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**Oldham Council**

Additional And Complex Needs Service

CPD Annexe, Rosary Road, Oldham OL8 2RP

0161 770 3110

**Pennine Care Health Team for Children's Disabilities Services/ACNS Social Work Team**

Werneth Primary Care Centre,

Featherstall Road South, Oldham OL9 7AY.

Social Work Team 0161 484 1240 • Health Team 0161 484 1252 • Child Development Service (CDS) 0161 484 1261



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# Supporting families

## of children with additional needs in Oldham



# Contents



Your child is amazing! This guide is about celebration and support. As parents we all face new situations and challenges. Growing up is a precious time for all children and parents and we all need to work together to make sure that every child enjoys this time in their lives and that they build solid foundations for adulthood.

This handbook has been developed by POINT with the support of Oldham Council, Education, Disabilities and Family Services for parents and carers of children and young people with additional needs.

It is important you have the information you need when you need it. This booklet cannot give you all of the answers, but hopefully it will provide you with a really helpful starting point. Remember you are not alone, we can help signpost you to relevant services and parent groups where you can share your experiences. Don't forget to visit the interactive online version [www.pointoldham.co.uk](http://www.pointoldham.co.uk)

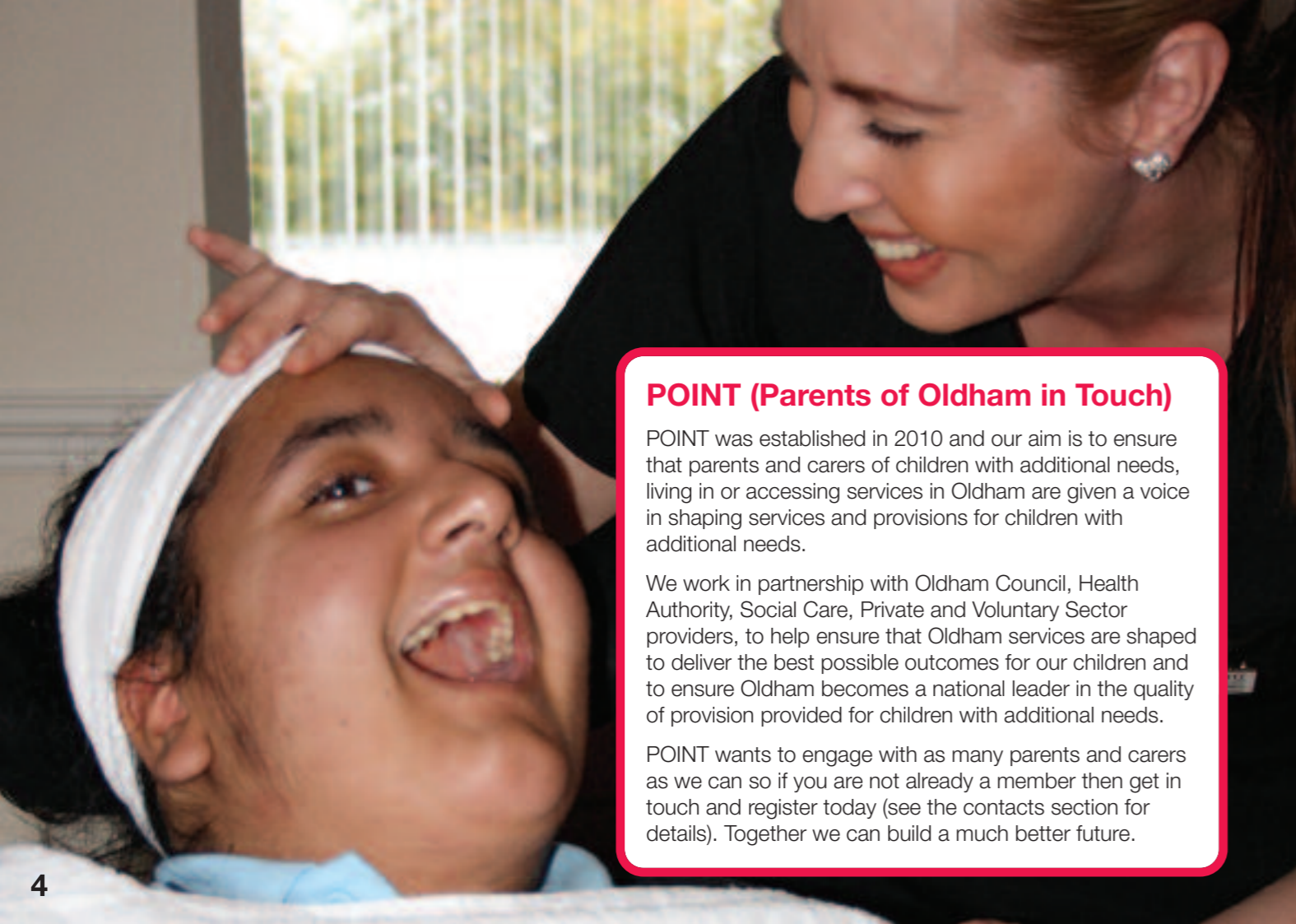
We hope you find this guide useful and relevant.



Run by parents for parents

The information contained within this guide was correct at the time of going to print. However, services can be subject to change at short notice. The term 'parents' has been used to mean mothers, fathers, carers and other adults with responsibility for caring for a child.

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### **POINT (Parents of Oldham in Touch)**

POINT was established in 2010 and our aim is to ensure that parents and carers of children with additional needs, living in or accessing services in Oldham are given a voice in shaping services and provisions for children with additional needs.

We work in partnership with Oldham Council, Health Authority, Social Care, Private and Voluntary Sector providers, to help ensure that Oldham services are shaped to deliver the best possible outcomes for our children and to ensure Oldham becomes a national leader in the quality of provision provided for children with additional needs.

POINT wants to engage with as many parents and carers as we can so if you are not already a member then get in touch and register today (see the contacts section for details). Together we can build a much better future.

# You are not alone

## **Many parents feel the same**

It can be easy for parents to feel alone and that they are the only ones going through this experience. There are lots of support groups and parent networks where you can exchange ideas and information with other parents in similar circumstances. Additional support services are used by families with children who need more or different help than other children of the same age.

Family, friends and other families with children with disabilities can often provide help and advice too.

There are local networks to help parents with young children to get in touch with each other and meet up. Your GP or hospital specialist may be the first person you meet who can refer you on to places where you can get more help. There are also a large number of national groups dealing with particular types of disability. Details of some of these groups can be found in this handbook.



### **Family Information Service**

**The Family Information Service** provides help, advice and support for parents and carers of children from birth to 20 years old.  
Tel: 0800 731 1518

## Additional and Complex Needs Services

The Additional and Complex Needs Service (ACNS) works with children and their families from birth to nineteen years. The ACNS is made up of a number of teams i.e. Children with Disabilities Social Work Team, Early Years Team, Educational and Child Psychology Team, QES Team, Short Breaks Team, Team for Hearing Impairment and the Team for Visual and Physical Impairment. The ACNS aims to enable all children and young people with Additional and Complex Needs to achieve their potential through the provision of high quality assessment, advice and support to parents, schools and non maintained provision.

## Services provided by Health Services

Health Services from birth includes specialist nursery nurses, learning disability nurses, child development service, physiotherapists, speech therapists and nurse specialists.

## Additional and Complex Needs Social Work Team

Social workers can provide advice, support and access to services for children with high level needs. Social

workers will carry out assessments that look at the whole of the child's life, not just their disability.

## Child and Adolescent Mental Health Service (CAMHS)

Reflections is a multi-disciplinary team providing consultation assessment therapeutic intervention and treatment to children, young people aged from birth to 18 and their families. They work with common mental health difficulties and developmental disorders encountered during childhood including: ADHD; Anxiety; Phobias; Autism and Asperger Syndrome. The team works in partnership with families and other professionals in identifying and meeting (emotional) needs.

Tel: 0161 627 8080.

## Voluntary and private sector

In Oldham there are a number of voluntary and private sector organisations for support and advice. They can provide advice, experience or just the opportunity to chat to others in similar circumstances. See the list of services in the contacts section at the back of this booklet or contact Oldham Family Information Service for information on 0800 731 1518.

# Where do I start?

## Services and help from birth

From birth there is support available for you and your baby. As your child develops and you understand more about their needs, the support you will need will change. We try to ensure that the professionals involved with the child and their family work very closely together in all aspects of their work, starting from the initial diagnosis or assessment of need - so that families are supported from the beginning, when their child is identified as having a disability.

Parents know their children best, so if you have any concerns about your child's development, whether that be the way they are acting, walking, communicating or developing, then you need to speak to someone like your GP.

They will then be able to put you in touch with those who can support you. You may recognise signs, such as your child not meeting the key milestones you are expecting, like sitting up, walking or talking. If so, then talk to your Health Visitor.

However, remember that all children develop at different speeds, so for example, if your child has an older brother or sister who was walking by their first birthday, it may not be the case that your second child does the same and this does not mean they have a disability. Be persistent if your worries continue, go back to your GP and don't be put off.



## Health

Your first contact with a healthcare professional will be with your Midwife and your Health Visitor. These professionals may be the first people who recognise that your child has an additional need. They will guide you through the support services you need. It may be that you notice there could be something wrong, it is important that you talk to them.



### Additional and Complex Needs Service, Early Years Team

The Early Years Team works with children from around the age of 18 months until they start in school to identify, assess and meet their needs in preparation for them starting school. The team works closely with families and staff in early education and childcare provision, colleagues from health services and Oldham Council to ensure that young children's needs are identified and met. Referrals to the team are usually made by health visitors or staff in settings and referrals are welcome from anyone who has parental consent. Advisors visit families at home and an Initial Assessment for Learning is completed through observation and intervention with children at home and in the setting, if they attend one. Advisors then discuss with parents what the assessment means in terms of the child's strengths and needs and may advise them about referrals to other services. Using a plan-do-review approach to the

Graduated Response as required by the SEN Code of Practice, Individual Educational Plans (IEPs) are set up and parents and other professionals are involved in the process. If the child attends any provision, liaison and support is available for SENCOs and written advice is provided to enable the staff to meet the child's needs.

Discussion with health visitors, speech and language therapists and physiotherapists if they are involved to ensure their specialist advice is followed by staff. If the child's needs appear to be severe and complex, involvement from educational psychology is requested so that requests for statutory assessment are made if needed. The team coordinates the transition into school for those children who are known to the team, provides written information for staff in school and makes recommendations about the child's strengths and needs.

# Early Years Services

The early years are very important for children's development and this is especially true for young children who have additional needs. Whilst some children's needs are identified at birth or soon afterwards, other's become evident over time and services are available to support parents and families to foster their child's development.

If you have concerns about your child's development, you should contact your GP or Health Visitor who is experienced in young children's development and can refer to appropriate services like speech and language therapy, specialist outreach teams or the Additional and Complex Needs Service (Early Years Team). You can also speak to staff in your Children's Centre and you can also refer your child to many services.

All children are entitled to 15 hours of free nursery education from the term after they are three years old and all children are welcome to attend early years and childcare provision like Private Day Nurseries and Pre-school Playgroups and there is additional support available to make sure that their needs are met. All providers are required to have a SENCO (Special Educational Needs Coordinator) whose role is to make sure that children's needs are identified and met. They will discuss any concerns that parents might have and will also talk to you if they have any concerns about your child's development.

The SENCO has regular contact with their advisor from the Additional and Complex Needs Service Early Years Team who can support and advise them about all aspects of special educational needs and disability.



### Contact

ACNS Early Years Team  
Tel: 0161 770 3110

## Family Information Service

The Family Information Service provides free, impartial, up-to-date information to support parents and carers with children aged from 0-20 years and prospective parents.

Contact us on the following freephone number 0800 731 1518 (8.40am-5pm Monday-Friday), there is an answerphone for outside these hours, we are also closed on Bank Holidays.

We provide information on a wide range of services such as:

- Childcare
- Local and national services
- Local events and activities
- Financial support
- Health issues
- Choosing and applying for school places

The FIS provides a childcare brokerage service which offers additional support to help find suitable childcare. The service is available to everyone; however specific consideration is given to:

- Parents experiencing difficulty finding childcare.
- Parents stating childcare is a barrier to employment, education or training.
- Parents of children with AEN.
- Parents with additional needs (including disability, learning difficulties, literacy etc).
- Teenage parents.
- Single parents.
- Parents needing emergency childcare or childcare at short notice.
- Low income families.
- Carers of looked after children.



# Children's Centres

## Making life easier for you and your child

Children's Centres offer an accessible, welcoming and positive environment for all children to learn, grow and develop before they start school.

They can also be helpful for parents because the centres are one stop shops for help, support and advice on a range of issues.

Our strong links with partner agencies means that you can get support on healthy eating, brushing up on your maths or English skills, advice about money, accessing training, building your confidence or finding a job.

They are also great places to meet new friends, relax and have fun with your child.

Many of the centres also have parents' forums and volunteer schemes if you want to get more involved and have a say on how your local Children's Centre is run.

For details of your local Children's Centre contact Oldham Council's Family Information Service on 0800 731 1518.



## Family support

Home visits, support for parents, information and guidance on parenting and specialist support for families.

## Health services

Antenatal advice, Midwife sessions, dental care, nutrition advice, breastfeeding, health and safety and advice on healthy lifestyles.

# Additional and Complex Needs Service - Social Work Team



The Team based at the Werneth Primary Care Centre provides an assessment and care management service for children who have a permanent and substantial disability or a life-limiting illness. The team is made up of qualified Social Workers and Family Support Workers who have specific knowledge of the needs of children with disabilities.

This service gives each child the opportunity to lead as normal a life as possible and develop to their maximum potential. The team work directly with children and young people aged birth to 18 years and their families. The team promote a co-ordinated approach by working in partnership with health, education and other providers.

The team work in close partnership with families to provide individualised packages of support based on assessed needs. They work in close partnership with parents to ensure they have the support they need to bring up their children.

#### **The social work service includes:**

- Links with other organisations that can help, such as specialist and mainstream education services.
- The team have links with children's disability health teams, GPs and the Child and Adolescent Mental Health Service (CAMHS).
- The team undertake assessments of need under Section 17 of the Children Act 1989.
- The team works closely with parents, carers, health education and third parties to support children with disabilities and their families.
- The Children with Disabilities Team provides information and guidance to families regarding access to appropriate services.
- The team develop packages of support in order to support children and families to access a range of Short Breaks.



#### **Contact**

The Duty Social Worker,  
Additional and Complex  
Needs Team,  
Werneth Primary Care Centre,  
Featherstall Road,  
Oldham OL9 7AY.  
Tel: 0161 484 1240



### Who to contact

Health 0161 484 1252

Child Development Service  
(CDS) 0161 484 1261

# Health

## Meeting the needs of your child

There are a wide range of Health Services, which may be helpful for you and your child. Good physical health is really important for your child, yourself and the whole family. This can be even more significant if your child has a disability. The first port of call will often be your GP or Health Visitor, but a number of services can take a referral directly from you.

Health professionals may be very specialised in the area of your child's disability, like those in the Child and Adolescent Mental Health Service; or they may be able to give advice on one area of their lives, such as diet or dentistry.

### Services for Children with Additional Needs

Formed from a varied range of clinical professionals who provide care and support across a wide range of community settings. Referrals to the team can be made by anyone as long as they have the parents' permission to do so.

We offer a co-ordinated person centred approach, enabling children and young people from birth to 18 years, with disabilities or complex needs to access health and community services and live as ordinary a life as possible. The individuals we support have learning and/or physical disability or additional complex needs; including physical, sensory or communication difficulties, behaviour that challenges and those requiring specialist equipment or technological support to maintain their health/independence.

We work in partnership with the individual, their family/carers, other health services, education, social care and independent organisations, to identify areas for support that will enable individuals to lead full and independent lives as part of their community.



### Networks Services:

- Occupational Therapy
- Creative Therapy
- Physiotherapy
- Speech and Language Therapy
- Outreach Service
- Podiatry
- School Nursing
- Long Term Ventilation and Complex Needs Teams
- Community Support Staff
- Learning Disability Nurses
- Epilepsy Nurses
- Diabetic Nurse
- Dieticians





All calls are confidential and provide access to impartial information and advice.

Options include:

- Working out an action plan with parents.
- Provision of impartial, confidential information and advice.
- Access to alternative sources of independent support.
- Personalised advice in relation to your child, their needs and their access to educational assessment processes.
- Provision of ways to resolve disputes.
- Information relating to legal duties and responsibilities surrounding special educational needs provision.
- The service is not restricted to parents. Anyone who has involvement with children who have additional educational needs can contact the service.

# Parent Partnership

## Support for parents and carers

Oldham Parent Partnership aims to promote effective working partnerships between parents, schools, the local authority, voluntary organisations, local and national charities, health and social care services.

### How does the Parent Partnership help?

The service offers information and advice to support parents and carers of children who have special or additional educational needs and disability. This helps them become effective partners in the identification and assessment of their child's educational needs and provision required to meet their needs in school.

### Who does the service help?

Parents and carers of children aged 2-19 years who are in education provision. It also works to support those who are working with these children.

### How does the service work?

The service supports families of children with special educational needs and disabilities.

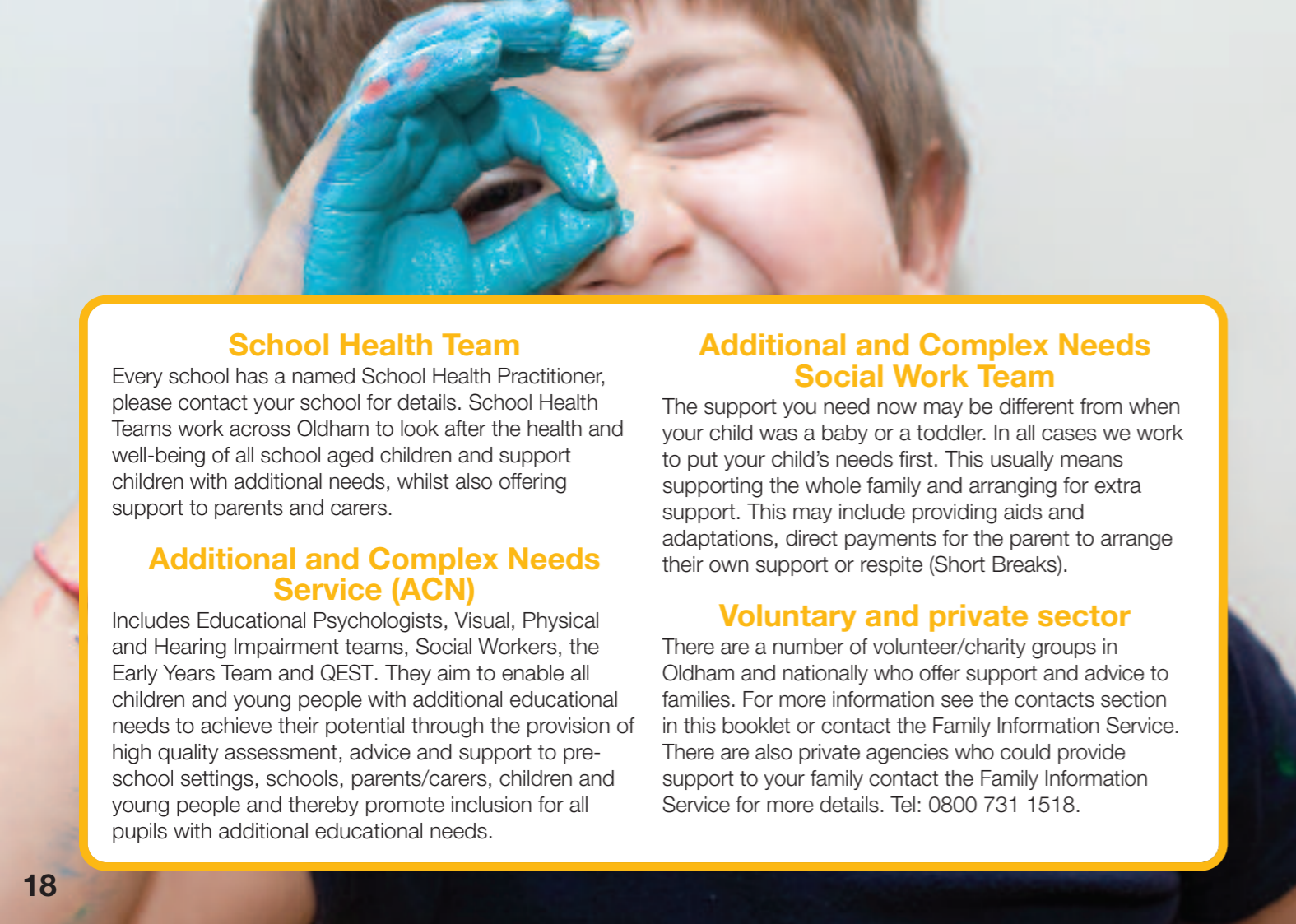
### Contact us

Oldham Parent Partnership Service, 5 Barn Street, Oldham OL1 1LP.  
0161 287 8555  
parent.partnership@oldham.gov.uk  
www.oldhampps.org.uk



## Drop-in clinics

The drop-in sessions are held at four locations in Oldham each month (with the exception of some holiday periods). No appointments are necessary but callers are advised to check the availability of sessions a day or two before by calling the helpline or Oldham Family Information Service on 0800 731 1518.



### **School Health Team**

Every school has a named School Health Practitioner, please contact your school for details. School Health Teams work across Oldham to look after the health and well-being of all school aged children and support children with additional needs, whilst also offering support to parents and carers.

### **Additional and Complex Needs Service (ACN)**

Includes Educational Psychologists, Visual, Physical and Hearing Impairment teams, Social Workers, the Early Years Team and QEST. They aim to enable all children and young people with additional educational needs to achieve their potential through the provision of high quality assessment, advice and support to pre-school settings, schools, parents/carers, children and young people and thereby promote inclusion for all pupils with additional educational needs.

### **Additional and Complex Needs Social Work Team**

The support you need now may be different from when your child was a baby or a toddler. In all cases we work to put your child's needs first. This usually means supporting the whole family and arranging for extra support. This may include providing aids and adaptations, direct payments for the parent to arrange their own support or respite (Short Breaks).

### **Voluntary and private sector**

There are a number of volunteer/charity groups in Oldham and nationally who offer support and advice to families. For more information see the contacts section in this booklet or contact the Family Information Service. There are also private agencies who could provide support to your family contact the Family Information Service for more details. Tel: 0800 731 1518.

# Starting school

## **What I need to know**

Make sure you are comfortable with the educational setting your child is involved in. Specialist education can take place in mainstream schools, in resource bases within mainstream schools or in one of our special schools for children with more complex needs. A small percentage of pupils, whose difficulties are likely to be highly significant and long-term, may require a statutory assessment, which could lead to a Statement of Special Educational Needs being issued. This document will describe all your child's Special Educational Needs (SEN) and the special help your child should receive. The local authority will usually make a statement if they decide that all the special help your child needs cannot be provided from within the school's resources. These resources could include money, staff time and special equipment.

The Additional and Complex Needs Service works closely with a wide range of agencies including parents, schools, Neighbourhood Early Years Service, health professionals, pre-school settings, and Social Workers. In addition to this the Parent Partnership Service can give you information and support about education issues. It's important that you are happy with the childcare and education that your child is receiving, so never be afraid to ask questions.

## **Our schools**

All schools must take into account statutory disability duties and make sure they do not discriminate against people with disabilities and learning difficulties.

The Multi-Agency Planning Group's Total Communication Policy and Guidelines are in place to ensure children with unique communication systems can have their voice heard.

# Additional and Complex Needs Service



## ACNS Visual and Physical Impairment Team

This team is concerned with all aspects of the education and support of children and young people with a visual or physical impairment and their families. Our aim is to give all children opportunity to achieve their full potential.

This includes:

- Assessment of individual pupils.
- Specialist teaching and support.
- Raising awareness of needs and offering strategies to meet those needs.
- Monitoring pupil progress.
- Advice on modifications to the curriculum and the school environment.
- Assessment and advice on physical management of pupils.
- Assessment and advice on the use of specialist technology.
- Support of activities to promote self-confidence and positive self-esteem.
- Advice, information, training and liaison with parents, teachers and professionals.

The ACNS team for children with a visual impairment can work with families and their children from birth if they have a visual impairment. Referral can be made directly to the team with parental permission (see above for details). Staff will work with you to encourage your child's development and suggest ideas, activities and toys to do this. They will help you and your child to understand what they see or touch. They will also work with other professionals you may meet.

## ACNS Hearing impairment Team

We are an experienced team of qualified Teachers of the Deaf and Specialist Support Assistants with additional training in the education and support of deaf and hearing impaired children. Our role is:

- To offer support to families of children with a permanent hearing loss from the point of diagnosis.
- To provide advice, information and training to schools about meeting the needs of children with a range of hearing impairments, from temporary, conductive hearing losses to permanent sensori-neural hearing losses.
- To provide direct teaching support for hearing impaired children in nurseries, pre-schools and schools. The level of support provided is determined by individual need.
- To promote awareness of the needs of deaf children and young people.
- To provide advice and information about communication approaches and technical aids including radio hearing aids.

We currently also run a pre-school group for parents of children with a permanent hearing loss in both ears and a signing class for parents of deaf children. Parents are taught Sign Supported English which is based on British Sign Language. The aim of both of these groups is to provide opportunities for parents to meet and support each other.

We have an open referral policy - anybody can make a referral e.g. parent, teacher, Health Visitor. However we do not assess children's hearing in school as this requires clinical conditions. If a hearing test is required then we would suggest that a referral is made through the child's GP or School Health Advisor. What we can offer however is advice on appropriate strategies to use whilst waiting for the results of a hearing test.



## Contact

Tel: 0161 770 3110  
Email: [acns@oldham.gov.uk](mailto:acns@oldham.gov.uk)  
(for both services)

# Additional and Complex Needs Service - Educational Psychologists



## ACNS Educational and Child Psychology Team

The service is made up of educational psychologists all of whom have qualifications in psychology and teaching. High professional standards are maintained through mandatory registration with the HPC (Health Professionals Council) and all psychologists are chartered or eligible for chartered status with the British Psychological Society.

Educational Psychologists are applied psychologists who promote the development, learning and well being and education of children and young people from birth to 19 years. Our work includes all aspects of special educational needs and disability as well as supporting young people experiencing social, emotional and behavioural difficulties. We work closely with schools addressing whole school and class management issues and provide training on parenting skills.

In addition the Service has a fully qualified counsellor working with children who have experienced significant trauma and their families.

## Why might an Educational Psychologist become involved?

There are many reasons why children are brought to the attention of Educational Psychologists. All children undergoing Statutory Assessment will have involvement from an Educational Psychologist who will undertake appropriate assessment of the situation and complete a report for the Local Authority.

Each school has a named educational psychologist to whom they can go for advice when they notice that a child is having difficulties in school. This may be in relation to learning or behaviour or both. We are also involved with pre-school children in partnership with the Early Years Team, Vision Impaired Team or the Hearing Impaired Team if there are additional concerns about a child's development and/or learning.

We work closely with health care professionals, Children's Services Teams, Child and Adolescent Mental Health Services and the Youth Offending Service.

## What do we do?

Educational Psychologists only become involved where there is parental or carer permission and the involvement will include some or all of the following:

- Consultation with parents/carers, teachers and other professionals.
- Observation of the child in context.
- Assessment of the situation and strategies in use.
- Discussion with the child.
- Individual assessment around learning, cognition behavioural response and coping strategies.
- Working in partnership with others to establish good practice and generate strategies that support and promote children and young peoples' cognitive, social, emotional and behavioural development.



## Contact

### Educational and Child Psychology Service

Although Educational Psychologists work primarily through schools and other educational agencies, enquiries from parents, carers and young people are welcomed.

Tel: 0161 770 3110

Email: [acns@oldham.gov.uk](mailto:acns@oldham.gov.uk)

# Additional and Complex Needs Service - QEST



## ACNS Quality and Effectiveness Support Team (QEST)

### Who are we?

We are a Team of 11 Advisory Specialist Teachers and two Specialist Teaching Assistants with specialist qualifications and expertise in:

- Autistic Spectrum Disorder.
- Behaviour, Emotional and Social Difficulties.
- Down's Syndrome.
- Dyscalculia and Maths.
- Dyslexia and Literacy.
- Dyspraxia.
- Moderate and Severe Learning Difficulties.
- Speech, Language and Communication Needs.

### What do we do?

We work with teachers, teaching assistants and other adults in school to meet the needs of children and young people with special educational needs and disabilities in schools and academies. We do this by:

- Providing every school with a named Link QEST Teacher to support the school/academy to provide high quality teaching and learning for their pupils with SEND. We work closely with Special Educational Needs Coordinators in schools and academies.
- Offering training, drop-in sessions and conferences to staff in school and parents.
- Providing specialist information, advice, assessment, teaching and modelling so staff in schools can develop in class strategies and deliver learning programmes for individual children and young people.

## How to contact us?

Schools make referrals asking us to work with individual pupils with written consent from parents/carers. We ask schools to give us information about the strengths and needs of the pupil, their learning progress and what they have done to support the pupil.

If you would like to know more about your child's SEND and how schools teach and include children with their needs arrange to meet with the schools'/academies' SENCO.

Parents/carers are welcome to contact us directly if they wish. We can give you information about drop-ins and training courses. If you wish to talk about your child, tell us the name of your child's school so you can speak to the school's/academy's Link QEST Teacher.

Tel: 0161 770 3110  
E Mail: [acns@oldham.gov.uk](mailto:acns@oldham.gov.uk)

## Connexions

Connexions is the government's support service for all young people aged 13-19. It offers support through personal advisers, who can provide not only careers advice but advice on health, housing, relationships, money, travel, disability and legal rights. It can also be a gateway to more specialist support. Contact Oldham Connexions on 0161 621 9300.

### Connexions Personal Advisors support from year 9 onwards:

What they can support with:

- Attending reviews in school/college.
- Attending parents evenings.
- Offering group discussions on a wide range of topics including life skills, decision making and choosing what to do next.
- Arranging individual guidance interviews.
- Providing useful information.
- Arranging visits to schools, colleges, training providers and employers.
- Linking with other agencies on your behalf.
- Helping with applications (education, jobs, training and funding).
- Providing ongoing support after leaving school and up until the age of 25 for young people with a statement.



# Secondary school

## Moving on

You will probably have more concerns about your child's transition into secondary school. At this stage they may be aware of being different to their peers. They may go to a mainstream school or they may go to a special school for young people who have complex or severe special educational needs. It is essential that you and your child participate fully in the transition process.

As a parent or carer you are the expert and therefore play an important part in supporting your child through the transition to adulthood. Planning ahead can minimise any worries. Talk to your child's school about any concerns you may have, if for any reason you feel that you need more support as your child moves through school remember that there are many professionals who can provide you with advice and support including the Parent Partnership (see pages 14-15).

### Further education

When your child leaves school they may choose to go into further education. Contact Oldham Connexions for advice on placements and facilities that are available. Health and social care will work together to make sure they are able to offer your child all of the personal support and services that they need.



## Social care and health support

The support you need now may be different from when your child was at primary school. In all cases we work to put your child's needs first. This usually means supporting the whole family and arranging for extra support. This may include providing aids and adaptations, direct payments (see pages 36-37) for the parent to arrange their own support or respite (Short Breaks).

# Transitions

## Growing up and change

It is important to be aware of the changes that your child will go through as they grow up into adults.

An early stage in growing up is the time many children begin to attend a nursery, childminder and/or play group and are not with their parents or carers all the time but in the care of others. Parents need to have confidence that the staff supporting their children have the skills and ability to keep their children safe, understand their additional and sometimes complex needs and provide a warm and enjoyable place for their children to be.

### **The first key time of transition is when children move into reception classes within primary schools.**

This is a big change for many children and their parents. Many children with additional and complex needs will be supported by the Early Years Additional and Complex Needs Team with this move into primary schools or Kingfisher Community Special School. They will advise parents and the school on the support a child needs and whether the child needs to have an assessment of Special Educational Needs. If you want advice or support please contact Early Years Additional and Complex Needs Team on 0161 770 3110.

### **The next major period of change is when children move from primary schools to a secondary school or academy.**

This process will be organised with parents by the school and Oldham Council's School's Admission Team part of the Access Service - if you need advice about this process please speak to your school or the Team. If at this stage you're concerned about your child's additional and complex needs and the support you think they might need at their new school please speak to your school in the first instance - if you still have concerns please contact QEST.

### **All young people face major changes as they move from being teenagers to becoming adults.**

It's a time of great excitement and opportunity but also for some and their families/carers a time of uncertainty and worry. In trying to make this time feel better for young people and their families and carers we want to start planning for these changes early and make sure we have the right support and services in place in time.

The move from children's services to adult services usually takes place before the young person reaches their 18th birthday. Children with a statement of special educational needs/additional and complex needs should start discussing



this transition into the adult world at school from Year 9 (age 14) so that they, parents and carers, school and other services particularly in adult services, can get prepared. These discussions will usually happen at the time of the Annual Review of the Special Educational Needs Statement each year and is organised by the school with support from the Connexions Service. All the information will be captured in a document called the Transition Action Plan which will be looked at and updated at each Annual Review - this will be shared with the young person and their parents.

The Transition Action Plan covers a young person's:

- Hopes and aims for the future.
- Skills they need to achieve their hopes and aims.
- The practical help and personal care needed.
- Future health and welfare needs that may require planning and support from Health or Social Care Services.
- Need for involvement of other agencies.

If a young person has been supported by Children's Services they and their family will be supported through this process by Children's Services and as they get close to moving into adult services by the Transition Team. If the

young person and their family have not been supported by Children's Services prior to moving into adult Services the young person/family will be advised at the Annual Review what they need to do get additional support if needed in the transition into adult services.

**If at any stage the young person or their family want advice on transition into adult services they can contact the Transition Team on 0161 770 1516/7.**

The Transition Team are based at New Bridge Learning Centre and are comprised of Social Workers from children and adult local authority and health services. The team will support those children/young people with additional and complex needs who need support with the move into adult services by providing an assessment of need, guidance to access appropriate services and assistance with support plans. The vast majority of young people with additional and complex needs don't need support, but it is important that those who do need this, know where to get it.



# Remember they are amazing!

## Celebrate who they are

Positive parenting is about bringing out the best in your child. Listen and try to understand their point of view, encourage their efforts and you will really start to form the basis of a good relationship. They will always be your child but allowing them to develop, grow and establish their independence will give them the confidence they need. Many parents of children with additional needs naturally feel even more protective towards them and letting go (to a certain degree) can be difficult.

In trying to help, it may appear that you are nagging. Learning from their mistakes, where it is safe to do so, is a good thing. It can be easy to point out where you think things are going wrong and forget to notice the things that go right. Everyone enjoys a bit of praise and encouragement, so when they do well, tell them.

## Growing and developing

A sense of self-esteem and being aware of dangers is the best protection you can give your child. Reinforce with your child the fact that everyone is different. Encourage your child to take an interest in their appearance and personal hygiene. Be generous with compliments, remind them of the things they are good at. Encourage them to be assertive. If your child is conscious about certain aspects of their appearance, don't dismiss it; support them by helping them to dress in a way that will divert attention. Show them that you are proud of them.



## Tips

If they seem unhappy, have mood changes, are unusually secretive and are avoiding you. Could you be doing what you think is right without listening to how they feel?

Try to develop an open relationship. Be supportive and let them know you are always there to listen.





# Keeping children safe

Parents are responsible for their child's safety. Children are best cared for by their own families and professionals want to work with families to reduce the risk of harm to children. All children and young people, have rights of their own, independent of those of their parents, guardians and carers. Those rights should be recognised and respected by family members and professionals including social workers, health and education workers.

There is a Framework of Action to ensure positive outcomes for children and young people in:

- Being healthy (physically, emotionally and sexually).
- Enjoy and Achieve (education and leisure).
- Make a positive contribution (develop positive relationships, self-confidence to make personal decisions and become involved in the community).
- Achieve economic well-being (to live in decent homes and sustainable communities).
- Stay safe (from maltreatment, neglect, violence, sexual exploitation).

Safeguarding is an important part of social work that can at times be confusing to families and even possibly, raise anxieties. Families may be in crisis and the involvement of social workers can feel intrusive and be unwanted. It is important to know that social workers (and other professionals) have clear guidance to follow to ensure a consistent and fair approach.



## Additional vulnerability

Children and young people with additional and complex needs are much more likely to face bullying, abuse, or assault. There are people who can help you to support your child and keep them safe by supporting them with some practical skills. Ask your child's school teacher or professionals from the ACN service for advice and support. You could also contact your local community police officer who could offer support with hate crime if that is an issue for your child.



## Parenting

At times you may feel that you need some help to deal with your child's needs. Oldham has a range of parenting programmes which may offer you some new ideas. You can self-refer to these programmes, call Family Information Service on 0800 731 1518 for more information. Be sure to tell them that your child has a disability or special needs so that you can be referred for the appropriate intervention or course.

# Family life

## Building positive relationships

Family life can be tiring, even more so when you have a child with a disability. It's important to take care and make time for yourself. A short break can benefit parents, carers and children.

### Leisure activities and short breaks

All children and young people in Oldham should be able to access universal play and leisure activities, for example parks, playgrounds, entertainment and sports facilities. Short breaks provide a Specialist Service which aims to support disabled children and their families, over and above those opportunities available to all families. They include services which you may think of as 'respite care', but 'short breaks' is a better way of describing support from which both children and parents benefit. Access to specialist short breaks will require an assessment.

Holidays - there are a number of grants, discounted holidays and adapted holiday homes available from national organisations. Oldham Family Information Service, Contact a Family or the Family Fund Trust will be able to provide you with further details.

### Children's Centres

Offer support for all families in Oldham. Many provide interactive play sessions where children and parents/ carers are able to meet, learn new skills, borrow toys and resources.

### Carers support

We offer a dedicated service for carers giving advice, information and support. You will find further information and advice on the Oldham Council website.



## Young carers

Young family members can also take a part in caring for their disabled brother or sister. Young carers need support and time for themselves too. School work can suffer and they can often feel under pressure. There are ways that they can be supported and their own needs recognised. Contact the Family Information Service who will put you in touch with other support services.



# Short breaks

## Positive experiences for children and families

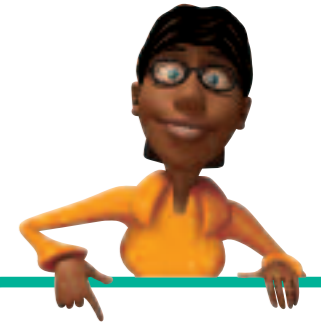
Short breaks offer a chance for a carer to have a break and also provides the child with a good experience. Not all families will require short breaks but for some, it can be a very important source of support that helps keep the family unit together through what can be tiring or stressful times.

### Short breaks:

- Come in all shapes and give disabled children and young people enjoyable experiences independently of their families.
- Contribute to children and young people's personal and social development and gives them opportunities to make new friends.
- Can last for a few hours, an evening, overnight, weekend or more.
- Can take place in or outside the child's home. For example Residential, Contract carer, sports clubs, swimming, youth groups and direct payments.
- In Oldham we fund organisations to provide a wide range of activities including some in-house services, therefore giving parents and carers a wide choice.

Some of these activities are specifically targeted for disabled children while others are open to all. In all cases it is advisable to speak to the provider or organiser of the activity to see whether your child would benefit from the activity on offer and whether any additional support may be needed to ensure your child has a safe and enjoyable experience.

Some of the activities have small charges in place for a child to attend in line with mainstream activities.



Oldham operates a local offer of short breaks that caters for most additional needs and includes youth, sports groups and holiday clubs. The local offer is accessed by self-assessment and referral, if however you feel that your child and families circumstances cannot be met by the local offer then your child would need to have a social work assessment to access specialist family support services.

For more information please ring 0161 770 3126



### Who to contact

To find out if your child meets Oldham's eligibility criteria for local authority services contact the Children's Additional and Complex Needs Social Work Team. If your child meets the criteria your allocated social worker will discuss the direct payments and Individual Budgets options with you when they assess your child's care needs.

Tel: 0161 484 1240

# Direct Payments and Individual Budgets

## Understanding your entitlements

Direct payments are an alternative way of arranging services by giving a cash payment to a person with parental responsibility for a child with an additional need or to a young person with an additional need. The cash payment is used to arrange and organise a service of choice, instead of the local authority providing that service. The child is therefore eligible for a direct payment if they meet the eligibility criteria for Oldham's local authority services. All eligible children and their families can be offered direct payments as an option when offering short breaks services. The choice to take up direct payments is for the family to make; if this is not appropriate for the family then an alternative will be offered.

Direct payments are made directly into your own separate bank or building society account. The money is for you to use to pay for the services, which will meet the needs Oldham Council has assessed.

### How the money is managed

Direct Payments/Individual Budgets (IBs) in the main, are held and managed by the person with parental responsibility. Money allocated to a Direct Payment/Individual Budget can be held if required and managed by a broker (support person or agency). This may help families to manage the budget and support them through the process of arranging services as much or as little as they need.

### Individual Budget

An Individual budget (IB) is an allocation of money to a disabled child and their family to enable them to arrange and purchase their own services. As with direct payments the child would need to meet Oldham's eligibility criteria for local authority services.

### What's the difference?

A direct payment is used to purchase either a service or a person, where as an IB can give more scope to purchase equipment, holidays, membership to sports clubs or to build a support team around the child's/family's needs. The flexibility of an IB allows individuals to tailor the support they receive to meet their needs as a whole, rather than being provided with fragmented support from different agencies.



# DLA\* and Carer's Allowance

## Understanding your entitlements

Almost all families with children who have a disability suffer from some kind of financial difficulty. There are benefits available to help you. This is only a brief guide - entitlement will depend on your individual circumstances. Only about 50% of families with disabled children claim the allowances and benefits that they are entitled to. Make sure you know your entitlements and claim them.

**Disability Living Allowance\* (DLA)** is a tax-free benefit for children who require additional help with personal care, or have walking difficulties caused by a long-term health problem.

You should consider applying if your child has a long-term illness, which affects their everyday activities, even if you do not consider your child to be disabled.

DLA is there to help you meet additional expenses caused by a long-term health problem, such as higher heating bills, taxi fares, or additional laundry.

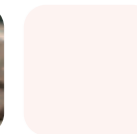
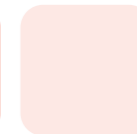


### There are two parts to DLA

1. Help with personal care.
2. Help when someone has problems getting around.

The help with personal care component of DLA is available at three rates depending on your extent of need - lower, middle and higher. You can spend DLA on anything you wish. It could be used for treats, holidays or to put in a savings account for your child.

# DLA/Carer's Allowance *continued*



**Key points (DLA):** A long-term health problem is one that has lasted for at least three months and is expected to last for at least another six. You can prepare an application before the three months is up.

The health problem has to result in your child needing substantially more care or supervision than other children of the same age without the health problem.

If your child is under 16 you can make a claim on their behalf. Once they are 16 or over they can claim in their own right. Making a claim for DLA can be a long, drawn out and emotionally draining process but there is help at hand.

DLA is non-means tested. This means it is not affected by any money that the child or the child's family might have in the form of income or savings. Your child will not

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

### **The following tips may make filling out the Disability Living Allowance forms a bit easier.**

- 1.** Always keep in mind why you are filling out the form.
- 2.** Enlist the help of an outsider who knows your child.
- 3.** Keep a detailed diary of all the help you give your child. The diary should include headings relevant to the DLA form.
- 4.** Have a trial run. It will allow you to plan the most appropriate responses.
- 5.** Keep a copy! This will help should you need to appeal or ask for a review. It will also be handy when the benefit award period ends and your claim will be renewed, since you have to fill a renewal form giving almost the same information all over again.

### **Carer's Allowance - what is it?**

Carers may be able to get a benefit called a Carer's Allowance. This is a contribution towards the income of carers who are unable to work full-time. It is not a wage for caring.

To find out how much the Carer's Allowance is, visit the Directgov website [www.direct.gov.uk](http://www.direct.gov.uk) or see one of the contacts listed.

### **Can I get Carer's Allowance?**

You may be able to get Carer's Allowance if you:

- Are aged 16 or over.
- Meet conditions about which country you live in.
- Earn within the 'earnings limit'.
- Are not in full-time education (21 hours or more of supervised study each week), and for at least 35 hours a week, care for someone who is getting Disability Living Allowance at the middle or highest rate for care.

For Carer's Allowance, a 'week' is seven days, Sunday to Saturday. So, you can still get Carer's Allowance even if you only provide care at weekends.

If you care at least 35 hours every weekend for a child who is away during the week, you can still get Carer's Allowance. You may have to pay tax on your Carer's Allowance. The amount of savings you have does not matter for Carer's Allowance.

The Carer's Allowance is only paid to one carer so the carers need to decide who should claim. Carer's Allowance can only be paid for caring for one person although more than one person in the same household can claim Carer's Allowance, but they must be caring for different people. For example, if both parents are caring for two disabled

children and both meet the qualifying conditions for Carer's Allowance, each could claim Carer's Allowance for caring for one of the disabled children.

The information contained within these pages was correct at the time of going to print. However, parents are advised that at this time due to the on-going budget spending review services are subject to change at short notice.





# Glossary of terms

**Access Section** - Section within Children, Young People and Families directorate which includes the following Services: Access Service, Education Welfare Service, Pupil Service and Student Service.

**Admissions & Withdrawals** - Returns submitted by schools on a weekly basis advising the LEA which pupils have joined and left the school other than at the annual intake or usual leaving dates.

**Advisory Teacher** - A teacher with an additional qualification and experience in SEN.

**ACN Service** - Additional and Complex Needs Service

**Allocation** - The annual process of allocating school places to pupils entering Reception classes or transferring from Primary to Secondary education.

**Appeal** - Process whereby parents can apply to have their case put before an independent panel regarding a refusal of a school place or a permanent exclusion.

**CAF** - The Common Assessment Framework. A standardised approach to conducting an assessment of a child's additional needs and deciding how those needs should be met. It can be used by practitioners across children's services.

**Child in Public Care (CiPC)** – Child in the care of the local authority. Also known as Looked after Child (LAC).

**Clinical Psychologist** - A clinical Psychologist is a health professional who helps children with specific problems with learning or behaviour difficulties.

**Code of Practice** - SEN - Provides practical advice and guidance relating to statutory duties to identify, assess and make provision for pupils with SEN.

**Connexions Service** - The service provides a single point of access for all 13-19 year olds.

**Connexions Personal Advisers (PAs)** - Provide a information, advice and guidance for all young people 13-19 years when and where they need it, at school, in further education, in or out of work.

**Co-ordinated Admissions** - National strategy ensuring that all parents make a single application for all school places and receive a single offer of one school place.

**Delegated SEN Funding** - All mainstream schools and academies are given funding based on an agreed formula to be used to make a provision for pupils with SEND.

# Glossary of terms *continued*



**Dietician** - A dietician is a health professional who gives advice about nutrition and swallowing or feeding difficulties.

**Disagreement Resolution Arrangements** - All LEAs must provide arrangements to help prevent or resolve disagreements between parents, whose children have special educational needs, and the LEA or a school.

**Education Act** - Description of the National Statutory Duties for Education.

**Education at home** - Parents take responsibility for a pupil's education at home. There is a strict protocol of home visits and monitoring to ensure the pupil is in a safe environment which meets their educational needs.

**Education Out of School (EOOS) Service** - Section within Education & Cultural Services which supports children who are accessing education away from a school setting. This includes: Excluded pupils, pupils at risk of exclusion, pupils educated at home, sick children, pregnant or young mothers.

**Educational Psychologist** - A person who promotes child development and learning through the application of psychology.

**Education Welfare Officer** - Person employed by an LEA to help parents and LEAs meet their respective statutory obligations in relation to school attendance.

**Exclusion** - Formal process by which pupils are asked not to return to their school as a result of a disciplinary incident. This can be for a fixed term or permanently.

**Family Information Service** - Provides help, advice and support for parents and carers of children from birth to 20 years old.

**Graduated Response** - A model of action and intervention in schools and early education settings to help children who have SEN.

**Health Visitor** - A Health Visitor is a registered Nurse or a Midwife with additional training. They visit families at home to give help, advice and practical assistance about the care of very young children. Some areas have specialist Health Visitors who have particular experience and expertise supporting families with a young disabled child.

**Home to school/college transport** - Provision of support to parents for support with transport to and from school/college for pupils who are eligible in accordance with the LEA policy.

**Inclusion** - Within the SEN framework, this refers to the LEA's aim to offer education in a mainstream setting to all children whose parents wish this. The wider definition means extending educational opportunities for and encouraging wider participation from all young people.

**Individual Education Plan** - The IEP is a planning, teaching and reviewing tool. It is a working document for teaching staff recording short-term targets and strategies that are different from or additional to those in place for the rest of the class.

**Intake** - Annual admissions of new pupils to a school into Reception (primary) or Year 7 (Secondary).

## Key Stages

Foundation stage = Nursery and reception

KS1 = Year 1 and 2

KS2 = Year 3-6

KS3 = Year 7-9

KS4 = Year 10 and 11

**Learning Disability Nurses** - Learning disability nurses are specialist nurses who work with children and adults with a learning disability and with their families. They can help you find services for your child.

**Looked After Child (LAC)** - Child in the care of the local authority. Also known as Child in Public Care (CiPC).

**Moderation Process** - The way in which pupil need is compared across the borough to ensure resources are allocated to pupils who are most in need.

**National Literacy and Numeracy Strategies** - The literacy and numeracy strategies were introduced to raise standards of literacy and mathematics.

**Not attending** - Pupil who is on the roll of a school but not physically in school for whatever reason.

**Off roll** - Taking a pupils name off a school register to indicate that the pupil no longer attends that school.

**Occupational Therapy** - Occupational therapy is the use of purposeful activity and play to help a child attain maximum levels of functional performance, thus gaining self-esteem and independence. Working with the child, parents and teachers, occupational therapists use therapeutic techniques (advising on equipment and environment adaptations where appropriate) to improve a child's ability to access the physical and learning curriculum.



# Glossary of terms *continued*



**Parent Partnership Service** - Provide advice and information to parents whose children have special educational needs.

**Paediatrician** - A paediatrician is a doctor who specialises in working with babies and children. They are often the first point of contact for families who find out their child has an impairment or medical condition. Paediatricians may give you a diagnosis about your child's condition, answer any questions you may have and refer you to specialist services.

**Podiatry** - Form of health care that provides preventative care, diagnosis and treatment of patients with foot and lower limb difficulties.

**Physiotherapy** - Physiotherapy is a health care profession that emphasises the use of physical approaches in the promotion, maintenance and restoration of an individual's physical, psychological and social well-being.

**Pupil Mobility** - Movement of children on and off the register of a school.

**RAS (Resource Allocation System)** - An IB process that identifies an allocation for a child or young person where they have been assessed as having support needs beyond universal and targeted services.

**Reintegration** - Process by which a previously permanently excluded pupil is supported in their re-admission to a new school.

**School Action** - When a teacher identifies that a pupil has SEN they provide interventions that are additional to or different from those usually provided.

**School Action Plus** - When the class or subject teacher and the SENCo are provided with advice or support from outside specialists so that alternative interventions, additional to and different from, those made at School Action can be put in place.

**SENCo** - Special Educational Needs Coordinator is a member of staff of a school or early education setting who has responsibility for coordinating SEN provision within that school.

**SEND** - Special Educational Needs and Disabilities.

**SEN Tribunal** - An independent body which has jurisdiction for determining appeals by parents against LEA decisions on assessments and statements. The Tribunal's decision will be binding.

**Speech and Language Therapy** - Is a health care profession, the role and aim of which is to enable adults and children with speech, language and communication difficulties (and associated difficulties with eating and swallowing) to reach their maximum communication potential and achieve independence in all aspects of life.

**Social Inclusion** - In education involves the processes of increasing the participation of students and reducing their exclusion.

**Social Worker** - A social worker is a professional who provides practical help and advice about counselling, transport, home help and other services. They are normally employed by the local council.

Social workers may also be able to help you with claiming benefits or getting equipment you need at home.

**Statement of SEN** - When a child's SENs are assessed as significant and need more educational resources than are available to mainstream schools.

**Statutory Assessment** - The process by which a child's SENs are investigated and arrangements made to meet such needs within educational settings, often resulting in the issuing of a Statement.

**Transition** - Movement between educational phases and a move from children's to adult's services.

**Tribunal** - SEN appeals process which allows an independent body to consider an appeal against decisions on statutory assessment.

# Useful contacts

## National contacts

### Action for Children

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

### Advisory Centre for Education (ACE)

0808 800 5793 [www.ace-ed.org.uk](http://www.ace-ed.org.uk)

### Barnardo's

[www.barnardo's.org.uk](http://www.barnardo's.org.uk)

### Bullying UK

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

### Carers direct

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

### Child Exploitation and Online Protection Centre (CEOP)

0870 000 3344 [www.ceop.police.uk](http://www.ceop.police.uk)

### Children's Society

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

### Contact a Family

0808 808 3555 [www.cafamily.org.uk](http://www.cafamily.org.uk)

### Cruse Bereavement Care Helpline

0844 477 9400 [www.cruse.org.uk](http://www.cruse.org.uk)

### Down's Syndrome Association (DSA)

020 8614 5100

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

### Education and Resources for Improving Childhood Continence (ERIC)

0845 370 8008 [www.eric.org.uk](http://www.eric.org.uk)

### Family Fund

0845 130 4542 [www.familyfund.org.uk](http://www.familyfund.org.uk)

### Family Lives

0808 800 2222 [www.familylives.org.uk](http://www.familylives.org.uk)

### Family Rights Group

0808 801 0366 [www.frg.org.uk](http://www.frg.org.uk)

### Kidscape

08451 205 204 [www.kidscape.org.uk](http://www.kidscape.org.uk)

### Kids

07818 594 297 [www.kids.org.uk](http://www.kids.org.uk)

### Mencap

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

### National Autistic Society (NAS)

0161 998 4667 [www.autism.org.uk](http://www.autism.org.uk)

### National Domestic Violence Helpline

0808 2000 247

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

<http://refuge.org.uk>

### NHS Direct

0845 4647 [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

### NSPCC

0808 800 5000 [www.nspcc.org.uk](http://www.nspcc.org.uk)

### Scope

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

### The Samaritans

08457 90 90 90 [www.samaritans.org](http://www.samaritans.org)

### Whizz-kids

020 7233 6600 [www.whiz-kidz.org.uk](http://www.whiz-kidz.org.uk)

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

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

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

## Local contacts

### Aids and Adaptations team

0161 770 1515

### Bus Pass

**Greater Manchester Transport**

0161 244 1050

### Citizens Advice Bureau - Oldham

0844 847 2638

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

### Complaints Officer

0161 770 1129 or 0161 770 5292

[cypf.complaints@oldham.gov.uk](mailto:cypf.complaints@oldham.gov.uk)

### Exclusion from school

0161 770 5179

### Go Oldham

(activities information)

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

### Oldham Family Information Service

0800 731 1518

### Parents of Oldham in Touch (POINT)

07514041628 or 07546454580

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

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

### Positive Steps Oldham

(support for young people)

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

### The Schools Admission Team

0161 770 4213/4214/4201

### The Integrated Transport Team

(school transport)

0161 770 4233

### The Princess Royal Trust Oldham

**Carers Centre**

0161 770 1188

### School Meals

0161 770 6688

### Short Breaks

0161 770 3126

[www.oldham.gov.uk/AimingHigh](http://www.oldham.gov.uk/AimingHigh)

### Young Carers Project

0161 621 9420

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