

## Parent Information Resource Pack

Welcome to your information pack. Being a Parent Carer can sometimes be a difficult task and therefore the aim of this publication is to be an easy to use reference guide to help you.

There are an estimated 100,000 Carers in the County of Surrey. This includes parents of children with disabilities or significant special needs. Whether you are new to caring or have been caring for a number of years you need to be aware that the role can be sometimes difficult, lonely and rewarding all at the same time. It can restrict all aspects of your life including personal relationships, family life, finance and leisure.

You may also need to think about where you live and your current accommodation. Your current property may need structural alterations or some adaptation to be added to the property to make it easier for you and your child to be mobile.

Although you are caring for a specific person(s) with an illness or disability you may have a wider family who also have demands on your time and energy. At times you may feel overwhelmed by responsibilities and these demands. It is important then to take some time for yourself which is always difficult, but vitally important. You may think bliss is a quiet corner somewhere, a walk in the park or perhaps seeing some friends. Whatever you feel will work for you it is important that you try to recapture some time to allow you to do the things you want to do.

There are a number of agencies around the local area who may be able to help you. Your local Carers Support Worker can advise you which local agencies may be appropriate to help you and the person you care for.

### Index

- |  |   |
|--|---|
| 1 Carers Support Workers                       | 14 Family Link                                |
| 2 Social Care for Children                     | 15 Face to Face                               |
| 3 Carers Assessments                           | 16 White Lodge Centre                         |
| 4 Surrey Children's with Disabilities Register | 17 Carer Break Vouchers                       |
| 5 Special Educational Needs                    | 18 Short Term Break Directory                 |
| 6 Advisory Centre for Education                | 19 Carer Direct Payments                      |
|  | 20 Transition - Connexions                    |
| 7 Elmbridge Crossroads Saturday Club           | 21 Back Care                                  |
| 8 Action for Carers (Surrey)                   | 22 Benefits                                   |
| 9 Young Carers                                 | 23 Blue Badge Scheme                          |
| 10 Action for Carers and Employment            | 24 Organisations that may be able to help you |
| 11 Contact A Family                            | 25 Carersnet                                  |
| 12 Challengers                                 | 26 Suggestions and Complaints                 |
| 13 Partnership with Parents                    |   |

## **1. Carers Support Workers**

Across Surrey there are a number of Carers Support Workers whose aim is to help Carers in the local area. The support workers work with all carers in their local area, not just parent carers. However if you live within Spelthorne you do have access to a specialised Parents Support Worker. The support workers can provide carers with:

- information
- advocacy
- emotional support
- training,
- support groups,
- social events
- regular newsletters
- help in obtaining services

For more information contact:-

**Elmbridge** : Case House, 85-89 High Street, Walton On Thames, Surrey KT12 1DZ

Telephone: 01932 235770 email: carersupport@elmbridgehousing.org.uk

**Epsom** : Carers of Epsom, The Old Town Hall, The Parade, Epsom, Surrey

KT18 5AG Telephone: 01372 722269 email: carers.epsom@tesco.net

**Guildford**: Carers Support Guildford, Howard Building, 69 -71 Burpham Lane

Burpham Guildford, GU4 7NB Telephone 01483 458123

email: carersguildford@tiscali.co.uk

**Mole Valley**: Carers Support Project, Medwyn Centre, 1st Floor ,Reigate Road ,Dorking,

Surrey, RH4 1SD Telephone: 01306 640020

Email: carerssupportmolevalley@btinternet.com

**Runnymede**: Carers Support Runnymede, Room 12a, The Runnymede Centre , Chertsey

Road , Addlestone , KT15 2EP Telephone 01932 564446

email office@carerssupportrunnymede.org.uk

**Spelthorne**: Carers Support Spelthorne, Community Link Centre, West Wing, Council Offices, Knowle Green, Staines, Middlesex TW18 1XB

Telephone: 01784 446234 or 01784 444233

### **Parents Support Worker (Spelthorne)**

The Parents Support Worker is part of Carers Support Spelthorne. If you are a parent of a child or young person who has a disability or a special need aged between birth and 24 years and live in Spelthorne, you may be able to make use of this service. The Parents Support Worker can provide information and advice, advocacy and a number of other services. For further information contact the Carers Support Spelthorne on 01784 444233

**Surrey Heath**: Surrey Heath Carers Support, The Ian Goodchild Centre, Knoll Road, Camberley, Surrey, GU15 3SY Telephone 01276 27390

Email: surreyheathcarers@tiscali.co.uk

**Tandridge**: East Surrey Carers Support Association, 78a High Street

Bletchingly, Surrey RH1 4PA Telephone 01883 745057

email: csw@escsa.freeserve.co.uk

**Waverley**: Carers Support Waverley, Brightwells, Gostrey Centre, Brightwells Road

Farnham, Surrey, GU9 7SB Telephone: 01252 718166

email: carerssupport@workers.fsnet.co.uk

**Woking**: Carers Support Woking, Room1, 15A Monument Way East, Woking, Surrey, GU21 5LY Telephone: 01483 727277 (Woking Carers Support also has an Ethnic Minorities Worker who can also be contacted on 01483 757277.

## **2.Social Care for Children**

Surrey Children's Services is a merged service which provides services across Social Care and Education and is provided by Surrey County Council. In this section we explain how to contact the service and what you can expect once you have contacted them.

### **Assessment of Children in Need**

There are two stages to the assessment process. The first is an initial assessment which will determine your eligibility to apply for services. If you are eligible, you and your family would be referred for a further assessment to find out what your needs are and if the service can help you. The legal definition of 'Children in Need' comes from the Children Act 1989 and gives a broad definition of a child if:

- 'he is unlikely to achieve or maintain, or to have the opportunity of achieving or maintaining, a reasonable standard of health or development without the provision for him of services by a local authority under this part
- his health or development is likely to be significantly impaired or further impaired without the provision for him of such services;
- he is disabled.'

### **Eligibility Criteria**

Eligibility criteria is a means of ensuring fair and rightful access to services, whilst at the same time complying with statutory duties in respect of children. It is also a means of allocating resources to areas of highest need. Once you contact the service if the eligibility criteria is met, an initial assessment of children in need will be undertaken within the specified timescales. The assessment will identify the child's developmental needs and take into account the capacity of the parents to meet these needs. Family and environmental factors such as family functioning, housing and employment will also be assessed. Your first point of contact should be the Local Children's social care assessment team for your area. The Social Worker there will discuss your requirements and, if appropriate, refer you to the appropriate team. For further information contact The Surrey County Council Contact Centre on 08456 009 009

If, after assessment, your child meets the eligibility criteria, the social worker will agree with you, the parent or carer, the most appropriate way of meeting the need. This may involve working with a range of statutory and voluntary organisations in your local community. A social worker will make sure the needs of your child and your family are fully considered and will discuss the options with you. If it is agreed that a service will be provided, the social worker will decide with you the best way to provide a service, ie. provision made by CS or a direct payment. Together, you will draw up a 'Care Plan', which will list all the needs and all the help that should be provided. To ensure the continuing appropriateness of the service, your child's care situation will be regularly reviewed with you. To find out how to support you, a Social Worker from one of the teams will need to talk to you and your family about how things are going. They will also talk to your children if they are able to be involved. They will also need to talk to other people who know your family. This can include teachers and your doctor. Ideally, we will agree with you who else we talk to. After they have talked with everyone, they will write up our findings in a report which you will get a copy of. The report will say what support you need and if Surrey Children Service is able to help.

## **3.Carers Needs Assessments**

On April 1st 2001, the Carers & Disabled Children's Act came into force. The act is to support Carers / Parent Carers and maintain your health and well being. The Act also gives councils the power to supply certain services direct to carers following an assessment of need. Carers /

Parent Carers who are, or intend to provide substantial and regular care for someone should ask their local Social Care Team for a Carers Needs Assessment. The words substantial and regular care are not clearly defined in the Act, however if your caring role has an significant impact in your life you may be eligible for a Carers Needs Assessment. You do not have to be living with the person you care for to receive an assessment.

You may also ask for an assessment if you are going to provide substantial and regular care in the near future, for example when someone is about to be discharged from hospital who will need care once they are home. The assessment is sometimes carried out in the presence of the person you care for. However sometimes it is difficult for certain issues to be discussed in this way. If you feel that there are issues which need to be discussed away from the person you care for make arrangements for the Social Worker to carry out the assessment in private, either at your home or a mutually convenient time and location where you can have a private discussion. In many instances the most effective way for a Carers Assessment to take place is when the person you are caring for has their assessment. However one of the key aspects of the Carers & Disabled Children's Act is that if the person you care for refuses an assessment you may still have a Carers Needs Assessment.

The Carers Needs Assessment discussion between you and the Social Worker should be carried out face to face if that is your wish and will take a hour or so of your time.

The Carers Needs Assessment may take into account the Carers / Parent Carers needs when decisions are made about the type of services which will best meet the needs of the person who is cared for. For example if the person who is cared for has to have help from the carer to get in and out of the bath, under the framework for The Assessment of Children in Need and Their Families the assessment should also take into account if you work or study full or part time. Just because you care it does not necessarily mean you have to give these up. The assessment may also highlight the need for the carer to take a short term break (respite). The Social Worker may then look at the provision of additional services to provide those breaks.

#### **4.Surrey Children with Disability Register**

The purpose of the register is to enable children's services, health (the statutory agencies) and the voluntary services to work more closely together to identify and plan for children and young people with a disability and their parents/carers. Registration is on a voluntary basis and no child will be registered without parental consent. You do not have to be registered to receive any services. However, the more the organisations know about children with disabilities in Surrey the more effectively services can be planned Any child or young person who meets ALL

of the eligibility and registration criteria can be registered. Not all conditions will meet the registration criteria. The registration criteria are:

- Permanent and substantial disabilities that have a marked adverse impact on daily life. (The disability must have existed for 6 months and be expected to continue for the foreseeable future).
- Where a child or young person's normal development is significantly impaired and they need to receive significantly more personal care and supervision than children without disabilities of similar age and circumstances
- Developmental delay

All referrals to the Children's with Disability Register are made by professionals who have more detailed information about registration criteria. For further information about the Children's with Disability Register you should speak to your HV, paediatrician, school or social worker or contact: Register Administrator, Surrey Children's Disability Register, Surrey Children's Service, County Hall, Penrhyn Road, Kingston on Thames, Surrey KT1 2DJ

Telephone: 020 8541 8792

### **5.Special Education Needs**

If you think your child is slow in developing or is not hearing or seeing properly speak to your nursery or play group leader, health visitor, your family doctor or someone at your local Child and Family Consultation Centre. It is important to get help as soon as possible. If your child is at school you should first talk to the person who has the most contact with your child in school. All schools are resourced to provide additional support for children who have special educational needs. In the event of your child's situation not improving, staff will ask someone from outside the school to be involved, such as an educational psychologist. Each school has a named educational psychologist who works there for a certain number of sessions per year, depending on the size and needs of the school. In this section you will find some services that may be able to help you.

### **Portage early education support service**

The service provides a home-based teaching service for children with developmental delay and their families. They promote the child's learning by working in partnership with parents and professionals involved with supporting the child and their family.

For further information contact: The County Co-Ordinator Portage early education support services, South East Area Office, Omnibus, Lesbourne Road, Reigate RH2 7JA Telephone 01737 737979 or go to their website [www.surreycc.gov.uk](http://www.surreycc.gov.uk)

### **Contact information for Portage early education support services area teams:**

**Elmbridge, Epsom & Ewell and Spelthorne**, Fairmont House, Bull Hill, Leatherhead, KT22 7AY. Telephone 01372 833503

**Runnymede, Surrey Heath and Woking**: Quadrant Court, 35 Guildford Road, Woking, GU22 9QQ, Telephone 01483 519148

**Mole Valley, Reigate & Banstead and Tandridge**: South East Area Office  
Omnibus, Lesbourne Road, Reigate, RH2 7JA Tel: 01737 737979

**Guildford and Waverley**: South West Area Office, Grosvenor House, London Square, Cross Lanes, Guildford, GU1 1FA, Tel: 01483 517824

### **Physical and Sensory Support**

Physical and Sensory Support provides a learning environments and equality of access and opportunity for children and young people with physical, hearing and/or visual impairment.

For further information contact: Head Of Service & Head of Profession (Hearing), Fairmont House, Bull Hill, Leatherhead, KT22 7AY. Telephone 01372 833774

Head Of Profession (Vision), **South West Area Office**, Grosvenor House, London Square, Cross Lanes, Guildford, GU1 1FA Tel 01483 517577 / 576

Head of Profession (Physical Disability) , East Surrey Area Office, Omnibus, Lesbourne Road, Reigate, RH2 7JA telephone 01737 737761

Head of Profession (post 16), Fairmont House, Bull Hill Leatherhead, Surrey KT22 7AH Telephone 01372 833783

Senior Advisory Teacher (Hearing), South West Area Office, Grosvenor House, London Square, Cross Lanes, Guildford, GU1 1FA Telephone 01483 517577 / 576

### **Transport for Children With Special Educational Needs**

It is Surrey County Council's policy to provide home to school transport when your child is attending the nearest appropriate school (as named in the statement) and the following conditions apply:

- your child has a statement of special educational needs which specifies a need for home to school transport.
- or he/she lives over the following distances from school:
- more than 2 miles (for children aged under 8. This applies to the end of the academic year in which your child is 8)
- more than 3 miles (this applies from the start of the academic year following your child 's eighth birthday)
- or he/she lives within the walking distances, but the route between home and school is considered unsafe for your child to walk, even when accompanied.

If you choose to send your child to a school or unit that is not the nearest appropriate school or unit to your home (and is not named as the nearest appropriate school in your child 's statement), Surrey County Council will not provide assistance with transport. You will have to make your own arrangements for transporting your child to and from school.

### **Assessment of a child and statementing**

If your child is under 2 years of age and your child has a particular condition or health problem the various health and social care agencies you may come into contact with may discuss referring your child to The Local Education Authority for assessment. If you as your Child's parent, request an assessment from the Local Education Authority this must be carried out. If a statement is made for a child under 2 it is usually that the child has complex needs or a specialised service is required.

If your child is over 2 but under compulsory school age and it is felt your child needs support additional to or different from that provided as part of the usual curriculum additional help may be agreed by The Special Needs Co-ordinator who is a member of staff of a school or nursery who has responsibility for co-ordinating the Special Educational Needs provision in a school or Nursery. You as parents should be consulted throughout the process. Alternatively the child may had an Early Years Action Plan which will involve external support services or advice in order to help a child's development. If these levels of support are not sufficient a request for a statutory assessment (to be carried out may be made). This request can be made by a parent or one of the people who comes into contact with the child through health, education or social care.

### **Educational Assessment for Children attending school**

If a child has his or her needs identified while at school, the school may tackle the issue in three ways. They may provide **School Action** - where the additional or different support is given as part of the usual curriculum. Parents should be informed and consulted about this. **School Action Plus** - this is a request for outside services or specialist help to meet the needs. This should take place after a meeting is called and all parties involved with the child should be invited including parents. **Request for a Statutory Assessment** - If the child has significant needs which is felt cannot be catered for by School Action or School Action Plus a Statutory Assessment may be requested.

### **Statutory Assessment**

The Assessment is there to find out exactly what your child's special educational needs are. People will be asked to contribute to the assessment from health, social care and other agencies. You as the Child's parents will be asked to give a report which may include who you would like the Local Education Authority to obtain reports from. Your child is also encouraged to make his or her views known. The assessment if possible should take into account any views your child may have. A formal proposal of a formal assessment will be sent to you giving not less than 29 days notice and will outline the procedure. The Local Education Authority will also give you a named Officer who you may contact for advice. You should also be given details of Partnership With Parents based in Surrey which may be able to help. The assessment process has a time table so it may be completed in 26 weeks. You may obtain a time table form you Local Education Authority.

### **Results of the Assessment**

You will be informed in writing of the Local Education Authorities decision whether or not they will issue a Statement. If after the assessment it is felt your child does need extra provision to meet his or her special educational needs a proposed statement will be sent to you. The statement should outline your Child's needs and how these needs are going to be addressed. Once you have the proposed statement you then have 15 days to give your opinions about the Proposed Statement. You may ask for further meeting as long as they are requested with 15 days of the last meeting to discuss the proposed statement further. You may take someone into these meetings with you. You may also ask for meetings with the people who wrote the various reports which went to make up the assessment and ultimately contributed to the statement.

### **Note in Lieu of Statement**

The Local Education Authority may decide that they will not issue a Statement because the Child's needs can be met within the resources of the school. The note in Lieu Statement is not legally binding. This type of statement must include copies of all the reports which went to make up the assessment. The Local Education Authority must send you details of how to appeal against the decision and the process of the appeal.

### **Proposed Statement**

Once you have received a proposed statement you may ask to discuss any aspect of the statement with the Local Education Officer or any one else who has contributed to the process. After consideration a statement will be issued by the Education Authority and may incorporate

your views. If you are not happy with the statement you may appeal against it via The Special Educational Needs Tribunal. You can appeal for the following reasons:

- The LEA refuse to make a statutory assessment of your child after you have asked them to
- The LEA refuse to make a statement for your child after an assessment
- You disagree with part 2 (child's disability) part 3 (provision given) part 4 (school)
- Your child already has a statement and the LEA refuses to assess your child again to change the school in the statement
- The LEA stop maintaining your child's statement

### **A Final Statement**

If you receive a proposed Statement and agree with it the Local Education Authority will issue you with a Final Statement. Which will detail the planned actions to help your child.

### **Appeals**

Where ever possible Local Education Authority are encouraged to reach agreement with parents outside of a tribunal. All Local Education Authorities must provide a disagreement resolution service in order to try and resolve problems. You may also lodge an appeal to the Special Educational Needs and Disability Tribunal and also negotiate with the Local Education Authority at the same time. If you do wish to go to tribunal you must lodge the appeal within 2 months of the Local Education Authorities decision on part 2, 3 and 4 of the final statement.

For further information : Special Educational Needs and Disability Tribune,  
Procession House, 55 Ludgate Hill, London, EC4M 7JW,  
Telephone: SEN Help line: 0870 241 2555  
Open from 9:00 to 17:00 Monday to Friday  
Discrimination helpline: 0870 606 5750, Open from 9:00 to 17:00 Monday to Friday  
Website: [www.sendist.gov.uk](http://www.sendist.gov.uk).

### **Educational Psychology**

Educational psychologists are members of the Surrey Children's Service and are based in the area offices at Reigate, Guildford and Woking. They have all worked as teachers and have additional training and experience in how children and young people learn and develop. Educational psychologists work closely with teachers and parents to help children who are having difficulties with:

- Learning and general development, including reading, writing, spelling and numbers
- Emotions and behaviour
- Making good relationships with other children and with adults

### **6.Advisory Centre for Education**

The Advisory Centre for Education (ACE) is an independent registered charity, which offers information about state education in England and Wales for parents of school age children. We offer free telephone advice on many subjects like exclusion from school, bullying, special educational needs and school admission appeals.

Telephone:	General advice line (Mon to Friday 2-5pm)	0808 800 5793
	Exclusion information line 24hr answerphone	020 7704 9822

### **7. Elmbridge Crossroads Saturday Club**

The club is for families within the borough who have children with disabilities. Each Saturday, children attend the Club and participate in various activities ranging from Arts and Crafts to playing with toys. They are supervised by a dedicated Play Workers. Each Play Worker is designated a certain number of children for that day and therefore it is their responsibility to ensure their care needs are met and that most importantly the children enjoy themselves. The club meets at Burview Hall, Queens Road Weybridge. There is a charge for this activity.

**For further information contact: Elmbridge Crossroads 01372 469942**

e mail [elmxroads.lesley@tiscali.co.uk](mailto:elmxroads.lesley@tiscali.co.uk)

### **8. Action For Carers (Surrey)**

**Action for Carers (Surrey)** is led by Carers, run by an executive committee of Carers and supported by professionals from Health, Social Services and the voluntary sector. Its main aim is to raise awareness of carers' needs and concerns throughout the county and to work in partnership with statutory services such as health care and social care teams to promote how best the organisations can serve Carers within Surrey. Action for Carers (Surrey) is a lobbying organisation and have campaigned to ensure that Carers get their rights and services. Action for Carers (Surrey) is affiliated to Carers UK and The Princess Royal Trust for Carers .

**Contact:** Action for Carers (Surrey), Astolat, Coniers Way, New Inn Lane, Burpham, Guildford, Surrey GU4 7HL

Telephone: (01483) 302748 Fax: (01483) 303958

or go to their website at [www.actionforcarers.org.uk](http://www.actionforcarers.org.uk)

### **9. Young Carers**

Young Carers Projects support children and young people under 18 years old who help to care for mainly parents, brothers or sisters who have a disability or a long term illness. This includes mental health problems such as depression, self harm or drug and alcohol problems. Their caring responsibilities can restrict what they do or affect how they feel. A Young Carer may not be able to go out with friends or go to after school clubs. They may have difficulty doing homework or concentrating at school because of being so worried about the person they care for and may be confused or angry about their situation at home. The project has been set up to work for and with Young Carers to enable them:

- to have opportunities to socialise and get support from other young people who live in similar situations,
- to help Young Carers who attend school to achieve to their full potential at school and to have confidence in themselves and have someone to talk to if they want to.

**Contacts: "Surrey Young Carers Project"**, Unit 5, 46 Croydon Road, Reigate, Surrey, RH2 ONH  
Telephone: (01737) 248111 Astolat, Coniers Way, New Inn Lane, Guildford, Surrey, GU4 7HL (West Surrey) 01483 568269.

**"Mid Surrey Young Carers"**, SABC Clubs for Young People, The Old School, Church Approach, Headley, Epsom, Surrey, KT18 6LS Telephone (01372) 363618 or (01372) 376198.

Or go to their website [www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)

### **10.Action For Carers And Employment**

The Project offers one to one support through the Project Workers. Individual support enables someone to explore potential options at their own pace and in a safe environment. The Project Workers will carry out a full one to one assessment of your skills, interests and aspirations from which an agreed personal action plan will be produced. You will be offered ongoing support to enable you to achieve your goals. Informal group training known as ACE Courses are offered which give carers the opportunity and the time to think about themselves. These clubs give carers the chance to get together and share experiences, to take stock of where you are with work or training now and think about new options for the future. Action for Carers and Employment hold a vast amount of information.

For further Information call **01483 565874** website: [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **11.Contact A Family**

Contact a Family is a national registered charity, founded in 1979, for families with disabled children. The organisation has expert and comprehensive knowledge about rare disorders and all aspects of disability, a wealth of personal experience and contacts. Although based in London they also have local contact points to help. The Contact a Family website also is a good source of information and help.

**For further information contact:** Contact a Family, 209-211 City Road, London EC1V 1JN  
Tel: 020 7608 8700 Fax: 020 7608 8701  
Helpline 0808 808 3555 or Textphone 0808 808 3556 Freephone for parents and families  
(10am-4pm, Mon-Fri & 5.30pm – 7.30pm Mon) e-mail: [info@cafamily.org.uk](mailto:info@cafamily.org.uk)

Contact a Family also have Local Area Representatives who are parents of children with special needs and are very knowledgeable about services and support in their local areas. They raise awareness of Contact a Family amongst parents and service providers and deal with local enquiries.. It is worth pointing out that Contact a Family Area Reps are volunteers.

The Surrey Contact a Family Representative is Caroline Hunter who can be contacted on Tel: (01784) 460842 e-mail: [caroline.hunter@cafamily.org.uk](mailto:caroline.hunter@cafamily.org.uk) website [www.cafamily.org.uk](http://www.cafamily.org.uk)

### **12.Challengers**

Disability Challengers provides play and leisure opportunities for disabled children and young people with any impairment. They provide appropriate activities for children of all abilities. The facilities are open to families, special schools, hospitals, children's homes etc. They also cater for parents, toddlers and encourage siblings to join too. Children and young people up to the age of 12 can take part in the activities at Challengers. Those above 13 join the special day and evening activities with the Youth Group.

For further information contact: Disability Challengers, Stoke Park. Guildford GU1 1TU.  
Telephone 01483 579390 email: [information@disability-challengers.org](mailto:information@disability-challengers.org)  
Website: [www.disability-challengers.org](http://www.disability-challengers.org)

### **13.Partnership With Parents**

The Service aims to ensure that parents are able to play an informed part in any decisions about the educational provision made to meet their son or daughter's special educational needs and to build partnerships between parents, the Local Education Authority and schools. Partnership with Parents does this by providing information, advice and support to parents of children with Special Educational Needs at all stages of their child's school life, from pre-school early diagnosis through to school-leaving at 16 or 19 and for those with learning difficulties and/or disabilities to 25.

Partnership with Parents offers

- a confidential Helpline for parents
  - verbal and written information
  - help to complete forms and to understand complex documents and reports
  - information sessions and conferences for parents' groups
  - advocacy and mediation
  - training
  - advice on rights and responsibilities
  - company at meetings or when visiting new schools
  - support through the statutory assessment process (statementing)
  - volunteers to support parents as required (Independent Parental Supporters)
  - regular surgery sessions at different venues in the county
  - information about Surrey County Council's procedures for the identification and assessment of Special Educational Needs
  - support through exclusion for parents of children with Special Educational Needs
  - where appropriate referral on to statutory or voluntary organisations working with relevant agencies to support parents who have difficulty accessing services, perhaps because English is an additional language, because of their culture, or because they have learning difficulties themselves
- Partnership with Parents also provides a comprehensive website of information and practical guides for Parents with Children with Special Educational Needs.

For further information contact: Telephone 01737 737300  
website [www.pwpsurrey.org](http://www.pwpsurrey.org).

### **14.Family Link**

Family Link provides practical support for families who have a child or young person with a disability. Link carers and their families look after the young people for agreed periods of time, within their own home, in the parents home or by joining them in leisure activities. The time involved may be just a few hours after school, an overnight or weekend stay, or longer, particularly during school holidays.

Access to Family Link services is only available after an assessment and the need for the service is identified and Surrey County Councils Children's Services have agreed to meet the need. If you would like some more information, contact 01483 225596

### **15.Face to Face**

Face to Face is a network of trained volunteer befrienders who can help parents make positive adjustments to the news that their child has a disability.

Every Face 2 Face befriender is a parent too – someone whose own child has a disability. They know what it's like to cope with a new diagnosis and can offer support parent-to-parent.

Face to Face is free and confidential. A befriender can either visit you at home or you can agree another convenient location. It is an informal and flexible arrangement designed to suit you. Face to Face support parents of children with any type of disability or special need.

For further information contact: Face to Face, Face 2 Face Network, Scope, PO Box 554, Worcester, WR4 0WL telephone 0844 800 9189  
email: face2facenetwork@scope.org.uk

### **16.White Lodge Centre**

White Lodge, based in Chertsey, supports disabled children and adults and their families or carers in Surrey and the surrounding areas. White Lodge provides a range of flexible, creative and integrated services.

A specialist children's centre offers daily therapy services (physiotherapy, hydrotherapy, occupational therapy and speech and language therapy) and nursery education to young children with cerebral palsy or a similar disability;

Surrey County Councils Children's Services may be able to provide facilities at White Lodge only after an assessment of need and the assessment has identified a service from White Lodge would meet the need of your child .

Family support services are provided for children and young people who have a wide range of physical and learning disabilities. Opportunities include out-of-school activities, a Family Link and Befriending Scheme, and day and overnight leisure breaks in the Cottage or in the family home. White Lodge also supports physically disabled adults in developing interests and achieving individual goals by offering a variety of services based either at the centre or locally. These include therapy services, creative arts, leisure and life skills, information technology in the Karten Computer Centre, supported volunteering, support in finding employment and in accessing other local facilities.

For further information contact: White Lodge Centre, Holloway Hill, Chertsey, Surrey KT16 0AE Telephone: Main Switchboard: 01932 567131,  
Services for Children & Young People: 01932 567131  
Adult & Community Support Services: 01932 567134

### **17.Carer Break Vouchers**

Surrey County Council have introduced Carer Break Vouchers which is a simple and flexible way to provide some short term breaks. The Voucher scheme has been designed to offer carers and Parent Carers flexibility in the timing of a break and a choice in how alternative care can be provided while you take a break from your caring role. The vouchers are for carers who provide substantial care. You must also have had a Carers Assessment which would have been provided either under a 1995 Act called The Carers (Recognition and Services) Act or a 2000 Act called The Carers and Disabled Children's Act . If you think you have not had a Carers Assessment or you have no documentation to say you have had one, contact your local Social Care Team.

You may be eligible for Carer Break Vouchers if you provide regular and substantial care for:

- someone with a disability
- someone who is very frail or has a serious long term health problem

- a child with a disability
- a mental health problem

**Who will provide the care when you take a break?**

The vouchers are for use with registered care providers which could be a nursery, a activity group or a specialised holiday provider.

Once you have received your vouchers and a list of approved providers, select a provider for a short term break. Contact the provider with suitable dates etc. Once your short term break is due to begin sign the appropriate vouchers where indicated. The provider of the service you selected will then do the rest of the work to redeem the voucher. Vouchers are valued at £10, £20 and £50. All vouchers have a expiry date on them. However if you do not use the voucher by the expiry date contact your Social Worker as soon as possible.

If you have any questions regarding Care Break Voucher call the Surrey County Council Contact Centre on 03456 009 009

**18.Short Term Break Directory**

The Short Term Break Directory provides information about various venues which you may wish to use for short term breaks. It also details those venues which accept Carer Break Vouchers . The directory also links you to the Commission for Social Care Inspection Reports (where available).

The directory has a range of breaks on it from holiday cottages or hotels which cater for young people with disabilities to clubs for children and young people with disabilities.

For further information go to: [www.carersnet.org.uk](http://www.carersnet.org.uk)

**19.Carer Direct Payments**

As a result of The Carers and Disabled Children's Act Local Authorities can now offer Direct Payments following an assessment need to:

- parents of children with disabilities for services for their children
- 16 and 17 year old disabled young people in their own right
- carers aged 16 or over for carers services

Direct Payments to Carers are a cash payment given to people by Social Care instead of services arranged by the Local Authority. The aim is to give you more choice and control and flexibility over your life. The money is not extra income. It is not an extra benefit and it will not be taken into account as income for other benefits. Carers can use Direct Payments to buy in services that have been assessed as being needed through a Carers Assessment. The Direct Payment can be agreed to address your needs as a carer which may be recreational or a short term break.

To obtain a Direct Payment as a Carer you must be providing regular and substantial care to the person you are caring for. You will also need a Carers Assessment which will be arranged by your Social Worker. The assessment should be done via a formal discussion between yourself and the Social Worker. The assessment should focus on your needs not the person you care for needs. The main points of your discussion will be written on a Carers Assessment form with any

action points clearly outlined. Your Social Worker may then discuss if a Direct Payment to Carers is an option. If you feel that you would like to receive an agreed service as a Direct Payment to Carers this will then be arranged. Once the Direct Payment for Carers is paid to you it, is a requirement that you retain any receipts for services which have been paid out of your Direct Payment for Carers money.

It is possible to make Direct Payments to the service user for the cost of them going into a short term break, although this may benefit the carer by providing a break this does not constitute a Direct Payment to a Carer.

## **20. Transition – Connexions**

Transition in anyone's life is sometimes worrying and stressful. This can be especially the case if you have a child with special needs. It is important that parents, your child and the services around them think about transition in good time. In school year 9 (aged 14) the Local Education Authority will write to you informing you of a forthcoming review. This review must include the drawing up of a transition plan. The plan should draw together information from a number of individuals within and outside of school. When transition plans are drawn up they should not only focus beyond school but also any further education provision. There will also be a number of questions will be asked such as:

- What are the young person's hopes and aspirations for the future?
- Will the parents experience new care needs that require practical help?
- Does the young person have any special health or welfare needs that will need to be addressed?

The Education Act 1996 states that the Local Education Authority must include a Transition Plan in the first review after the age of 14. The Connexions Service must be invited to provide written advice and attend this meeting. The Transition Plan should build on the targets and conclusions set out in previous reviews of the child's Statement of Special Educational Needs. The first review meeting will be co-ordinated by the Local Education Authority to which Parents are invited too and representatives from all local services who are or may be involved in the plan. All participants including parents should have all the written reports prior to the meeting and be informed who will be attending. It is important that parents contribute to the Transition Plan because of your in-depth knowledge of your child. It would be worth listing those people who work with your child in a professional capacity. Most of these people will be invited to the review but sometimes not all those invited will be able to attend so it is worth getting as much of the information in writing as possible prior to the meeting so everyone has a copy. It is very important that the young person is fully involved in the process. There are a number of people including family, friends, people who work with the young person or specialised voluntary groups who may be able to help in supporting the young person prior, through and after the review process. The Transition Plan is reviewed annually to see if any changes are needed. A Connexions Personal Adviser will advise about choices and options including local college courses, etc.

Website: [www.connexionssurrey.co.uk](http://www.connexionssurrey.co.uk) or call 080 800 13 2 19

## **21.Back Care**

There are a number of Back Care Project which have now developed in Surrey. Back Care Advisors provide information, advice and training on all aspects of moving and handling. Without the right support and training you may be prone to back injuries and back pain especially if you are required to move and handle on a frequent basis.

For further information contact:

Back Care Adviser for Reigate Redhill and Tandridge Telephone 01737 226586

Back Care Adviser for Guildford and Waverley Telephone 01483 533645

White Lodge Adult Resource Centre 01932 568910 (call this number for contact details of advisers who work in Spelthorne , Woking, Surrey Heath, and Runnymede)

Back Care Advisers for Banstead, Epsom and Ewell contact 01737 737100

## **22.Benefits**

If you are looking after a child with special needs there are a number of benefits you may be entitled too. However the amount of Benefit you may be entitled to may be dependent on your own financial circumstances. You may be entitled to:

- **Disability Living Allowance (DLA)**
- **Carers Allowance (CA)** - formerly called Invalid Care Allowance
- **Income Support (IS)** (for people on low income)
- **Income-based Jobseeker's Allowance (ibJSA)** (for people on low income)
- **Housing Benefit (HB) & Council Tax Benefit (CTB)** (for people on low income)
- **The Social Fund** (for people on low income)
- **Working Tax Credit (WTC)**
- **Child Tax Credit (CTC)**

You may get detailed help from The Benefits Enquiry Line 0800 882200

For Claim Forms & Queries on initial DLA claims: 0845 7123456

Another good place to get advice is your local Citizens Advice Bureau. You will find the telephone number and address of your local CAB in the phone book.

## **23.Blue Badge Scheme**

Surrey County Council operates a blue badge scheme (formerly orange badge). The badge helps registered blind people and people with certain disabilities park closer to shops and services. The badge applies whether they are the driver or a passenger in the vehicle. You qualify for a Blue Badge if you are registered blind, you have a permanent and substantial disability that makes walking impossible or very difficult, you receive a war pensioner's mobility supplement, you receive the higher rate of the mobility component of the disability living allowance, you receive a grant towards your own vehicle, you use a vehicle supplied by a government department, your disability means you are unable to turn a steering wheel by hand, even if it is fitted with a turning knob.

**For Further information contact:** Car Badge Team, Floor 3, Conquest House, Wood Street, Kingston upon Thames KT1 1AB Telephone 03456 009 009

**24.Organisations that may be able to help**

In this section there are a list of organisations that may be able to help you and the person you care for.

**Contact A Family, 209-211 City Road, London EC1V 1JN , Tel: 020 7608 8700**

**Fax: 020 7608 8701 Helpline 0808 808 3555 or Textphone 0808 808 3556**

Freephone for parents and families (10am-4pm, Mon-Fri & 5.30 – 7.30pm, Mon)

**e-mail:** info@cafamily.org.uk **website** www.cafamily.org.uk

**Princess Royal Trust For Carers**, Unit 14, Bourne Court, Southend Road, Woodford Green, Essex IG8 8HD **Telephone:** 0844 800 4361 Fax: 0844 800 4362

**Email:** info@carers.org **Website** www.carers.org

**Carers UK**, 32 – 36 Loman Street, Southwark, London SE1 0EE **Telephone** 020 7922 8000

**Fax:** 020 7922 8001 **Email:** info@carersuk.org

**Website** www.carersuk.org.uk

**Surrey Wide Organisations:**

**Action For Carers (Surrey)**, Astolat, Coniers Way, New Inn Lane, Burpham, Guildford

SURREY GU4 7HL **Telephone:** (01483) 302748 **Email:** ACS@actionforcarers.org.uk

**Website:** www.actionforcarers.org.uk

**Action For Carers And Employment**, Astolat, Coniers Way, Guildford, Surrey GU4 7HL

Tel: 01483 565874. **E mail:** ace@actionforcarers.org.uk

**Website:** www.carersnet.org.uk

**Surrey Young Carers**, Surrey Young Carers Project East Surrey, 46 Croydon Road, Reigate, Surrey, RH2 0NH **Telephone** 01737 248111

Surrey Young Carers Project West Surrey, Astolat, Coniers Way, Guildford, Surrey GU4 7HL **Telephone** 01483 568269

**E Mail** syc@actionforcarers.org.uk

**Website** www.surrey-youngcarers.org.uk

**Partnership with Parents**

Tel: 01737 737300

**Website:** www.pwpsurrey.org.uk

**Crossroads –Caring for Carers**

Head Office 10 Regent Place, Rugby Warwickshire, CV21 2PN. Telephone 0845 450 0350 (offers short term respite usually in the home on a occasional or regular basis.

**ASSIST**, Asperger Support Signposting and Information Service The National Autistic Society, Surrey Services, 14 High Street, Godalming, Surrey GU7 1ED Tel 07899 935518

### **25. Carersnet**

Carersnet is the Surrey information system which is available on the Internet. There are a number of pages on the website which include information relating to Surrey based services. Information includes information for Parent Carers, Day Centres in Surrey, information on how to obtain Carers Assessments, Shopping on line, Adaptations, Young Carers and events. These are only a few of areas to can browse on this website. There is also the Care Radio audio service on the website which can be listened to 24 hours a day.

Carersnet can be found at [www.carersnet.org.uk](http://www.carersnet.org.uk)

### **26. Suggestions and Complaints**

**PALS (Patient Advice and Liaison Service)** teams and officers work within the NHS to provide information to patients, carers and families, about health services locally to enable better understanding of those services and to be involved in their own health care. They also, where possible, resolve problems and concerns quickly and efficiently before they become more serious, therefore improving the quality of patients' care. Contact numbers for PALS teams and officers can be found at your GP's Surgeries, Health Centres or Hospitals **For Ashford / St Peters Telephone 01932 722405**

**ICAS (Independent Complaints Advocacy Service)** is the Independent Complaints Advocacy Service and it provides support to people if they have a complaint regarding their National Health Service treatment. ICAS can help you deal with the complaints process, provide interpreters if English is not your first language and generally support you through the complaints process. As Advocates they can give you the opportunity to speak confidentially to someone who is independent of the health service. They can also provide information to enable you to make an informed decision on how to proceed. For further information contact: 0845 600 8616 Website: [www.seap.org.uk/icas](http://www.seap.org.uk/icas)

### **Special Educational Needs and Disabilities Tribunal's**

Parents whose children have special educational needs can appeal to the Special Educational Needs & Disability Tribunal against decisions made by local education authorities (LEAs) in England and Wales about their children's education.

The Tribunal is independent of both central and local Government.

Special Educational Needs and Disability Tribunal,

Procession House, 55 Ludgate Hill, London, EC4M 7JW,

Telephone: SEN Help line: 0870 241 2555

Open from 9:00 to 17:00 Monday to Friday

Discrimination helpline: 0870 606 5750, Open from 9:00 to 17:00 Monday to Friday

Website: <http://www.sendist.gov.uk/>