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ENTER



Bolton Information Guide

for parents and carers of children and young people with a disability

Welcome

Being a parent is the most rewarding experience, but it can also be tough, especially if your child has a disability.

This handbook aims to offer practical advice and positive ways to manage some of the challenges you may encounter. You'll find information on local services, action to take, as well as ideas and tips that can be used to tackle specific issues. There is also information on how to get further support.

I would like to thank the parents who have contributed greatly to the development of this handbook.

Councillor Ebrahim Adia - Executive Member for Children's Services



“Information and support is out there. Now everyone can read about it in one handy booklet supporting families of disabled children in Bolton.” **Parent**

Parents Welcome

Being a parent is one of the most challenging and yet rewarding endeavours there is in life. However, when you have a child with a disability it can bring extra challenges.

Initially, you're getting over the 'shock' of having a child with extra needs, and then begins the journey of ensuring you can provide them with the best care possible. At every stage along the path you will require information and support, who to contact, where to go etc.

As fellow parents and carers of disabled children we understand that time wasted trying to find accessible services can be a drain on your energy levels, which is why we were happy to be able to contribute to this handbook.

Parents - Alison and Claire



Please refer to the Bolton Guide for Young People with a Disability for further information about Transition to adulthood. You can get a copy of this handbook from Connexions or by calling 0800 052 5559.

BACPAC - Bolton Area Council for Parent and Carers

A group of parents and carers of disabled children aiming to help improve local services. We welcome new members and ideas. To find out more telephone 07944 237982 or visit our website www.bacpacbolton.org.uk

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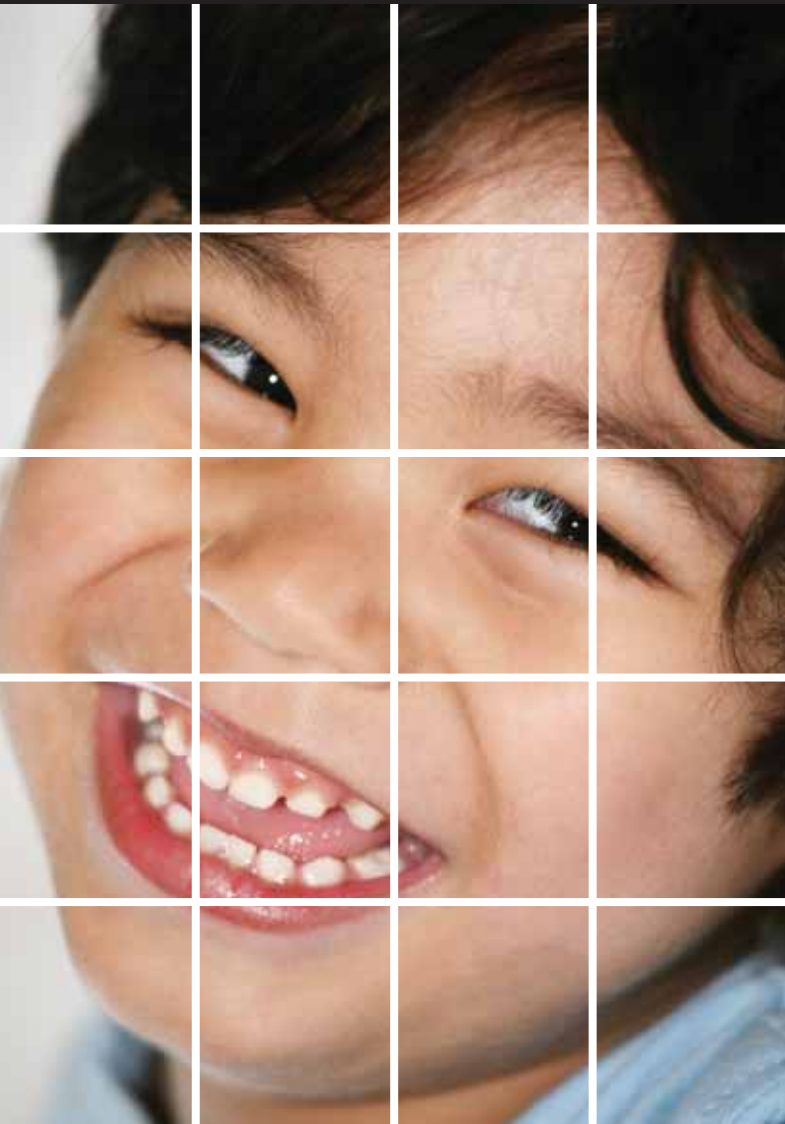
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Help starts here

You are not alone

.....

// I won't pretend life is easy - but talk to the right people and ask the right questions. There is always someone to listen, whether a professional or it may be possible to be put in touch with a like minded parent.



- Additional support services are available for families with children who need more and/or different help than other children of the same age.
- Family, friends and other families with children who have disabilities can often provide help and advice too.

There is support and help out there, and often the first point of contact is the hospital specialist or GP. They are then able to refer you on to other services provided, such as speech therapy, physiotherapy or occupational therapy, if you need it.

Parents know their children best, so if you have concerns about your child's development, whether it is about the way they are acting, walking, communicating or developing, then you need to speak to someone like your GP, Children's Centre, School, School Nurse or Health Visitor. 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 rates, 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 and go back to your GP. Don't be put off.

Sometimes difficulties may be identified during pregnancy and you will be able to research the help and support you may need, or it might be much later that you notice signs that your child needs help, or that a problem is developing. Your child's needs remain the same whether or not you have a diagnosis and must be met. Many parents find that a diagnosis can help, as it gives you answers and can provide you with more information on the type of care and support you can give and receive.

Every child and family is different, and will need different types of support. The support you need may also change over time. Additional support services are used by families with children who need more and/or different help than other children of the same age.

Services provided for every family in Bolton are sometimes called Universal Services - for example, the standard support provided by GPs and the Health Visitors for all families with newborn babies.

Services provided especially for families and children with disabilities are called Specialist Services.

Statutory Services are the services that the local authority, along with other organisations, must provide by law and usually include education and social care (sometimes known as Children's Services) and health services.

Children's Centres are part of the Universal Services provided for all families with young children. They are places where children and their families can receive education, childcare, family support, health services and support with employment. Children's Centres can be a good source of information and can put you in touch with people who can help.

Help starts here

You are not alone *cont.*

Other families with children can be a good source of information about the services provided. They can tell you a lot about what is available and accessible. There are also local networks to help parents with young children to get in touch with each other. Ask the people working with your family about groups like this in your area.

If you're meeting lots of different people who are trying to help, it can be overwhelming and difficult to make sense of what's happening. Bolton uses a system called the Common Assessment Framework (CAF) which is a way of working to support children, young people and their families. With your permission, agencies will talk to each other and work together with you. This means that you won't have to go from one agency to another to get support. Services are now encouraged to identify a Lead Professional or Key

Worker. This person can act as a single point of contact and can support you to navigate your way through the system. Multi-Disciplinary Teams (MDTs) offer support to children, young people and their families at the earliest opportunity as part of the CAF process.

Bolton also has a Parent Partnership Service - this is a statutory service that provides educational advice, information and support to parents of children with Special Educational Needs (SEN). This Service holds a range of information about local and national services, organisations and support groups. They can also assist you to explore the help available to you and your family.



CONTACTS

- Bolton Parent Partnership Service 01204 848722
- Bolton Carers Support 01204 363056 www.boltoncarersupport.co.uk
- Bolton Central Library 01204 333173 www.bolton.gov.uk
- Bolton One Stop Shop 01204 333333 www.bolton.gov.uk
- Disabled Children and Young People www.bolton.gov.uk
- Carers UK 0808 808 7777 www.carersuk.org
- Directgov www.direct.gov.uk/carers
- Family Fund 0845 130 4542 www.familyfund.org.uk
- Contact a Family 0808 808 3555 www.cafamily.org.uk
- MENCAP 0808 808 1111 www.mencap.org.uk
- Council for Disabled Children 020 7843 1900 www.ncb.org.uk/cdc
- www.radar.org.uk

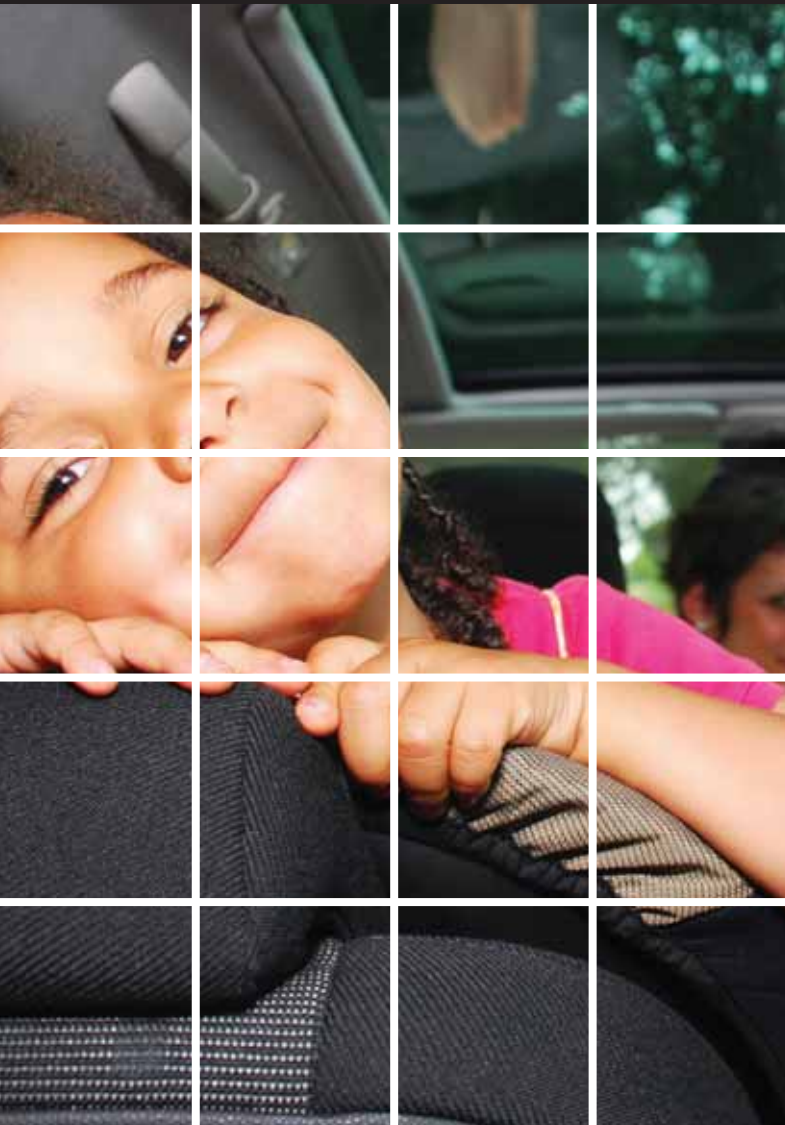
Radar Keys

Bolton is developing a number of fully accessible changing facilities and there are a number of accessible toilets that can be used with a Radar Key. There are 18 toilets available under this scheme in Bolton. You can request a key from the One Stop Shop, Town Hall, Victoria Square, Bolton BL1 1RU.

The Radar Key Scheme provides standard locks for toilets for people with disabilities throughout the country and keys issued in Bolton will fit all such locks. If you, or your child, have mobility problems and are unable to use standard size public toilets, then you may be eligible for a key. Call into the One Stop Shop, Town Hall, Bolton, BL1 1RU or telephone 01204 333333.

Bus Passes

Children and young people still attending school have their travel pass applications authorised by the Education Department. However, for those who have left school and are under the age of 18, we can authorise their bus passes. All families need to do is contact one of the Parent Information and Support Workers on 01204 337102 or 01204 336194. Email: therecord@bolton.gov.uk



Specialist Services

A range of support

// The activities arranged for young people are fantastic, and have given me a much needed break. They have helped my child feel independent.



- Specialist Services can provide a wide range of help and support.
- A short break from one another may be just what you both need.
- Support is tailored to individual needs. Be aware that sometimes you may not be able to access some services.

Disabled Children's Services

This is a specialist service for children with disabilities and their families. The service is made up of teams that have specialist knowledge who work with children and young people who are aged 0-18 years.

To use these services young people will have a permanent and substantial physical and/or learning disability, which will have a significant impact on them and their families' ability to lead an ordinary life.

Young people will have an impairment or combination of impairments which might be learning, physical, sensory or communication which result in care needs consistently greater than children of the same age.

In some cases they might have an ongoing and long-term illness which also has a substantial and continuous effect on the family's ability to lead an ordinary life.

To get specialist support you will need an assessment from the Children with Disabilities Social Work Team. Families can refer themselves or be referred by another professional.

The Team works in partnership with other services such as Health and Education to ensure the needs of children and young people are met. They will provide advice and guidance and refer for packages of support, which include short breaks (including overnight stays) domiciliary care and aids and adaptations.

Should your child not meet the criteria to receive a Specialist Service you will be signposted to other services that could be of benefit to your child.



CONTACTS

- Disabled Children and Young People
01204 337100
www.bolton.gov.uk
- The Record
01204 337102
www.bolton.gov.uk
- Short Breaks and Activities for Disabled Children
www.bolton.gov.uk
- Children's Community Learning Disability Health Team
01204 463660/463470
- CAMHS (Child and Adolescent Mental Health Services) 01204 390659
- Child Development Team
01204 463500
- Contact a Family
0808 808 3555
www.cafamily.org.uk
- Family Rights Group
0808 801 0366
www.frg.org.uk

Specialist Services



A range of support cont.

Specialist Services from Disabled Children's Services

Short break services

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.

Services can be provided in your home, such as a 'sitting service' or in the community. Sometimes sessional workers are used to support children and young people to access activities. There are also options for overnight stays either with carers or in residential children's homes. Services take into account the individual and unique nature of each child and are provided in conjunction with the children and their families.

Direct payments

Direct payments allow you to arrange care and services yourself instead of receiving them directly from your local council. Following an assessment, direct payments can be used for a variety of services which offer your child stimulation, new experiences and independence.

Where agreed following an assessment, you can use direct payments to employ a person to provide your child with support. Advice and guidance is provided around safe practice in employing care workers to work with your child. A number of checks may be carried out, including a police check to ensure the safety of your child. As the employer, the responsibility remains with you. Direct payments offer flexibility to parents and carers of a child with a disability.

Children Act Database

One of the requirements of the Children Act 1989 is to compile a Record of Disabled Children. This is to ensure that the local authority Children's Services and Primary Care Trusts understand the needs of children with disabilities and their families and to help Local Authorities plan and co-ordinate services. In Bolton we call this database 'The Record' and recommend all parents of disabled children register their child.

Inclusion is voluntary - it's the parent's choice, but it helps us to gather as much information about as many children as possible. It will provide vital information to local health, education and social care services and voluntary organisations to help them plan, provide and monitor services as effectively as possible. There are also benefits to you which are outlined in our information leaflet.

The following Specialist Services are provided by health and may also be involved in supporting your child:

Child and Adolescent Mental Health Services (CAMHS) are a comprehensive range of services available within Bolton, which provide help and treatment to children and young people who are experiencing emotional or mental health problems, disorders and illnesses. They offer services to children and young people up until their 17th birthday. Referral is through professionals such as GPs and Educational Psychologists.

Children's Community Learning Disability Health Team (referral by professional)

This is a Multi-Disciplinary Team of specialists who work with school age children with learning disabilities. They can help where the impact of a child's disability is having a significant effect on their lives.





Benefits and finance

Understanding your entitlements

// It is reassuring to have some information about the types of benefits my family are entitled to.

- Only about 50% of families with disabled children claim the allowances and benefits that they are entitled to.
- There are various benefits that you could receive to help you with the costs of caring for a child with a disability.

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. More information is available from the websites, helplines and advice agencies listed at the end.

Disability Living Allowance (DLA)

Help towards the cost of bringing up a disabled child. It has two parts - care and mobility components.

Carer's Allowance

If your child gets the middle or highest rate of care component of DLA you may be entitled to Carer's Allowance.

Carers Credit

Protects your National Insurance record if you are caring for at least 20 hours a week.

Motability Scheme

The higher rate of DLA, mobility component gives access to leasing or purchasing a car. Contact Motability Operations for further information.

Blue Badge Scheme

Parking concessions. The child needs to be in receipt of the higher rate DLA, mobility component. Contact Blue Badges, Access Bolton 01204 337266 or call at the One Stop Shop, Bolton Town Hall.

Exemption from Road Tax (VED)

If your child gets the higher rate of DLA mobility component and the vehicle is used solely for the purposes of the disabled child you may be entitled to this. Contact the National Benefit Enquiry Line for more information.

Travel expenses

If your child has to go into hospital or attend on a regular basis you may be able to claim help with travel expenses. Enquire at the hospital.

Council Tax

You may be entitled to a discount under the Disability Reduction Scheme if your child is 'substantially and permanently disabled' and certain conditions are met within the home.

For further information contact Council Tax, Access Bolton 01204 331599 or call at the One Stop Shop, Bolton Town Hall.

The Family Fund

A charity providing grants and information to ease the stress on families arising from the day to day care of a severely disabled child under the age of 18.

You may wish to return to work or training; Bolton Families Information Service has details of childcare providers and the 'Working Families' website has a specific area and helpline for parents of disabled children that can advise on flexible working options and your legal rights.



CONTACTS

Local:

- Blue Badges 01204 337266 www.bolton.gov.uk
- Bolton Welfare Rights Service 01204 333820 www.bolton.gov.uk
- Citizens Advice Bureau 0844 826 9707 www.boltoncab.co.uk

National:

- Disability Living Allowance (DLA) 0845 712 3456 www.direct.gov.uk
- Carers' Allowance 0845 608 4321 www.direct.gov.uk
- Motability Operations 0845 456 4566 www.motability.co.uk
- Benefit Enquiry Line 0800 882 200
- The Family Fund 0845 130 4542 www.familyfund.org.uk
- Working Families Helpline 0800 013 0313 www.workingfamilies.org.uk
- Community Legal Advice 0845 345 4 345 www.communitylegaladvice.org.uk

DLA and Carer's Allowance



Disability Living Allowance (DLA)

Disability Living Allowance (DLA) is a tax-free benefit for children who require additional help with personal care or supervision, 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'.

You can use DLA to help you meet additional expenses caused by a long-term health problem, such as higher heating bills, taxi fares, or additional laundry but you can spend DLA on anything you wish.

Key points

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. If your child is terminally ill you can claim the care component as soon as you know this.

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.

DLA is non-means tested, this means it is not affected by any money 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.

There are two parts to DLA:

- Help with personal care/supervision.
- Help when someone has problems getting around (mobility).

The help with personal care component of DLA is available at three rates depending on your extent of need - lower, middle and higher.

The government is proposing some changes to how DLA is claimed from 2012.

Claiming DLA

Get a form from the Benefit Enquiry Line, telephone 0800 882 200. You can also claim online www.direct.gov.uk/disability-dla.

Making a claim for DLA can seem difficult. 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 - don't underestimate the help that is needed.
2. Enlist the help of an outsider who knows your child.
3. Give accurate information - don't guess time/distance etc. It may help to 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 helps 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 may have to fill a renewal form giving almost the same information all over again.

You may be able to get help with the form from an advice agency like Citizens Advice or you can get help over the phone from the Benefit Enquiry Line.



DLA and Carer's Allowance



Carer's Allowance

What is Carer's Allowance?

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) or contact the Carers Allowance Unit or Benefit Enquiry Line. If you cannot get Carers Allowance you may be able to get a Carers Credit. This is not a payment but does protect your National Insurance record.

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 no more than 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 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.

Claiming Carer's Allowance

You can claim online, or download a claim form to print off and complete. Use the link below and follow the on-screen instructions.
<http://www.dwp.gov.uk/carersallowance>

You can get a claim pack from the The Carer's Allowance Unit or the Benefit Enquiry Line 0800 882 200.

Tax Credits



Tax Credits are paid by HMRC. There are 2 types:

Child Tax Credit (CTC)

Is a means tested tax free payment for people (working or non-working) who are responsible for children.

Working Tax Credit (WTC)

This is a means tested tax free payment for those in low paid work.

You could be entitled to both types of Tax Credit.

Your Tax Credit payments are based on your current personal circumstances and your annual income from the tax year from April-April. Therefore, the lower your income the more Tax Credits you can get. You can get more Child Tax Credit if you have a disabled or severely disabled child and your child:

- Gets Disability Living Allowance.
- Is registered as blind.

- Has come off the blind register in the 28 weeks before you claimed Tax Credits.

If your child is severely disabled and gets the highest rate of care component of Disability Living Allowance you may get a higher payment. Disability Living Allowance doesn't count as income when your Tax Credits are worked out. However, other benefits like Carer's Allowance do count, as income and can reduce your Tax Credit payments.

How to claim extra help:

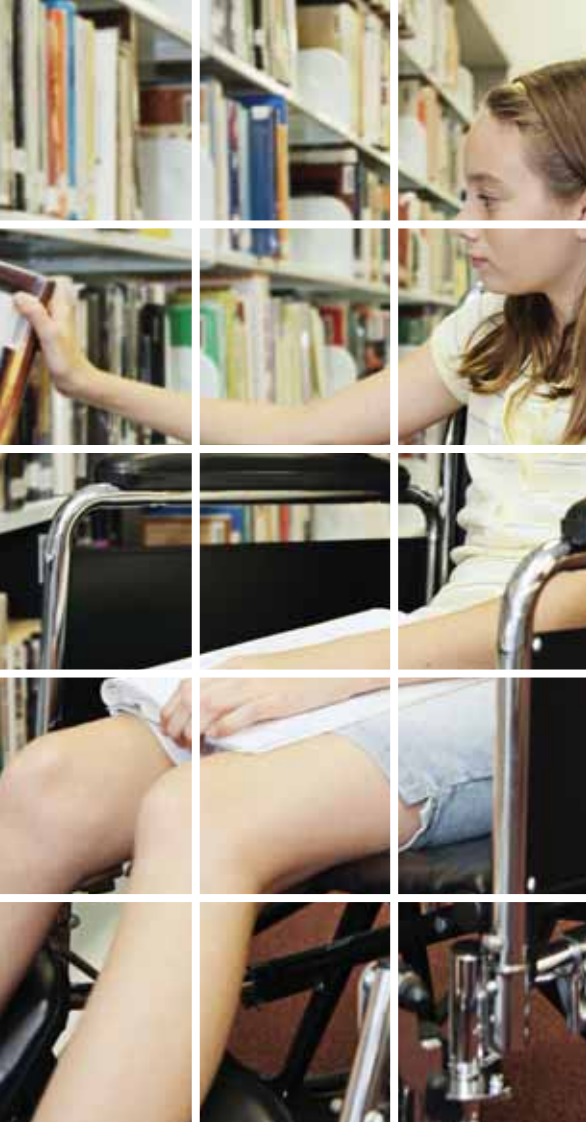
If you're not currently getting Tax Credits

You need to fill in a claim form, which you can get by calling the Tax Credit Helpline on 0845 300 3900 or you can claim online.

If you are already getting some Tax Credits

Call the Tax Credit Helpline as soon as you know you're entitled to Disability Living Allowance (or the highest rate care component) for your child. You should do this within three months of finding out, to make sure that you get your payments back dated to the earliest possible date.

For more information call the Tax Credit Helpline on 0845 300 3900.



Education

A lifelong experience

// Inclusion has to be more than just attending a mainstream school. We work closely with our daughter's school to ensure he has an enjoyable and fulfilling time at school.

- Localised help and advice is accessible to suit the needs of your child.
- Make sure you are comfortable with your child's educational setting.
- Specialist education can take place in mainstream schools or special schools/resourced provisions if appropriate.

We all want our children to be happy and do well in school. However there may be times when some children need extra help or support that is different from the needs of other children; this can usually be provided by your child's school. The local authority provides a range of settings and support services so that, wherever possible, children will be educated alongside their peers in their local community.

All children, including those with Special Educational Needs (SEN), are entitled to a broad, balanced and relevant education, which includes an appropriate curriculum. Your child will follow the same curriculum as others but it will be appropriately adapted for their specific needs.

Bolton also has a range of Specialist Support Services which provide help to schools, pupils and parents to promote inclusion and participation.

A small percentage of children with Special Educational Needs will require a formal assessment of those needs which may lead to a Statement being issued. A Statement will describe all your child's Special Educational Needs and the special help your child should receive. The local authority will usually issue a Statement if they decide that all the special help your child needs cannot be provided from within the resources of the school/setting.

Bolton Council believes that children with SEN, including children with Statements, should, where appropriate and taking into account the wishes of their parents, be educated alongside other children in mainstream schools. For a very small number of children, very specialist provision will be required which may best be provided by a placement in a special school.

All schools have a designated member of staff, the SENCo (Special Educational Needs Co-ordinator), who has responsibility for Special Educational Needs. Schools also have

a Special Educational Needs governor who has particular responsibility for the SEN Policy and ensuring its delivery. Schools are required to have a Disability Equality Scheme to show how they are improving arrangements for disabled children within their school community.

Remember, you know your child better than anyone. If you have concerns about your child's progress, you should first discuss this with your child's Early Years setting or school. Working together with the setting or school can help to sort out many problems early on. For further information about the Special Educational Needs process and specialist provision available in Bolton, you can contact the Local Authority Inclusion and Statutory Assessment Service.

You can also contact Bolton Parent Partnership Service (PPS), a statutory service which offers impartial advice, information and support to parents and carers of children and young people with Special Educational Needs.



CONTACTS

- Inclusion and Statutory Assessment Service
01204 332207
www.bolton.gov.uk
- Bolton Parent Partnership Service
01204 848722
- Directgov
www.direct.gov.uk
- Advisory Centre for Education (ACE)
0808 800 5793
www.ace-ed.org.uk
- SENDIST (First tier tribunal Special Educational Needs and Disability)
www.sendist.gov.uk
- The Alliance for Inclusive Education
020 7737 6030
www.allfie.org.uk
- Centre for Studies on Inclusive Education (CSIE)
0117 328 4007
www.csie.org.uk
- IPSEA
0800 018 4016
www.ipsea.org.uk
- Parents for Inclusion
helpline 0800 652 3145
www.parentsforinclusion.org

Early Years Services



A lifelong experience cont. // Our children face challenges but being positive, supportive and encouraging helps me feel like I can make a difference. //

Perhaps there has already been a diagnosis from birth. If this is the case then the paediatrician, your midwife or health visitor will be able to refer you to either the Children With Disabilities Team (CWDT) or a specialised nurse who will be able to discuss the next steps.

If there hasn't been any diagnosis at birth but you notice as your child grows that they may be showing signs of additional needs, make sure you speak to your GP or health visitor. You can also speak to staff in your Children's Centre or Early Years setting. They will be able to run some tests to assess whether your child has specific needs and establish which services are available. Again, you may be referred to the Child

Development Team (CDT) or a specialised nurse.

It can feel like you have a mountain to climb when trying to find out the best services to meet your child's needs, and how you can access them. However, Bolton has a range of advice and information set up ready to use.

Child Development Team (CDT)
Bolton has a Child Development Team (CDT) where assessments can take place. They are able to provide early intervention and offer diagnosis as well as evaluating the next steps to take, and services to access. They are able to explain the needs of your child and put you in touch with professionals who will help you.

Children who are under review by the CDT will be assigned a Key Worker who can act as a point of contact.

Children with Learning Disabilities Health Team

Bolton also has a Pre-School Support Team which consists of qualified, trained professionals who have specialist knowledge and skills relating to pre-school children with development delay/ learning disabilities.

They provide a home visiting service to pre-school children and their families. The work is based on the principle of working in partnership with parents and carers with the belief that early intervention may prevent and/or reduce development delay.

The Pre-School Support Team work as part of the Child Development Team and work closely with other professional disciplines.

Children's Centres

Bolton Children's Centres aim to offer parents of young children help, advice, support and information on all aspects of parenting in order to give every child the best possible start in life.

- These centres provide:
- Early education and access to childcare.
 - Family support and outreach services.
 - Child and family health services.
 - Links with Jobcentre Plus, employment and training.
 - Access to information.



CONTACTS

- Children's Centres
01204 332170
www.bolton.gov.uk
- Bolton Families Information Service
01204 332170
www.bolton.gov.uk/fis
- Child Development Team
01204 463500
www.bolton.nhs.uk
- Pre-School Support Team
01204 463470
- Pre-school Learning Alliance
020 7697 2500
www.pre-school.org.uk

Special Educational Needs Inclusion Support Services



A lifelong experience CONT.

Bolton has a range of Support Services that work with children and young people who are vulnerable or who have Special Educational Needs, their schools and their parents/carers. These services are able to offer support to the school and/or parents/carers to advise on meeting the child/young person's needs. In some cases the support services will work directly with the child/young person.

These Services include:

1. Special Educational Needs Inclusion Advisory Service/ Outreach from Ladywood School

A team of specialist teachers and support staff who work with mainstream settings and schools to enable them to include children who have Special Educational Needs. The staff have specialist knowledge and

skills on how your child's Special Educational Needs affect their learning. They may also advise parents on methods, approaches and resources that will help your child.

2. Behaviour Support Service

This is a team of staff who have experience of working with children/young people with behaviour, emotional and social difficulties. They provide support and advice to mainstream schools, for pupils who are experiencing difficulties and for their parents/carers.

3. Sensory Support Service

The Sensory Support Service is a team of qualified and experienced teachers of the Deaf, teachers of the Visually Impaired and support staff, who provide highly specialist support for children. The Service provides a comprehensive programme of

support to children with hearing and/or visual impairment, their schools, parents/carers and other relevant professionals.

4. Educational Psychology Service

A team of educational psychologists who help to promote the emotional, social, cognitive and educational development of children/young people aged 0-19 years. They work in partnership with individuals and groups of learners, parents/carers, teachers and support staff in care settings, educational settings and schools.

5. Early Intervention Team

This team promotes school attendance so that children can take full advantage of the learning opportunities available to them within formal and informal settings.

6. Hospital/Home Teaching Service

This is a team of teachers and other educational support staff who provide education on a short-term basis for school age children (5-16 years) who will be unable to attend their usual school temporarily but for at least three weeks due to accident or illness. This must be supported by a consultant/paediatrician from Bolton NHS Trust.

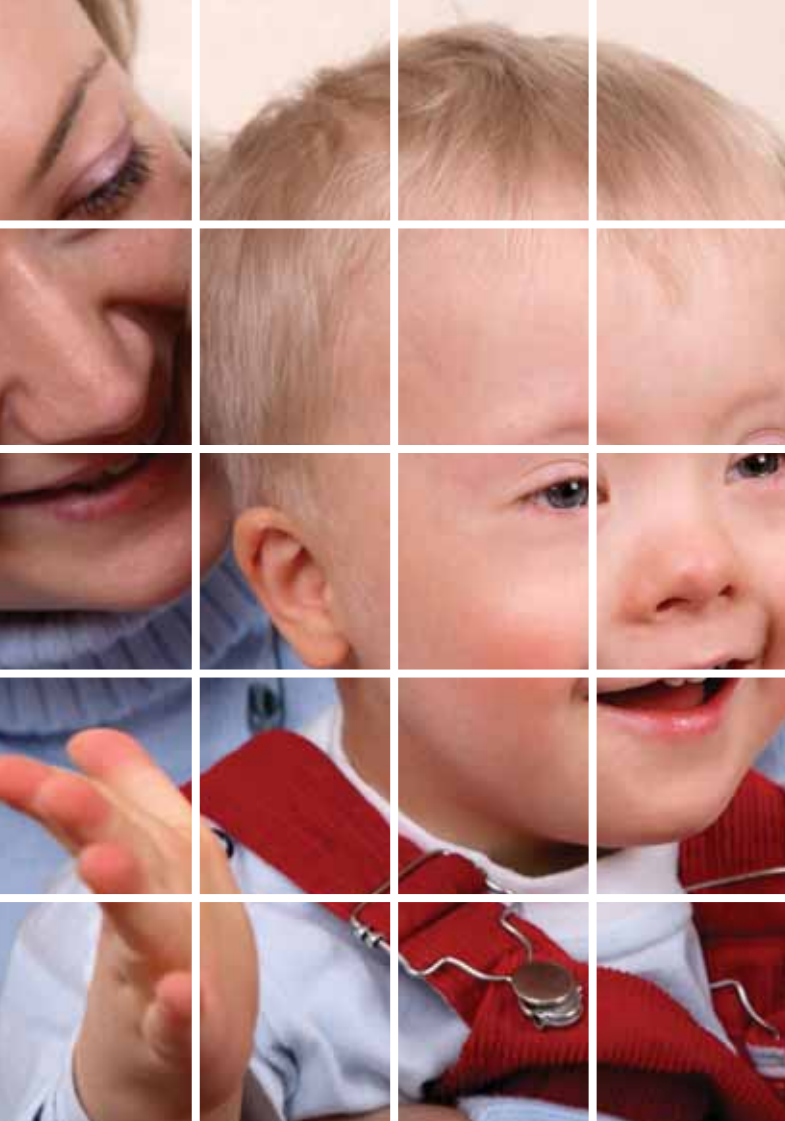
7. Parent Partnership Service

This is a service which works with parents of children who have Special Educational Needs. They provide accurate and impartial information on the full range of options available to parents. They are able to help parents make informed decisions and enable them to take an active role in the education of their child.



CONTACTS

- SEN Inclusion Advisory Service 01204 338060
- Behaviour Support Service 01204 338133
- Sensory Support Service 01204 333120
- Early Intervention Team 01204 338173
- Hospital/Home Teaching Service 01204 333127
- Bolton Parent Partnership Service 01204 848722



Health

Meeting the needs of your child

// Getting the diagnosis felt like a door had opened and we had been invited in. Although heartbreaking we finally had an answer and now know which direction to move in.



- 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.

You can access Health Services in Bolton as long as you have a GP who is Bolton based.

Where needed, health staff work closely with each other in the NHS and with other agencies like education, social services and voluntary organisations.

Even if you have to wait a while it is important to keep appointments when they are offered as they may be essential to your child.

Having a child with a disability may make you feel unsure of the best place to go for help, and using a large organisation such as the NHS can seem overwhelming. The services listed may help you understand what the NHS can offer.

Acute Services

Specialist treatment and care within a hospital or medical environment.

Child and Adolescent Mental Health Services (CAMHS) (Referral through GP or health professional)

These are a range of services for young people who experience difficulties with their mental health. They offer out-patient and day-patient psychiatric assessments for children and adolescents. The service makes assessments of young people's needs and recommendations for further treatment and assessment. This can include individual/group work or advice to the young person and/or their parent or carer. Based at the Royal Bolton Hospital.

Child Development Team (CDT) 01204 463500

A range of health professionals based at the unit is able to provide specialist assessment for children and young people with disabilities. They will then work towards ensuring your child gets the most appropriate service.

Community Children's Nursing Team 01204 463939

(Referral from professionals)

The Children's Community Nursing Team, incorporating a service for children with complex health needs, supports children, young people and their families to live at home with their health problems. These can range from acute illness to children who are completely technology dependent.

"My daughter has been able to access activities and make new friends because her health and medical needs were supported by the Community Nursing Services."

Children's Community Learning Disability Health Team 01204 463660

(Open referral system)

This is a Multi-Disciplinary Team of specialists who work with children with learning disabilities. They help where the impact of their learning disability is having a significant effect on their lives, in areas such as behaviour, sleep or toileting.

**Community Dental Service
01204 462730****(Referral from health, social care
or education professional)**

Provides a dental service where children have additional needs. The service is not just a dental treatment service but can provide support and advice for parents/carers on maintaining a healthy mouth for children with disabilities.

**Continence Nurses 01204 462626
(Open referral system)**

Are able to help if you have any worries about your child's continence. Please speak to the school nurse who will get you the service you need.

**Dietitian 01204 462695/462693
(Referral through Health
Professional)**

These are experts with knowledge of food and nutrition and provide information and plans to promote good health through healthy eating. Some children struggle to take in sufficient food, and some take in too much. Dietitians are able to offer help with these issues.

**Doctors - Psychiatry and
Paediatricians (Referral through GP)**

Psychiatry leads on the treatment and prevention of mental, emotional and behavioural disorders. Paediatricians are doctors who specialise in working with children. Your doctor may refer you to a paediatrician if you are concerned about your child's development.

**Health Visitors 01204 463718
(Open referral system)**

Health visiting provides family centred support and care to promote the health and well-being of children from birth to five years. Health visitors are registered nurses who work throughout the community. They may visit your home or school, and can be based in local surgeries and health centres.

Occupational Therapy 01204 463484
The Occupational Therapy Service is split into two separate services:

- **Home equipment and adaptations (Open referral system - we take referrals over the phone, via standard referral form or clinic letter)**

This service assesses the child's need for home adaptations and equipment in order to facilitate access, care and independence in the home environment.

- **Therapeutic Service (Referral through a health professional via a clinic letter or standard referral form)**

Occupational Therapists work with children and young people who have various physical difficulties. OTs look at how children and young people function in chosen occupation (e.g. school, self-care, leisure activities) and work with them and their carers/families to achieve their potential and live more independent and productive lives.

**Paediatric Audiology 01204 463509
(Referrals from Health and
Educational Professionals)**

The Paediatric Audiology Service provides hearing and vestibular assessments for children. Hearing aids, with ongoing support and habilitation are provided where appropriate.

Instigation of medical investigations for causes of hearing loss is provided for those with permanent hearing loss.

**Physiotherapy (Referral through
Health Professional)**

Physiotherapists provide assessment, treatment, advice and consultation for children who have various mobility, developmental and functional needs. Physiotherapists may see children in their school, a clinic or at home.

Following an assessment, physiotherapy programmes are devised with both the child and their family. Treatment programmes can be incorporated into everyday activities. Advice and training are provided so that the child's family and school staff can encourage /assist the child to complete their physiotherapy programmes.

**Podiatrist 01204 462666
(Referral through a Health
Professional)**

Is primarily concerned with the assessment, diagnosis and treatment of disease and conditions affecting the foot and lower limb. Assessment

and treatment is focused on relieving symptoms and maintaining functional mobility and independence.

**Psychological Services for Children
and Young People
(Open referral)**

Provide psychological and emotional support and advice to children with disabilities, their parents/carers and others who support them. They also offer individual and group psychological therapy using a variety of methods and carer support and advice aimed at reducing stress and managing behavioural difficulties.

**School Nursing Team
01204 463721
(Open referral system)**

School Nurses are qualified nurses who have additional training and/or experience in the health needs of children of school age. They work in teams that include nurses and other community and education workers.

**Speech and Language Therapy
01204 462670**

**(Open referral system for speech
and language difficulties)**
For feeding assessment and advice

a referral is needed from a health professional.

The Speech and Language Therapy Team works with children who have speech, language, communication and/or swallowing difficulties. Children may be seen in a variety of settings such as local clinic or children's centre, school or nursery, or at home. The therapist aims to support you in developing your child's communication skills and help others to communicate with your child. Methods of communication may be wider than purely developing speech. The speech and language therapist will also assess and advise on feeding and swallowing difficulties.

**Wheelchair Services 01204 462777
(Initial referral through a Health
Professional)**

Bolton wheelchair services accept referrals for long-term provision of wheelchairs/buggies for children over three years from health care or at a younger age if necessary. Your child's needs will then be assessed on an individual basis and provision made within the service criteria.



Family life

Building positive relationships

“ Having a child with a disability can be difficult and challenging for the family but it can be immensely rewarding. To see him smile every day makes me feel positive about the future. ”

- 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 young people in Bolton 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. For more information call 01204 337100.

Bolton Toy Library is a registered Children's Charity providing play opportunities across the borough. They provide stay and play opportunities for children and families at their base and in Children's Centres across Bolton. They provide interactive play

sessions where children and parents/ carers are able to meet, learn new skills, borrow toys and resources.

Leisure Parks, cinemas or attractions often have special deals for families of disabled children e.g. reduced rates. Always check out their websites or phone them before you visit.

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

The Red Cross can offer short-term loans of medical equipment e.g. wheelchairs/bathing aids.

Parenting

At times you may feel that you need some help to deal with your child's behaviour. Bolton has a range of parenting programmes which may offer you some new ideas. You can self-refer to these programmes, call

the Positive Parenting Team on 01204 337178. 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.

Bolton Carers Support

Offers a dedicated service for carers giving advice, information and support.

You can contact their helpline, 'listening ear' service and also request a copy of their regular newsletter 'Carers Contact'. You will find further information and advice on the Bolton Carers Support and Bolton Council websites with additional links to external support services.

Young Carers - brothers and sisters can also take a part in caring for their disabled sibling. There are ways that they can be supported and their input and their own needs as young people recognised. You can self-refer to the Sibs group run by Bridges Family Support Team or contact Families Information Service who will put you in touch with other services.



CONTACTS

- Bolton Carers Support 01204 363056 www.boltoncarersupport.co.uk
- Bolton Lads and Girls Club 01204 540100 www.boltonladsandgirlsclub.co.uk
- Barnardo's Bolton 01204 848209 bolton.service@barnardos.org.uk
- Bolton Toy Library 01204 559566
- Bolton Families Information Service 01204 332170 www.bolton.gov.uk/fis
- Bolton Welfare Rights Service 01204 333820 www.bolton.gov.uk
- Bridges Family Support Team 01204 337120/337121/336384
- British Red Cross 0161 888 8900 www.redcross.org.uk

Family life

- It is a challenge for all parents and carers to keep their children safe regardless of whether they have a disability or not.
- With the correct education, information and equipment injuries in the home can be prevented.

Bridges Family Support Team has a specialist worker for D/deaf young people and will provide equipment in the home to improve a young persons safety and independence. Contact the Children's Family Support Worker at the Sensory Centre on 01204 337898.

Disabled Facilities Grant
If your family are living in a property that is unsuitable for the needs of your disabled child you may be eligible for aids and adaptations including an extension where appropriate.

For enquiries about equipment, minor adaptations and specific major adaptations in cases where equipment or minor adaptations do not meet your assessed needs contact the Paediatric Occupational Therapy Service on 01204 463484.

Bolton at Home's Adaptations Team
They can advise on options available

for home adaptations in private property. For more information contact Bolton at Home 01204 335858/335679.

Disabled Living Foundation
Provide unbiased, expert advice and information about equipment, how much it costs, and where to get it. It offers the opportunity to try out a wide range of products. Advice and information about other issues related to daily living can be given. Contact 0161 214 5959 (the centre is open weekdays between 9.00am-4.30pm). Visit www.dlf.org.uk

SENSE (North) - Rodney Clark Resource Centre, Leeds Road, Robin Hood, Wakefield, WF3 3BG. 0113 205 9500.
Works with children or adults who are deaf/blind to encourage their independent skills and facilitate their communication with the world around them.

Safe at Home Scheme Bolton Council in partnership with RoSPA
Safe at Home 'Little Explorers' provides and fits home safety equipment, to prevent and reduce household accidents and accidental deaths in children.

Contact your local Children's Centre to find out if you're eligible. To find out where your local Children's Centre is contact Families Information Service on 01204 332170.

Criteria: Families must be in receipt of benefits and expecting a child or have a child under five years of age.

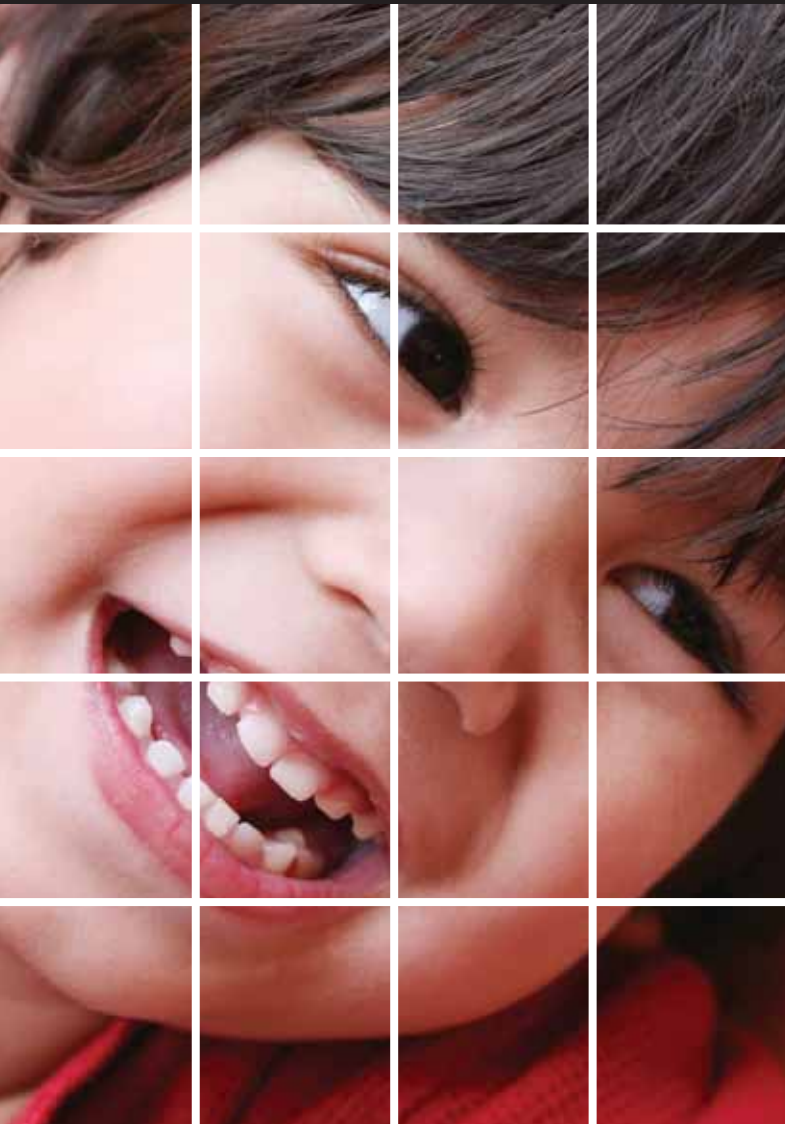
Greater Manchester Fire Service
Can check your home for fire risks. To arrange your free appointment call the Helpline 0800 555 815.

Other useful links:
General information about child safety
<http://childsafety.direct.gov.uk>
www.capt.org.uk
www.dcsf.gov.uk/everychildmatters
www.rospa.com

Home and garden safety
<http://firekills.direct.gov.uk>
www.saferfireworks.com

Road safety
www.dft.gov.uk/think
www.childcarseats.org.uk





Safeguarding children

Meeting the needs of your child

// I'm responsible for her safety so I am glad I spent the time finding the right care for her.



- Parents are responsible for their child's safety.
- Children are best cared for by their own families.
- Professionals want to work with families to reduce the risk of harm to children.

Children and young people, including those with disabilities 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.

Bolton follows procedures detailed in 'Working Together to Safeguard Children 2010' to help ensure that children stay safe by working with families and across agencies when concerns are raised to:

- Assess and understand the issues.
- Work in partnership with families, focusing on the needs of the child or young person.
- Ensure clear plans and the right support from services are in place to protect and create positive change.

The purpose of safeguarding is to ensure positive outcomes for children and young people. Social workers focus on the child with full awareness of the needs of their parents throughout the process. The aim of the work is to keep families together and create positive change based on:

- Understanding the issues.
- Clear planning.
- Working in partnership with families.

If you are in doubt about signs of abuse or are concerned that a child may have suffered significant harm, contact Advice and Assessment for the relevant area:

- **West Team** (including Horwich, Westhoughton, Blackrod, Deane cum Heaton, Smithills, Hulton Park, Derby)
Westhoughton Town Hall, Market Street, Westhoughton, Bolton BL5 3AW.
01942 634625 or 01942 634587.
- **North East Team** (including Astley Bridge, Bradshaw, Brightmet, Bromley Cross, Tonge Moor, Central, Halliwell)
Endeavour House, 98 Waters Meeting Road, Bolton BL1 8SW.
01204 337400.
- **South East Team** (including Burnden, Farnworth, Harper Green, Kearsley, Little Lever, Daubhill)
Farnworth Town Hall, Farnworth BL4 7PD.
01204 337729 or 01204 337730.



Transition

Coping with change

// My son is growing up fast. We talk about everything, so I know he is well informed. //

- The term transition is used to describe the process of moving from one stage of life to another and can involve changes in services; for example the move into school, the move from primary to secondary school or the transition from childhood to adult life.
- For you as a parent each phase of your child's life will bring rewards and challenges. Both specialist and universal services are available in Bolton to support you as you make the journey together.

What can make a difference in how both young people and parents experience this change is the level of planning, information, support and understanding made available. Good transition means acknowledging that every person is a unique individual, and that the support available addresses their individual needs whether it is to move on to college or training, move out of the family home, be given opportunities to make new relationships or be supported into work.

If your child has a Statement of Special Educational Needs (SEN), the school must carry out a formal transition process which will help your child to plan for the future.

The school will need to let other agencies, such as Childrens Social Care Services know that this process is underway and that they should be involved. This starts when your child is in Year 9 (13 or 14 years old) and will continue until they leave school. Transition support from other agencies

may continue until the young person is 25 if they have a disability.

Connexions Bolton offer support to all young people from Year 9 and help plan for their future adult life. The 'Personal Adviser' (PA) from Connexions provides information, advice and guidance on education, training and work. The Personal Advisers can help young people with a learning disability up to the age of 25 and if your child has a Statement of SEN, they will be involved in the formal transition and attend review meetings held by the school. If you don't know who your child's Personal Adviser is ask the school or Connexions.



CONTACTS

- Young Adults Team
01204 337100
www.bolton.gov.uk
- Connexions Bolton
0800 0525559
www.connexions-bolton.com
- Children with Disabilities Team
01204 337100
www.bolton.gov.uk


Growing up directory

Changing times

.....

// *I want my son to be happy and independent, but I know that as he grows up he will encounter many risks. Knowing who to contact has helped me.*



 In this section there are some useful contacts that support disabled young people and their parents and carers to get the information and advice they require as they move to adulthood.

ALCOHOL

Alcohol and Drugs Services 18+
01204 393660
www.alcoholanddrugservices.org.uk

Bolton Drugs info
www.boltondrugsinfo.co.uk

Compass
www.compass-uk.org

BULLYING

Bullying UK www.bullying.co.uk

Bully Free Zone
01204 454958
www.bullyfreezone.co.uk
need2know www.need2know.co.uk

DISABILITY

Benefits Enquiry Line
0800 88 22 00 www.dwp.gov.uk

Disability Alliance 020 7247 8776
www.disabilityalliance.org

Disabled Parents Network
0300 3300 639
www.disabledparentsnetwork.org.uk

For brothers and sisters of disabled children and adults (Sibs) 01535 645453
www.sibs.org.uk

DRUGS

Bolton Drug Service 01204 544640
Compass
www.compass-uk.org

FRANK 0800 77 66 00
www.talktofrank.com

Project 360°
01204 337330

Re-Solv 01785 810762
www.re-solv.org

Swanswell 01788 559400
www.swanswelltrust.org

EMOTIONAL WELL-BEING AND MENTAL HEALTH

Rethink 020 7840 3188 (10am-1pm)
www.rethink.org

Bolton Drug Service 01204 544640
YoungMinds Parents Helpline
0808 802 5544
www.youngminds.org.uk

INTERNET

Child Exploitation and Online Protection Centre (CEOP)
0870 000 3344 www.ceop.police.uk
Childnet International - Know it all
www.childnet.com/kia/sen

Digizen www.digizen.org
Internet Watch Foundation
www.iwf.org.uk

KEEPING HEALTHY

Change4Life
www.nhs.uk/change4life

Children First for Health by Great Ormond Street
www.childrenfirst.nhs.uk

National Youth Agency
www.nya.org.uk

Youth Health
www.youthhealthtalk.org

Family Planning Association
0845 122 8690 www.fpa.org.uk

Respect Yourself
www.respectyourself.info

KEEPING SAFE

ChildLine 0800 1111
www.childline.org.uk

Crime Stoppers 0800 555 111
www.crimestoppers-uk.org

Keep It Safe www.KeepItSafe.biz

Live Life Safe 020 7091 0014
www.suzylampugh.org

NSPCC 0808 800 5000
www.nspcc.org.uk

Samaritans 08457 90 90 90
www.samaritans.org

Victim Support Line
0845 30 30 900
www.victimsupport.org.uk

LOSS (BEREAVEMENT)

Cruse Bereavement Care
0844 477 9400
www.crusebereavementcare.org.uk

Winston's Wish 08452 03 04 05
www.winstonswish.org.uk

SELF-HARM

National Self-Harm Network
www.nshn.co.uk

SEXUAL HEALTH

Ask Brook 0808 802 1234
www.brook.org.uk

Contact a Family 0808 808 3555
www.cafamily.org.uk

Family Planning Association
0845 122 8690 www.fpa.org.uk

Respect Yourself
www.respectyourself.info

SEXUALITY

Stonewall www.stonewall.org.uk
Terence Higgins Trust - Young Gay Men 0845 12 21 200
www.ygm.org.uk

TRANSITION

Connexions - Bolton
0800 052 5559
www.connexions-bolton.com

Contact a Family 0808 808 3555
www.cafamily.org.uk

Disabled Children Services
01204 337100
www.bolton.gov.uk

Moving On Up
www.movingonup.info

Transition Information Network
020 7843 6006
www.transitioninfonet.org.uk

Valuing People
<http://valuingpeople.gov.uk>

Useful national contacts

Advisory Centre for Education (ACE)

0808 800 5793
www.ace-ed.org.uk

Alliance for Inclusive Education

020 7737 6030
www.allfie.org.uk

Carers UK

0808 808 7777
www.carersuk.org

Centre for Studies on Inclusive Education (CSIE)

0117 328 4007
www.csie.org.uk

Contact a Family

Provide advice, support and information to all UK families with disabled children. They have a national helpline, family support service and welfare rights team. 0808 808 3555 (Helpline)
www.cafamily.org.uk

Council for Disabled Children

020 7843 1900
www.ncb.org.uk/cdc

Directgov

www.direct.gov.uk

Disability Alliance

01302 310123
www.disabilityalliance.org

Disability Sports Events

0161 953 999
www.disabilitysport.org.uk

Family Fund

0845 130 4542
www.familyfund.org.uk

Family Rights Group

0808 801 0366
www.frg.org.uk

IPSEA

0800 018 4016 (Advice Line)
www.ipsea.org.uk

MENCAP

0808 808 1111 (Helpline)
www.mencap.org.uk

Motability

01279 635 999
www.motability.co.uk

Parents for Inclusion

0800 652 3145 (Helpline)
www.parentsforinclusion.org

Physically Disabled and Able Bodied (PHAB LTD)

020 8667 9443
www.phab.org.uk

Working Families

0800 013 0313 (Helpline)
www.workingfamilies.org.uk

Useful local contacts

Action for Children

01204 362002
www.actionforchildren.org.uk

Autistic Society for Greater Manchester

0161 866 8483
www.asgma.org.uk

BACPAC - Bolton Area Council for Parents and Carers

07944 237982
www.bacpacbolton.org.uk

Bolton CAMHS

01204 390659

Bolton Carers Support

01204 363056
www.boltoncarersupport.co.uk

Bolton Council

01204 333333
www.bolton.gov.uk

Bolton Ear 4 Kidz

www.ndcs.org.uk

Bolton Families Information Service

01204 332170
www.bolton.gov.uk/fis

Bolton Kidz2gether

www.kidz2gether.org.uk

Bolton Lads and Girls Club

01204 540100
www.boltonladsandgirlsclub.co.uk

Bolton Toy Library

01204 559566

Bolton Under Fives Forum (BUFF)

01204 338210

Bolton Welfare Rights Service

01204 380460
www.bolton.gov.uk

Children's Opportunity Group (COG)

01204 491085

Citizens Advice Bureau

0844 826 9707
www.boltoncab.co.uk

Crossroads Care Bolton

01204 365025
www.crossroads.org.uk/bolton

Daytrippers

01204 495836
www.daytrippersbolton.btik.com

Disabled Children Services

01204 337100
www.bolton.gov.uk

Heartlift

07725 522026
www.heartlift.co.uk

Home Start

Recruits and trains volunteers to visit families at home who have at least one child under 5 years old. Volunteers offer emotional support

and practical help to families who are struggling to cope with any aspect of family life.

01204 362786
www.home-start.org.uk

Positive Parenting

0800 434 6127

Ring & Ride

Provides a door-to-door accessible minibus service for people of all ages who find it difficult to use ordinary public transport. 0161 244 1504
www.ringandride.info

Smiley Faces

www.boltonsmileyfaces.org.uk

Special Needs Under Fives Support

01204 338211
www.specialneedsunderfivesupport.com

Welfare Rights

Advice and information on rights and entitlement to benefits including help in appeal decisions given on benefits. 01204 333820
www.bolton.gov.uk

Zac's Bar

01204 706200
www.zacsbar.co.uk

Every effort has been made to keep the information in this booklet up-to-date and accurate.

However, we cannot guarantee that inaccuracies won't occur.

The booklet sponsors won't be held responsible for any loss, damage or inconvenience caused as a result of reliance on such information.



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This handbook was given to me by

who can be contacted on