scheme

**Motability Operations
City Gate House
22 Southwark Bridge Road
London
SE1 9HB**

**Tel: 0300 4564566
Fax: 0207 9281818**

**Opening Times
Mon – Fri 8.30pm - 5.30pm
Sat 9am – 1pm**

Website: www.motability.co.uk

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

Patient Services

**Bridge House
152 Pilgrim Street
Newcastle upon Tyne
NE1 6SN**

**Low Income Scheme: 0300 3301345
Pre-payment, medical/maternity
exemption general enquiries:
0300 3301341**

**Opening Times
Mon - Fri 8:30am - 5pm
Sat 8:30am - 3pm**

NHS Business Services Authority - provide advice about help with health costs and how to complete the appropriate forms. They assess claims, and issue exemption certificates and pre-payment certificates.

Money Matters

Welfare Rights Advisory Unit

**Welfare Rights Advisory Unit
Foundry House
The Oval
Bedlington
NE22 5HS**

**Tel: 01670 536488
Fax: 01670 536484**

**Opening Times
Mon - Thurs 8.30am - 5pm
Fri 8.30am - 4.30pm**

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

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

Children in Need

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

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

The County Council works together with the NHS, schools, voluntary organisations and others to provide a range of services to support children, young people and their families.

The Children Act 2004 provided a legal framework for developing more effective and accessible services focused around the needs of children, young people and their families.

Early Help Assessment

From 1st April 2014 Early Help (EHA) has replaced the CAF.

All the documents you will need will be available on Northumberland's Early Help website.

<http://www.northumberland.gov.uk/default.aspx?page=16984>

Northumberland have developed this assessment to support practitioners when identifying a need with a child, young person and or family to ensure the family receive support at the earliest time.

An action plan is formulated to support the family and ensure that agencies are aware of what each other is doing it will also monitor outcomes. Notes are taken at each meeting using the meeting notes template. Copies of the action plan and minutes are given to family and professionals

- Contact the EHA helpline on 01670 623169
- Or email EHA@northumberland.gcsx.gov.uk

Family and Children's Trust Teams now known as Social Care Locality Teams

Social Care

There are integrated teams of professionals for each school partnership (high school and other schools in the same area). In each team there are health visitors, school nurses, education welfare officers, social workers and support staff.

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

Details for the Children's Social Care Locality Teams are as follows:

Opening times

Mon - Thurs 8.30am - 5pm

Fri 8.30am - 4.30pm

Alnwick Team

**10 Bailiffgate
Alnwick
NE66 1LX**

Tel: 01665 626830

Berwick Team

**Walkergate
Berwick upon Tweed
TD15 1DB**

Tel: 01289 334000

Blyth Team

**Compass House
68 Bridge Street
Blyth
NE24 2BA**

Tel: 01670 354316

Hexham Team

**St Matthew's House (postal address only)
Haugh Lane Industrial Estate
Hexham
NE46 3PU**

Tel: 01434 603582

Northumberland Adolescent Service

**Northumbria House
Manor Walks
Cramlington
NE23 6UR**

Tel: 01670 622930

Social Care

Northumberland adolescent services are a range of services that work with vulnerable adolescents, including looked after pupils and care leavers. Interventions are targeted to provide support to young people and prevent crime and anti-social behaviour within local communities. The services which contribute to the management of complex young people and their needs include the Youth Offending Service, Participation, the 16+ leaving care team, the Sorted team, Positive Futures and a specialist supported accommodation scheme. All TAS teams contribute to the effective risk management of young people, have an impact on their engagement in learning and therefore their educational achievement.

Seaton Valley, Blyth South and Cramlington Team

**Civic Precinct
Forum Way
Cramlington
NE23 6SJ**

Tel: 01670 712925

Social Work Team for Deaf and Hearing Impaired Children

**Northumbria Healthcare
5 Linden Walk
Tynedale Drive
Blyth
NE24 4LJ**

**Tel: 01670 536400
Textphone: 01670 542999
Fax: 01670 542919**

The Sensory Support Team can provide specialist social work support and technical assessments and services for D/deaf, deafened, hard of hearing and deaf/blind children, young people and adults. Referrals for children can be made via the Disabled Children Team on **01670 516131**.

Wansbeck Team

**South View
Ashington
NE63 0SF**

Tel: 01670 629200

The Disabled Children Team

**County Hall
Morpeth
NE61 2EF**

Tel: 01670 516131

The Children's Services Directorate has certain responsibilities for disabled children and young people who live in Northumberland. All the Social Care Locality teams provide services to children with special needs and their families. Those with more complex and profound disabilities are dealt with by the Disabled Children Team.

Social Care

The team also provides a service for hearing impaired children and young people, and commissions a specialist service for children with visual impairments.

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

The Disabled Children Team aims to:

- Promote the care of children within their own families and communities by providing an assessed package of support, if appropriate; either through the completion of a Children and Family Assessment if required.
- Minimise the impact of the disability by limiting the social barriers that exclude disabled young people from universal provision and addressing the Every Child Matters outcomes.
- Assist young people in the move to adulthood and transfer to an Adult Services Care Manager, if appropriate.

What will an assessment look at?

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

An assessment will look at the needs of the child or young person and the needs of your family. The information gathered helps the team to know how best to help you and also helps them to work out the most appropriate range of people to help you. If your child has a moderate to severe learning and/or complex/profound physical disability the team will do their best to provide support, or to put you in touch with those who can.

The Disabled Children Team is responsible for:

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

What sorts of services are available?

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

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

What else does the Disabled Children Team do?

The team identifies young people who have a Statement of Special Educational Needs or an EHCP who will require assistance to access further education, supported employment or particular care services after the age of 18, through the Disabled Person Act 1986. When a child is in Year 9 they will have a Transitional Review and/or a Person Centred Educational Review of their Statement to begin planning for their education, training and placement after the age of 16 and assistance towards living independently, if appropriate. This will involve a Personal Advisor from the Supporting Young People Service. Where appropriate, a young person's needs will be identified over time and services co-ordinated for the transition to adulthood and adult services. Please refer to the Transitions section of this guide for more information.

The Northumberland INFOLINK (Disabled Children's Register)

This voluntary data base is held by the Wellbeing Community Health Services Group (Children's Services) for children with disabilities. It is used to identify children with similar disabilities or problems and helps target particular areas of need. Families are kept up to date with potential matters of interest to them via email contact from the Referral Enquiry Assessor. Please contact **01670 516131** if you would like your child to be registered on the database. Their name is removed at 18 years or earlier if requested.

Max Cards:

These are available through the Enquiry and Referral Administrator: telephone 01670 516131 for more details. The cards provide reduced admission fees to local attractions throughout the North East. A booklet of where the cards are accepted is given to families when the cards are issued. Cards are valid on a yearly basis from April to April. Renewals are processed automatically up until the Disabled Young Person is 18 years old.

Disability Discrimination

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

The Equality Act covers admissions, exclusions, education and associated services. Schools have a legal duty not to treat disabled pupils less favourably than other pupils for a reason which relates to their disability, without justification. They also have to take reasonable steps to ensure that disabled pupils are not placed at a substantial disadvantage compared to their non-disabled peers. Schools also have an anticipatory duty to consider the barriers that disabled pupils might face and remove or minimise them before a disabled pupil is placed at a substantial disadvantage. Further information is available from the Advisory Centre for Education (see page 18 for details).

Safeguarding disabled children

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

Things parents and carers can do include:

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

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

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

If you are worried that your child is being abused please speak to a professional person such as a health visitor, GP or teacher, contact your local Childcare Locality Team or your child's allocated social worker from the Disabled Children Team.

Transition

Leaving school and moving into adulthood is often known as 'transition'. This can present challenges for many young people and their families. Your child may want to continue with their education or may want to start work, but may need further assistance to achieve these goals.

It is important that you and your child make plans for their future. For children and young people with statements of special educational needs there is a process to help you do this, known as the '**Transition Plan**' **Review of Statement**. This review happens in Year 9 and your child's school should invite any person who is involved with caring for, teaching, and providing services for your child, including yourself. Other people who may be involved are health professionals; a social care representative; and a representative from Connexions Northumberland. It is also very important that your child has the opportunity to say what is of interest to them and what their wishes for the future are.

During the review a Transition Plan is drawn up. The plan sets out arrangements for your child from the age of 14 years. It should be understandable to you and your child, and should take into account your child's aims and aspirations, the options that are available to them and what support they may need. It should contain contact details for people who can help and support, and cover a wide range of issues, such as:

- **Education**
- **Employment and training**
- **Housing and accommodation (if your child is going to live away from home)**
- **Leisure and social activities**
- **Health**
- **Benefits**

Once this plan is drawn up you will receive a copy. It should then be reviewed every year at the annual review of statement meeting to check whether it is still relevant. The Local Authority will monitor the plan, in conjunction with Connexions, until your child leaves school. After this, the Connexions Service will continue to provide support.

Further Education and Learning

Support at College or Higher Education

Universities, colleges and sixth forms have to make reasonable adjustments so that disabled students don't suffer a substantial disadvantage compared to other students. Support will depend upon individual needs and may be in the form of a sign language interpreter, copies of documents in other formats or one to one help. Some universities also aim to provide a range of assistive technology that can be borrowed by staff and students. Visiting a setting is recommended to see what facilities they have available.

Contact the Disability Adviser, Learning Support Adviser or Special Educational Needs Coordinator at the setting who will be able to give you details of different ways they can help.

Moving into university accommodation may mean that a young person needs to rearrange their day to day care plan. Direct Payments are available so they can make their own arrangements or social services can provide for their assessed needs.

Disabled Students' Allowance

Disabled Students Allowances are grants available to higher education students (including postgraduate and Open University students) to help meet the extra course costs faced as a direct result of a disability or specific learning difficulty. They are aimed at helping disabled people to study on an equal basis with other students.

The amount a student gets doesn't depend on their household income, it depends on their individual needs. Disabled Student Allowances are paid on top of the standard student finance package and don't have to be paid back.

To see if you are eligible, either see the website <https://www.gov.uk/disabled-students-allowances-dsas> or Student Finance England on 0300 100 0607.

University and college hardship funds

The Access to Learning Fund has been replaced. Contact your university or college to find out if you're eligible for extra money.

You could get extra money from your university or college if you're experiencing financial hardship. You may be, for example:

- a student with children, especially single parents
- a mature student with existing financial commitments
- from a low-income family
- disabled
- a student that was previously in care (a 'care leaver')
- homeless or living in a foyer

What you'll get

The amount you can get is decided by your university or college. It's paid in a lump sum or instalments.

You usually won't have to pay the money back, but in some cases you'll get a loan that you have to repay.

How to apply

Contact the student services department at your university or college - they'll decide if you qualify.

National Specialist Colleges (NATSPEC)

Some disabled people may find that their support needs cannot be met at a local college or learning provider. Specialist colleges are available which have extensive experience of teaching people with disabilities. The colleges are also known as Independent Specialist Providers or ISPs. This provision is primarily for young people up to the age of 25, but there are some opportunities for adults to attend special colleges (see the residential training section below).

These institutions are located around the country and recruit nationally. They are often residential and can help people learn to live away from home. Applications for funding are made via the Local Authority. There are specific entry criteria that have to be satisfied and funding will not normally be granted if a local mainstream college can put in place the support to meet the young person's support needs. There is also an expectation that funding for residential placements will be shared jointly between Education and Social Care. Multi-agency support for the application is therefore required.

You can contact the Association of National Specialist Colleges (NATSPEC) for detailed information about their colleges. **Website: www.natspec.org.uk**

Residential training

Residential training for disabled adults may be available to help long term unemployed disabled people gain qualifications, work experience and specialist support from appropriately trained professionals. This can help lead to jobs or self employment. A variety of different courses are offered and all training takes place in a residential setting within accessible buildings. The courses are taught by staff members with specialist knowledge of disability issues.

For more information, contact a Disability Employment Adviser at your local JobCentre Plus (see page 68 for further details).

Transition

Azure

**Kielder Avenue
Beacon Lane
Cramlington NE23 8JT**

**Tel: 01670 733966
Fax: 01670 590115**

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

Carers Northumberland

**Wansbeck CVS
107 – 109 Station Road
Ashington
NE63 8RS**

Tel: 01670 320025

**E-mail: info@carersnorthumberland.org.uk
Website: www.carersnorthumberland.org.uk
www.northumberlandyoungcarers.org**

Provides information and support to carers living throughout Northumberland. Services include 1-1 support, group support and activities and an information service. Provides a voice for carers, informing and influencing service development for carers. There is also a carers emergency card, and support for young carers under 18.

Employability and Skills Service

Northumberland County Council

Tel: 01670 622799

Employability and Skills aims to equip young people and adults with the skills needed to gain employment in Northumberland.

We provide information, advice and guidance on careers to specific groups of young people. We also ensure all young people know who to contact to get the support they need.

Our community-based PAs work with young people who are 16 or 17 and who are not in education employment or training. They also work with young people who had a statement of special educational needs (SEN) but who have now left school.

Transition

If you aren't sure if we can help you, give us a call and we'll signpost you to the right place. That might be with one of our PAs or it might be to another organisation.

For more information or if you have a general enquiry please call 01670 622799.
(Service available Monday to Friday, 9am to 4pm).

CSV Training and Enterprise Northumberland

**79 Bridge Street
Blyth
NE24 2AW**

**Tel: 01670 544445
Fax: 01670 364524**

Website: www.csv.org.uk

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

Dimensions UK

**Dimensions (UK) Ltd – North East
John Buddle House
Buddle Road
NE4 8AW**

Tel: 0191 228 8160

E-mail: newcastle.office@dimensions-uk.org

Dimensions UK provide a wide variety of support services in the region. These include:

- Group living services, for people living in shared housing.
- Supported living services, providing individualised support packages for people living in their own homes.
- Outreach services.
- Transitional services for young adults aged 16–24 years old.
- An 'In Control' pilot scheme, focusing on self-directed support.

Dimensions UK currently provide services in Tyne and Wear, Northumberland, Teesside and Wearside. You can contact them directly.

Transition

Job Centre Plus – Disability Employment Advisers

Disability Employment Advisers

Tel: 0345 604 3719

A Disability Employment Adviser (DEA) at your local Jobcentre can help you find a job or gain new skills and tell you about disability friendly employers in your area. They can also refer you to a specialist work psychologist, if appropriate, or carry out an 'employment assessment', asking you about:

- your skills and experience
- what kind of roles you're interested in

Ask to speak to a DEA at your local jobcentre

Mencap – Northumberland Domiciliary Care

E-mail: mencapdirect@mencap.org.uk

Tel: 0300 333 1111

(Freephone 0808 808 1111)

Website: www.mencap.org.uk

Mencap support young people with a learning disability to gain the life skills they need in their transition to adult life. They work closely with individuals, families, health professionals and care managers, to ensure that their support is tailored to meet individual needs and wishes. Support can include finding somewhere to live, attaining meaningful employment and developing social skills. For more information, including charges, call Mencap Direct on the above number.

Natural Ability

2 Mill Cottages

Tel: 01434 618419

Allenheads

Northumberland NE47 9HE

E-mail: info@naturalability.org

Natural Ability is a social enterprise based in the Allen Valley, West Northumberland which aims to help young people and adults with learning and other disabilities live full and enriching lives; empower them and increase their skills; and encourage a sense of place within the local rural community, respect for the environment and living in a sustainable way. The organisation provides opportunities to learn new skills, access agricultural and land based activities (including caring for animals and plants) and gain qualifications, where appropriate. Some paid work may be offered on an occasional basis.

A charge is made for support given to individuals, depending upon the level and kind of support needed. Natural Ability is growing and increasing the range and number of opportunities on offer. Parents, young people, carers and professionals can contact them directly for more information.

Transition

Northumberland College - Learning Support Team

Northumberland College
College Road
Ashington NE63 9RG

Tel: 01670 841200

E-mail: advicecentre@northland.ac.uk

Website: www.northland.ac.uk

The Learning Support Team provides a range of services for learners with varying support needs and are committed to responding to specific learner requests where possible. The team can offer one to one support and supervision for students with learning difficulties, such as dyslexia, physical disabilities, mental health difficulties, emotional/behavioural difficulties or language support needs, subject to Education Health and Care Plans via the Local Authority.

Shaw Trust

Shaw House
Epsom Square
White Horse Business Park
Trowbridge
Wiltshire BA14 0XJ

Tel: 01225 716300

Fax: 01225 716301

Website: www.shaw-trust.org.uk

A national charity which supports disabled and disadvantaged people to prepare for work, find jobs and live more independently. Shaw Trust believe that everyone has the right to work and they campaign to turn this vision into a reality. They work with clients who face barriers due to disability, ill health or social circumstances, and also have a range of services for businesses. They are the UK's largest third sector provider and one of the Government's lead partners in the delivery of employment programmes for disabled and disadvantaged people.

Skills for People

Key House
Tankerville Place
Jesmond
Newcastle-upon-Tyne
NE2 3AT

Tel: 0191 281 8737

Fax: 0191 212 0300

Opening Times

Mon – Fri 9am - 4.30pm

E-mail: info@skillsforpeople.org.uk

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

Transition

SpLinter Group

**SpLinter Group contact details
SpLinter Group**

**Contact (Kirsty) 07894549402 or
(Frank) 07557539202**

c/o 33 West street

Belford

Northumberland NE70 7QB

The SpLinter Group is run for and by a group of young adults with specific learning differences (SpLDs) aged 16 and over who live in Northumberland and Tyneside. The group is run and managed with support and help from Northumberland Community Development Network, who also offer one to one support. SpLinter offers group sessions around the county, peer support, social events, workshops and having a say on issues that affect members. Waffling On is a social enterprise run by the group which takes a waffle-making stall to markets and employers fairs to raise funds and raise awareness about SpLDs with employers and the public. The group is always looking for new places to run the waffle stall, and group members can also run awareness-raising training for anyone who wants to hear about SpLDs, from people who have direct experience of them.

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

ADDers

Website: www.adders.org

Facebook: www.facebook.com/adders.org

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

Afasic (supports all children and young people with speech, language and communication needs)

**1st Floor
20 Bowling Green Lane
London
EC1R 0BD**

**Tel: 020 7490 9410
National helpline
0300 666 9410
Fax: 020 7251 2834
Mon – Tues 9.15am-2.30pm
Wed - Fri 10.30am - 2.30pm**

E-mail: info@afasic.org.uk

Website: www.afasic.org.uk

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

Arthritis Care – North England Regional Office

**Floor 4
Linen Court
London
N1 6AD**

**Tel: 0844 888 2111(low cost rate)
Tel: 0207 380 6509/10
Fax: 020 7380 6505
Open hours 9am – 5pm Mon - Fri**

E-mail: NorthEngland@arthritiscare.org.uk

Website: www.arthritiscare.org.uk

Works with and for all people with arthritis to promote their health, well-being and independence through services, support, self help and information. Regional offices contact details available on website.

Asthma UK

**18 Hansell Street
London**

E1 8AA

**Tel: 020 7786 4900
Advice line: 0800 121 6244
Mon - Fri 9am - 5pm
Fax: 020 7256 6075**

**E-mail: info@asthma.org.uk
Website: www.asthma.org.uk**

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

Attention Deficit Disorder Information and Support Service (ADDISS)

**ADDISS
PO Box 340
Edgware
Middlesex
HA8 9HL**

**Tel: 020 8952 2800
Fax: 020 8952 2909**

**E-mail: info@addiss.co.uk
Website: www.addiss.co.uk**

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

**Autism Research Ltd
The International Autistic Research Organisation**

**49 Orchard Avenue
Croydon
Surrey
CR0 7NE**

**Tel: 020 8777 0095
Fax: 020 8776 2362**

**E-mail: iaro@autismresearchwanadoo.co.uk
Website: www.iaro.org.uk**

Information provision and awareness raising of scientific research into autism.

Autism Society – North East

**Unit15
Lumley Court
Drum Industrial Estate
Chester Le Street
DH2 1AN**

Tel: 0191 410 9974

**Opening Times
Mon - Fri 8.30am - 4.30pm**

**E-mail: info@ne-as.org.uk
Website: www.ne-as.org.uk**

The Autistic Society, Tyne and Wear provide support for families, children and young people with Autism and Aspergers Syndrome.

Barnardos

**North East Regional Office
Silver Fox Way
Cobalt business Park
Newcastle upon Tyne
NE27 0QJ**

**Tel: 0191 293 1400
Fax: 0191 293 1401**

Website: www.barnados.org.uk

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

BIBIC (British Institute for Brain Injured Children)

**Old Kelways
Somerton Road
Langport
Somerset
TA10 9SJ**

Tel: 01458 253344

**E-mail: info@bibic.org.uk
Website: www.bibic.org.uk**

A national charity offering practical help to families caring for children with conditions such as autism, cerebral palsy, Down's Syndrome, developmental delay, traumatic and acquired brain injury, and specific learning difficulties, such as attention deficit hyperactivity disorder, dyslexia and dyspraxia.

British Dyslexia Association (BDA)

**Unit8 Bracknell Beeches
Old Bracknell Lane
Bracknell
RG12 7BW**

**Tel: 0333 405 4555
(Helpline)0333 405 4567**

**E-mail: helpline@bdadyslexia.org.uk
Website: www.bdadyslexia.org.uk**

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

British Stammering Association (BSA)

**15 Old Ford Road
London
E2 9PJ**

**Helpline: 0845 603 2001
020 8983 1003 (general)
Fax: 020 8983 3591**

**E-mail: mail@stammering.org
Website: www.stammering.org**

A national support organisation for adults and children who stammer, run by people who stammer. They initiate and support research into stammering, identify and promote effective therapies, offer support to all those whose lives are affected by stammering and raise awareness of stammering.

Brittle Bone Society

**Grant – Paterson House
30 Guthrie Street
Dundee
DD1 5BS**

**Tel: 01382 204446
Fax: 01382 206771**

**Email: bbs@brittlebone-org
Website: www.brittlebone.org**

Provide information, support and advice to anyone affected by brittle bones (osteogenesis imperfecta).

Cerebra – for children with brain-related conditions

2nd Floor Offices
The Lyric Buildings
King Street
Carmarthen
SA31 1BD

Freephone helpline: 0800 328 1159
General Enquiries : 01267 244 200
Opening Times
Mon – Fri 9am – 5pm

E-mail: info@cerebra.org.uk
Website: www.cerebra.org.uk

Cerebra is a charity set up to help children aged up to 16 years who have Neuro development disorders and conditions, including learning disabilities, ADHD, Cerebral Palsy, Autistic spectrum disorders, Downs Syndrome, Hydrocephalus. The charity also offers support to parent, carers and professional practitioners.

The Child Bereavement Charity

Clare Charity Centre
Wycombe Road
Saunderton
Bucks
HP14 4BF

Tel: 01494 568900
Fax: 01494 568920
Information 0800 02 888 40
Opening Times
Mon - Fri 9am - 5pm

E-mail: enquiries@childbereavement.org.uk
Website: www.childbereavement.org.uk

The charity provides accessible quality support and information to all affected by the death of a child or when children are bereaved, and quality accessible training for the professionals who work with families and children.

Child Brain Injury Trust (CBIT)

Unit 1 The Great Barn
Baynards Green Farm
Nr Bicester
Oxfordshire
OX27 7SG

National Helpline: 0303 303 2248
Tel: 01869 341075
Opening Times
Mon - Fri 9am - 5pm

e-mail: info@cbituk.org.uk
Website: www.childbraininjurytrust.org.uk

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

ChildLine

Website: www.childline.org.uk

Tel: 0800 1111 (24 hours)
(Calls are free and confidential)

ChildLine is the UK's free, 24-hour helpline for children and young adults in distress or danger. Trained volunteer counsellors comfort, advise and protect children and young people who may feel they have nowhere else to turn.

Coram Children's Legal Centre

Riverside Office Centre
Century House North
North Station Road
Colchester CO1 1RE

Child Law Advice Line (free):
08088 020 008
Migrants Children's project
Tel 0207063608505

Education Law Line: 0845 345 4345

E-mail: CommunityLegal@coramclc.org.uk

Website: www.childrenslegalcentre.com

A charity which offers legal advice and representation to children and young people. There are three telephone advice lines on education, law and family law.

The Children's Society

Edward Rudolf House
Margery Street
London WC1X 0JL

Tel: 0300 303 7000

E-mail: supportercare@childrenssociety.org.uk

Website: www.childrenssociety.org.uk

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

CLAPA (Cleft Lip and Palate Association)

First Floor
Green Man Tower
332B Goswell Road
London EC1V 7LQ

Tel: 020 7833 4883
Fax: 020 7833 5999
Email: info@clapa.com

Website: www.clapa.com

Provides support for individuals and families with clefts of lip and/or palate, through a network of regional groups. Leaflets and newsletters are produced and feeding equipment is available to purchase.

CLIC Sargent – Caring for children with cancer

CLIC Sargent
Horatio House
77-85 Fulham Palace Road
London
W6 8JA

Phone: 0300 330 0803

Fax: 0208 752 2806

Opening Times

Mon - Fri 9am - 5pm

Website: www.clicsargent.org.uk

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

Council for Disabled Children (CDC)

National Children's Bureau
8 Wakley Street
London
EC1V 7QE

Tel: 020 7843 1900

E-mail: enquires@ncb.org.uk

Website: www.ncb.org.uk/cdc

The National Children's Bureau works to influence national policy that impacts upon disabled children and children with special educational needs (SEN) and their families. They aim to promote the active participation of disabled children and young people, making sure their voices and success stories are heard.

Cruse Bereavement Care

Po Box 800
Richmond
Surrey
TW9 1Rg

Helpline: 0844 477 9400

Fax: 020 8939 9530

Opening Times

9.30am - 5pm

E-mail: helpline@cruse.org.uk

Website: www.crusebereavementcare.org.uk

Exists to promote the well being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. The organisation provides counselling and support. It also offers information, advice, education and training services.

Cystic Fibrosis Trust (CF Trust)

11 London Road
Bromley
Kent
BR1 1BY

Tel: 0208 464 7211
Helpline: 0300 373 1000

E-mail: enquiries@cftrust.org.uk
Website: www.cftrust.org.uk

The UK's only national charity dedicated to all aspects of Cystic Fibrosis (CF). The CF Trust invests in medical research to treat the symptoms of CF and to develop a cure. It also provides information, advice and support to families affected by CF and aims to ensure that people with CF receive appropriate health care.

Diabetes UK

UK Central Office
Macleod House
10 Parkway
London
NW1 7AA

Careline: 0345 123 2399
Tel: 0345 123 2399
Fax: 020 7424 1001

Opening Times
Mon - Fri 9am - 5pm

E-mail: info@diabetes.org.uk
Website: www.diabetes.org.uk

Provide support and information to people with diabetes, as well as their friends, family and carers. Provide information about the condition and how to manage it. The Careline is staffed by trained counsellors who can provide a listening ear and the time to talk things through.

Disabled Living Foundation

Landmark House
Hammersmith Bridge Road
London
W9 2HU

Helpline: 0300 999 0004
Tel: 020 7232 8010

Opening Times
Mon – Fri 10am - 4pm

E-mail: info@dlf.org.uk
Website: www.dlf.org.uk

A national charity that provides free, impartial advice about all types of disability equipment and mobility for older and disabled people, their carers and families.

Disability Rights UK

Ground Floor
CanMezzanine
London
E1 7SA

Tel: 020 7250 8181
Mon – Fri 10am - 4pm
(*not an advice line – please refer
to the website for advice sheets)
Helpline: 0800 328 5050

E-mail: Enquiries@disabilityrightsuk.org
Website: www.disabilityalliance.org

Disability Rights UK work to create a society where everyone who has a disability or health conditions can participate equally as full citizens. It provides information on benefits through publications, including the Disability Rights Handbook, and free fact sheets and briefings from its website.

Down's Syndrome Association (National Office)

The Langdon Down Centre
2A Langdon Park
Teddington
Middlesex
TW11 9PS

Helpline : 0333 1212 300

E-mail: info@downs-syndrome.org.uk
Website: www.downs-syndrome.org.uk

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

Dyspraxia Foundation

8 West Alley
Hitchin
Herts
SG5 1EG

Helpline: 01462 454986
Tel: 01462 455016

Opening Times
Mon - Fri 9.00am - 5.00pm

E-mail: dyspraxia@dyspraxiafoundation.org.uk
Website: www.dyspraxiafoundation.org.uk

Provides information, advice and support on dyspraxia. It aims to support individuals and families affected by dyspraxia, promote better diagnostic and treatment facilities for those who have dyspraxia, help professionals in health and education to assist those with dyspraxia; and promote awareness and understanding of dyspraxia.

Edward's Trust

Sunrise
43a Calthorpe Road
Edgbaston
Birmingham B15 1TS

Tel: 0121 4541705

E-mail: admin@edwardstrust.org.uk

Website: www.edwardstrust.org.uk

Provide support to families who are bereaved of a child, or children who are bereaved of a parent or significant carer.

Ehlers Danlos Support UK

PO Box 748
Borehamwood WD6 9HU

Tel: 0208 736 5604
Helpline: 0800 9070 8518

Website: www.ehlers-danlos.org

Offer support and information to people who have the genetic condition, Ehlers Danlos Syndrome, their families, carers and medical professionals.

Encephalitis Society

32 Castlegate
Malton
North Yorkshire YO17 7DT

Support: 01653 699599
Information: 01653 692583

Website: www.encephalitis.info

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

Epilepsy Action

New Anstey House
Gate Way Drive
Yeadon
Leeds LS19 7XY

Freephone Helpline: 0808 800 5050

E-mail: epilepsy@epilepsy.org.uk

Website: www.epilepsy.org.uk

A Leading epilepsy organisation which raises awareness of the condition. Offer assistance to people with epilepsy, their friends, families and health care professionals.

Epilepsy Society

Chesham Lane
Chalfont St Peter
Bucks
SL9 0RJ

Helpline: 01494 601400
Mon – Fri 9am - 4pm
(National call rate)
Tel: 01494 601300

Website: www.epilepsysociety.org.uk

The charity also provides information and a national helpline. Open to anybody who requires information and emotional support.

ERIC (Education and Resources for Improving Childhood Continence)

36 Old School House
Britannia Road
Kingswood
Bristol BS15 8DB

Website: www.eric.org.uk

Helpline: 0845 370 8008
(10am – 4pm weekdays)
Tel: 0117 960 3060

Provide information, confidential support, services and resources for children who struggle with bedwetting, daytime wetting, soiling and constipation (sometimes called incontinence or continence problems). Also provide support for families and health professionals.

Family Rights Group

The Print House
18 Ashwin Street
London
E8 3DL

Free confidential advice line:
0808 801 0366
Tel: 020 79232628 (admin)

Opening Times
Mon - Fri 9.30am - 3.30pm

E-mail: advice@frg.org.uk - advice queries

Website: www.frg.org.uk

A charity that advises parents and other family members whose children are involved with or require children's services because of welfare needs or concerns.

Foundation for People with Learning Difficulties

**1st Floor
Colechurch House
1 London Bridge Walk
London
SE1 2SX**

**Tel: 0207 803 1100
Fax: 0207 803 1111**

Website: www.learningdisabilities.org.uk

The Foundation aim to help people with learning disabilities providing them with information, resources and services that can help them lead fuller, more independent lives. They do this by working with people with learning difficulties, their families and those who support them. They **do not** operate a helpline and unfortunately can't offer advice.

Fragile X Society

**Rood End House
6 Stortford Road
Great Dunmow
Essex
CM6 1DA**

Tel: 01371 875100

**E-mail: info@fragilex.org.uk
Website: www.fragilex.org.uk**

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

Gingerbread - single parents, equal families

**520 Highgate Studios
53 – 79 Highgate Road
London
NW5 1TL**

Freephone helpline: 0808 802 0925

Website: www.gingerbread.org.uk

A charity that provides advice and practical support for single parents through a free advice line staffed by expert advisers, and a comprehensive website.

Haemophilia Society

**Willcox House
Borough High Street
London
SE1 1LB**

**Helpline: 0800 018 6068140 148
Tel : 020 939 0780**

E-mail: info@haemophilia.org.uk

Website: www.haemophilia.org.uk

A national and independent organisation for all people affected by bleeding disorders. It is led by affected people and works in close partnership with the NHS. It provides information and represents the interests of people with bleeding disorders.

Hearing Link

**27-28 The Waterfront
Eastbourne
East Sussex
BN23 5UZ**

**Tel: 0300 111 1113
SMS 07526123255
Fax: 01323 471260**

E-mail: helpdesk@hearinglink.org

Website: www.hearingconcernlink.org

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

Hyperactive Children's Support Group (HACSG)

**71 Whyke Lane
Chichester
West Sussex
PO19 7PD**

Tel: 01243 539966

E-mail: hyperactive@hacsq.org.uk

Website: www.hacsq.org.uk

Our aim is to provide information and advice to parents, carers and professionals seeking solutions for children and young people who may be affected by Hyperactivity and/or ADHD

I CAN

8 Wakley Street
London EC1V 7QE

Tel: 0845 225 4073
Fax: 0845 225 4072

E-mail: info@ican.org.uk

Website: www.ican.org.uk or www.talkingpoint.org.uk

I CAN is a children's communication charity which works to develop speech and communication skills for all children. I CAN's particular focus is children who find communication difficult. It provides expert information to parents and practitioners about speech, language and communication.

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

KIDSCAPE

2 Grosvenor Gardens
London
SW1W 0DH

Tel: 020 7730 3300

Email: info@kidscape.org.uk

Website: www.kidscape.org.uk

Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse. Kidscape works to provide individuals and organisations with the practical skills and resources necessary to keep children safe from harm.

Leukaemia Care

1 Birch Court
Blackpole East
Worcester
WR3 8SG

Freephone careline:
0808 8010 444
(24 hours a day, 7 days a week)
Tel: 01905 755977

E-mail: care@leukaemiacare.org.uk

Website: www.leukaemiacare.org.uk

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

Listening Books

12 Lant Street
London
SE1 1QH

Tel: 0207 407 9417
Fax: 0207 403 1377

Opening Times
Mon – Fri 9am – 5pm

E-mail: info@listening-books.org.uk
Website: www.listening-books.org.uk

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

LOOK (National Federation of Families with Visually Impaired Children)

c/o Queen Alexandra College
49 Court Oak Road
Harborne
Birmingham
B17 9TG

Tel: 0121 428 5038

E-mail: information@look-uk.org
Website: www.look-uk.org

LOOK provides practical and emotional support, information, advice and guidance on any issue relating to visual impairment.

Multiple Sclerosis Society (MS)

MS National Centre
372 Edgware Road
London NW2 6ND

Tel: 020 8438 0700
Helpline: 0808 800 8000
Fax: 020 8438 0701

E-mail: info@mssociety.org.uk
Website: www.mssociety.org.uk

The UK's largest charity for people affected by Multiple Sclerosis (MS). Provides information and support in the UK to anyone affected by MS. The MS National Centre is a national source of authoritative advice; a place where learning and teaching about MS can be shared.

Muscular Dystrophy Campaign

Muscular Dystrophy Campaign
61 Southwark Street
London
SE1 0BU

Freephone information line:
0800 652 6352

Opening Times:
Mon – Fri 8.30 -6pm

E-mail: info@muscular-dystrophy.org

Website: www.muscular-dystrophy.org

A UK charity which focuses on all muscular dystrophies and allied disorders. It funds medical research and provides practical, medical and emotional support to people affected by the condition.

National Autistic Society (NAS)

393 City Road
London
EC1V 1NG

Education Rights Service: 0808 800 4102
Autism Helpline: 0808 800 4104
Parent-to-Parent Service: 0808 800 4106

Website: www.autism.org.uk

Services provided by the National Autistic Society:

The Autism Helpline: For people with an Autism Spectrum Disorder, family members and carers: offers impartial and confidential advice, information and support around autism and related issues, including local support and services, diagnosis, early intervention, therapies and behaviour management.

NAS Welfare Rights Service: Provide advice on all aspects of social security benefit entitlement, including advice on benefits, completing claim forms, what to do if a decision is wrong and how to appeal to a tribunal.

NAS Community Care Service: Provide advice on accessing support from local authorities and health services, Individual and Personal Budgets, transition, support and care plans, and how to make complaints.

NAS Parent to Parent Service: A confidential telephone service providing emotional support for parents and carers.

NAS Education Rights Service: Trained volunteers can guide parents and carers through education law and support them through what can often be a complex and difficult process.

National Blind Children's Society (NBCS) Blind Children UK

**Blind Children UK
Hillfields
Reading Road
Burghfield Common
Reading
Berkshire
RG7 3YG**

**Family Support and Information
Freephone: 0800 781 1444**

**E-mail: servicesblindchildren.uk.org
Website: www.nbcs.org.uk**

**Opening Times
Mon - Fri 9am - 5pm**

Provides services for families of children and young people with a visual impairment, from birth to the completion of full time education. They provide family support and information, educational advocacy, IT advice/support, a range of activities, CustomEyes large print children's books and, subject to criteria, may be able to provide grants.

The National Centre for Young People with Epilepsy – NCYPE

**St Piers Lane
Lingfield
Surrey
RH7 6PW**

**Confidential enquiry line
01342 831342 (Mon – Fri 9am-1pm)
Tel: 01342 832243**

**E-mail: enquiry@ncype.org.uk
Website: www.ncype.org.uk**

The NCYPE exists to improve the lives of children and young people with epilepsy, enable them to fulfill their potential and ensure they have the best quality of life.

National Deaf Children's Society (NDCS)

**Castle House
37 – 45 Paul Street
London
EC2A 4LS**

**Tel : 020 7490 8656
Fax 020 7251 5020
Freephone Helpline:
0808 800 8880 (Voice and minicom)**

**E-mail: helpline@ndcs.org.uk
Website: www.ndcs.org.uk**

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

National Eczema Society

Hill House
Highgate Hill
London
N19 5NA

Helpline: 0800 089 1122

Opening Times
Mon - Fri 8am - 8pm

E-mail: helpline@eczema.org

Website: www.eczema.org

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

National Federation of the Blind of the United Kingdom

Sir John Wilson House
215 Kirkgate
Wakefield
West Yorkshire
WF1 1JG

Tel: 01924 291313

Opening Times
Mon - Fri 9am - 4pm

E-mail: nfbuk@nfbuk.org

Website: www.nfbuk.org

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

Newlife Foundation for Disabled Children

Newlife Centre
Hemlock Way
Cannock
Staffordshire
WS11 7GF

Freephone helpline: 0800 9020 095
(Mon – Fri 9.30am – 5pm)
Tel: 01543 462777

Website: www.newlifecharity.co.uk

Provide support for disabled and terminally ill children in the UK to help individual children, nurse-led support services, pioneering medical research, awareness and campaigning.

Parentline Plus (now known as Family Lives)

**Sapce Works
Benton Park Road
Newcastle Upon Tyne
NE7 7LX**

**Free phone helpline:0800 800 2222
Tel: 0191 223 3343**

**E-mail: parentsupport@familylives.org.uk
Website: www.familylives.org.uk**

A national charity which offers help and support through an innovative range of free, flexible and responsive services. **A free confidential helpline** is available 7 days a week, 24 hours a day, staffed by trained volunteers, all of whom have parenting experience. They offer information and support, and the chance to talk through issues facing parents.

Phab

**Summit House
50 Wandle Road
Croydon
CR0 1DF**

**Tel: 020 8667 9443
Fax: 020 8681 1399**

**E-mail: info@phab.org.uk
Website: www.phab.org.uk**

Phab's aim is to promote and encourage people of all abilities to come together on equal terms to achieve complete inclusion within the wider community.

The Place2Be

**13/14 Angel Gate
326 City Road
London
EC1V 2PT**

**Tel: 0207 923 5500
Fax: 0207 833 8083**

**E-mail: enquiries@theplace2be.org.uk
Website: www.theplace2be.org.uk**

The Place2Be is a national charity providing emotional support to children. dedicated to improving the emotional wellbeing of children, their families and the whole school community.

RADAR- (Royal Association for Disability Rights)

RADAR Head Office
12 City Forum
250 City Road
London
EC1V 8AF

Tel: 020 7250 3222

E-mail: radar@radar.org.uk
Website: www.radar.org.uk

An organisation led by people with direct experience of disability or health conditions. They work in broad partnerships to have the widest impact. Their vision is a just and equal society whose strength is human difference. Their mission is to enable individuals, networks and policy makers to do things differently – and better.

Rainbow Trust

Forster House
Forster Business Centre
Finchale Road, Newton Hall
Durham
DH1 5HL

Tel: 0191 386 4400

Email: enquiries@rainbowtrust.org.uk
Website: www.rainbowtrust.org.uk

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

RNID – Royal National Institute for Deaf People (Action on Hearing Loss)

19-23 Featherstone Street
London
EC1Y 8SL
SMS 0780 0000 360

Help Line: 0808 808 0123
Textphone: 0808 808 9000
(all calls are free)

E-mail: informationline@actiononhearingloss.org.uk
Website: www.actiononhearingloss.org.uk

RNID now know as Action on Hearing Loss is a charity working to make life better for deaf and hard of hearing people through campaigning, providing information and services, and supporting scientific and technological research.

Samaritans

**25 North Seaton Road (local branch)
Ashington
Northumberland
NE63 0AG**

**National helpline:
08457 909090 (24 hours)
Message line: 04670 814111**

Website: www.samaritans.org.uk

The Samaritans offer confidential, non-judgemental support, 24 hours a day, to people of all ages experiencing emotional distress.

Scope

**Scope
PO Box 833
Milton Keynes
London
N7 9PW**

**Freephone Helpline: 0808 800 3333
Mon – Fri 9am -5pm**

**E-mail: helpline@scope.org.uk
Website: www.scope.org.uk**

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

Scope DIAL UK

**Birch View, St Catherine's
Tickhill Road
Doncaster
DN4 8QN**

**Helpline: 0808 800 3333
Text Phone: 18001 folowed by
0808 800 3333**

**Email: helpline@scope.org.uk
Website: www.dialuk.org.uk**

Scope Dial UK is the national organisation for the DIAL network which is now part of Scope's information and advice services. It has approximately 120 disability advice centres run by and for people with disabilities.

DIAL groups give free, independent advice on all aspects of disability, both over the telephone and in drop in centres; many can arrange to visit less mobile clients in their own homes. Phone the above number or visit their website for further details.

Sense – for Deafblind People

101 Pentonville Road
London
N1 9LG

Tel: 0300 3309256
Textphone: 0845 127 0062
Fax: 0300 330 9251

E-mail: info@sense.org.uk
Website: www.sense.org.uk

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

Tourettes Action (UK) Association

King's Court
91-93 High Street
Camberley
Surrey
GU15 3RN

Helpline: 0300 777 8427

E-mail: Help@tourettes-action.org.uk
Website: www.tourettes-action.org.uk

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

Whizz-Kidz

4th Floor, Portland House
Bressenden Place
London
SW1E 5BH

Tel: 020 7233 6600

Email: info@whizz-kidz.org.uk
Website: www.whizz-kidz.org.uk

Whizz-Kidz is a charity that aims to give disabled children and young people the independence to enjoy an active childhood – at home, at school and at play.

The charity provides children and young people with customised mobility equipment, training, advice and life skills to give them the independence to be themselves, and to make an immediate and life changing difference to their lives and their families.

Winston's Wish

3rdv Floor
Cheltenham House
Clarence Street
Cheltenham
Gloucestershire
GL50 3JR

Helpline: 0845 2030 405
Tel: 01242 515157
Fax: 01242 546187

E-mail: info@winstonswish.org.uk
Website: www.winstonswish.org.uk

A national service providing support to children who have been bereaved and their families. Parents, carers and professionals can use the helpline for information and guidance or to refer children to the service. Advice/support can be provided for children bereaved by suicide or murder. Resources available for families and professionals.

Young Minds

Suite 11
Baden Place
Crosby Row
London
SE1 1YW

Parents' Helpline (confidential)
0808 802 5544
Tel: 020 7089 5050
Fax: 020 7336 8446

Email : parents@youngminds.org.uk
Website: www.youngminds.org.uk

Young Minds is a UK charity committed to improving the emotional wellbeing and mental health of children and young people, and empowering parents and carers. They provide a telephone helpline service for parents and carers concerning a child's emotional problems or behaviour.

Young Minds can provide support on a range of different issues; including depression, anxieties and phobias, self injury, and drug and alcohol abuse.

