SURREY
COUNTY COUNCIL

A guide for parents and carers of children with additional needs and/or disabilities

Surrey Additional Needs and Disabilities Partnership

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Glossary

Children develop at different rates and are unique in their own interests, personality and family situation. They go through many developmental stages as they grow and these are not milestones that happen at a set time or age.

It is not unusual for children and young people to experience some challenges with learning or progress. Children normally overcome any challenges with support from family and school.

Occasionally, to learn and make progress, some children and young people need help that is different to what is ordinarily provided. This may be because they have additional needs and/or a disability.

As a parent/carer, you know your child best, if you have concerns talk to your child's doctor and share your concerns.

All children and young people should have the opportunity to reach their full potential.

How do I know if my child has additional needs and/or disabilities?

Some additional needs and/or disabilities are identified at birth or very early in a child's life. Other needs become evident later. It can take time to understand their individual needs.

- You might be told by a health professional that there is a possibility your child has an additional need or disability
- You may notice that your child is developing or learning at a different pace to children the same age

Sometimes a need emerges when a child starts pre-school, nursery or school. These settings have a responsibility to identify children with additional needs. They will tell you about their concerns and may refer your child to specialist services or signpost you to further help.

Your child doesn't need a diagnosis to receive additional support in school.

A diagnosed medical condition, need or disability does not mean a child has additional needs or requires extra support above what a school can provide ordinarily. See the sections on disabilities and medical needs for more information.

A child must have an educational need to have 'special educational needs.'

What you can do
If you have a concern, you can **talk to a health professional such as your GP or health visitor** – this is particularly important if you are concerned about your child's health. They can make referrals to other services if needed.

Introduction

Our vision is that Surrey's children and young people with additional needs and / or disabilities lead their best possible life.

We've put this guide together to help **you if:**

- **You think** your child has additional needs and/or a disability
- **You've been told** by someone – such as their teacher – that they may have additional needs and/or a disability
- **You know** your child has additional needs and/or a disability and you need more information

About your child's needs

What are Special Educational Needs and Disabilities (SEND)?

A **disability** is when someone has a physical or mental difficulty which has a significant and long-term effect on their ability to carry out activities. This can include a long-term illness.

A child or young person has **special educational needs** if they have a learning difficulty or disability that means they need extra support at school.

You might have heard of "Special Educational Needs and Disabilities (SEND)." This is the phrase often used to describe how some children require additional support to their classmates.

Young people have told us they prefer **"Additional Needs and /or Disabilities (AN&D)."** So, this is what we use in Surrey, unless we have to use the term 'SEND' for legal reasons.

One young person told us:
" I think that 'additional needs' is more of a suitable term because we are not special, we just have additional needs."

If your child has additional needs and/or a disability, they might need extra support, or support in a different way, to make sure they can learn.

In this section:

1. What kinds of special educational need are there?

2. How do I know if my child has additional needs and/or disabilities?

What kinds of special educational need are there?

All children and young people are unique and have their own individual needs.

Different types of need are split in to four broad areas, known as 'categories of need'. These four broad areas give an overview of the range of needs that should be planned for. The purpose of identification is to work out what action the school needs to take, not to fit a pupil into a category.

Children and young people may have needs which span two or more areas.

The support provided should always be based on a full understanding of their particular strengths and needs.

There are four broad categories:

1. Communication and interaction

Children and young people with speech, language and communication needs (SLCN) have difficulty communicating with others. They may find it hard to say what they want to, understand what is being said to them and understand/use social rules of communication.

Every child with SLCN is different and their needs may change over time.

Developmental Language Disorder (DLD) makes talking and listening difficult. It is a type of speech, language and communication need (SLCN) that affects about 2 children out of every classroom. Children with DLD have significant, on-going difficulties understanding and/or using spoken language, in all the languages they use. Sometimes DLD can affect children's social interaction and behaviour.

Social communication difficulties impact a child/young persons ability to interact with other people, understand and use eye contact, facial expressions and body language. It can also impact listening and attention including the ability to switch attention between people and activities.

Some children with social communication difficulties may have a diagnosis of autism.

Autistic children and young people have varying and complex needs. Autism affects social interaction and relationships, social communication (verbal and non-verbal communication) and social imagination (predicting outcomes or other people's reactions). Autistic children and young people may also have sensory differences, involving sounds, touch, tastes, smells, light or colours.

2. Cognition and learning

Children and young people who learn differently to their peers may need support for **learning difficulties**. This covers a wide range of needs, including:

- **Moderate learning difficulties (MLD)**
- **Severe learning difficulties (SLD),** where children need support in all areas of the curriculum, as well as mobility and communication
- **Profound and multiple learning difficulties (PMLD),** where children have severe and complex learning difficulties, as well as a physical disability or sensory impairment
- **Specific learning difficulties (SpLD),** such as **dyslexia, dyscalculia** and **dyspraxia**
- **Attention deficit hyperactive disorder (ADHD)** or
- Other underlying difficulties.

3. Social, emotional, and mental health difficulties

Social, emotional and mental health (SEMH) needs are a type of special educational need in which children/young people have severe difficulties in managing their emotions and behaviour. Children and young people may experience a wide range of social, emotional and mental health difficulties.

Behaviour may include:

- becoming withdrawn or isolated
- behaving in a way that challenges or is disruptive
- displaying worrying or risky behaviour

A child may have SEMH needs for different reasons including, attachment difficulties, experience of trauma, mental illness or many more reasons.

4. Sensory and/or physical impairment

Some children and young people require extra help because of a sensory disability or need. This could be:

- A physical disability (PD)
- Vision impairment (VI)
- Hearing impairment (HI)
- or a combination of the above, which is a multi-sensory impairment (MSI)

Your child's education

Most children with additional needs and/or disabilities attend a mainstream school in their local community where they get the support they need.

School staff and professionals all work together to make sure pupils can achieve their academic potential.

A small percentage of children will require more specialist provision. There is an overview of provision below but you can find details of specific Surrey schools on our website: **www.surreycc.gov.uk/schools-and-learning/schools/directory**

In this section:

1. Mainstream school

2. Support in school - Ordinarily Available Provision

3. Ordinarily Available Provision guidance for schools

4. Monitoring support in school

5. Disabled children and young people

6. Children and young people with medical conditions

7. Special Education Provision

8. Education, Health and Care Plans (EHCPs)

9. Specialist education and alternative learning

10. Surrey's alternative learning

Mainstream school

All mainstream schools are expected to provide a range of support for children with identified additional needs.

The support will be at the level the child needs when they need it. This will be stepped up over time as needed. This is called the **graduated approach**.

Any child who is defined as 'disabled' under the Equality Act 2010 has a right to reasonable adjustments. These are the changes the school must make, for example, changes to the building or access arrangements. You can read more about this in the section about Education and below.

Your child does not need a diagnosis to be supported in school.

Support in school - Ordinarily Available Provision

All children in state funded mainstream schools will receive **'Ordinarily Available Provision.'** This **provision** is everything that the school offers to all of the children on roll, for example the staff, teaching, building and equipment.

It includes **High-Quality Teaching** which is tailored to the different needs of all of the children in the class. It also includes other adaptations and additional support for children with additional needs and/or disabilities. Sometimes additional support is referred to as **SEN Support**.

Adaptations and support will be provided through a variety of ways, for example: assistive technology, individual or small group teaching, or in-class support.

The majority of children and young people with additional needs or disabilities go to their nearest mainstream school and are supported through what is ordinarily available to all children.

Ordinarily Available Provision guidance for schools

There is guidance available on Ordinarily Available Provision in schools which is available on the Local Offer or as a booklet: **www.surreylocaloffer.org.uk/oap**

The guidance has lots of ideas school staff can use to help children with additional needs and/or disabilities. It includes **High-Quality Teaching** and additional support.

It is a tool for school staff, but anyone can access it. It should help families and schools develop the right support at the right time.

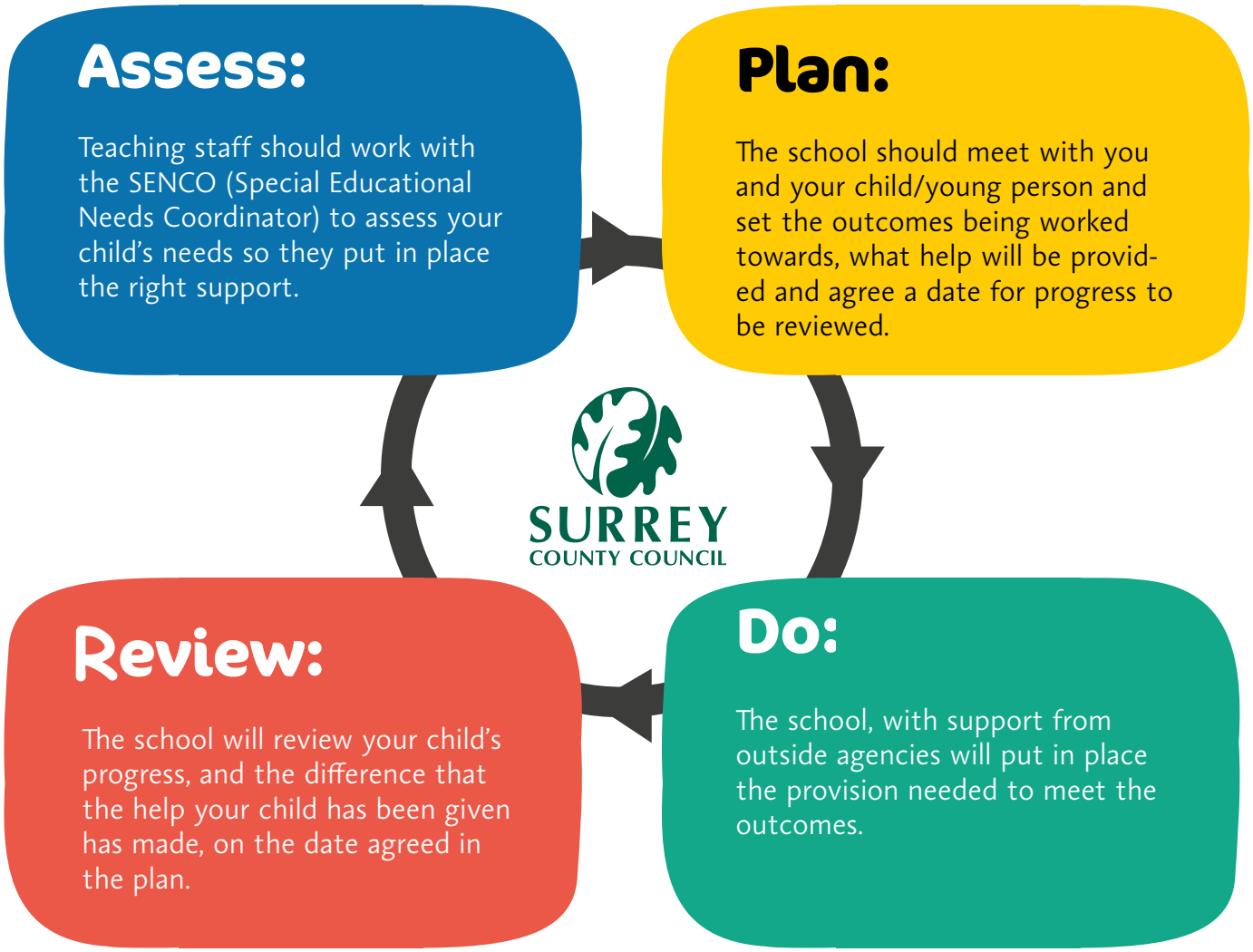
Support will be based on the child's needs. They don't need a diagnosis or any formal plan, such as an Education Health and Care Plan (EHCP) to receive this level of support in school.

School staff will think about what works in their school and with the specific child. All learners are different so not all of the ideas will work with all children. They will ask parents/carers and the child/young person what they think too.

Monitoring support in school

If your child has additional support, the school should monitor this. They will usually do this through a document known as a SEND Support Arrangements document or Individual Support Plan. Sometimes they have a different name for this, but they all record the support and progress. Schools use a four-part approach; Assess, Plan, Do, Review:

Assess, Plan, Do, Review cycle diagram



Disabled children and young people

Some children may have a disability that does not impact on their ability to learn. It is only where this disability has an impact on their ability to learn that they may have special educational needs.

They still have a right to have their needs met. A school must by law make accommodations for disabled students, including reasonable adjustments to make the setting accessible.

Reasonable adjustments are the changes a school can make for disabled people to make the service or environment accessible for them. They could be things like:

- getting notes or information in advance of classes
- alternative formats for learning materials (e.g., large print, audio or braille)
- equipment or aids, such as British Sign Language (BSL) interpreters, scribes, or specialist computer equipment
- one-to-one support
- accessible rooms and venues, such as having a quiet space

Your child does not need a statutory plan to have reasonable adjustments made.

Anyone can ask for adjustments if they need them. But to have legal rights to reasonable adjustments, your child will need to be defined as 'disabled' under the Equality Act 2010. This usually means how the condition affects them, not what their condition is.

What you can do

Your first step is to speak to the expert member of staff, for example the Special Educational Needs Co-ordinators (SENCO), disability adviser or exams officer. Explain:

- what the needs are
- how they impact your child
- what adjustments may help

If needed, the school can explain its local policies and procedures. You can ask the school to:

- make changes or adaptations to the way things are done, for example to make an exception to a rule or practice
- provide extra aids or services, e.g., extra staff assistance, a BSL interpreter, specialist equipment like an induction loop or an adapted keyboard

Children and young people with medical conditions

Your child's school has a legal responsibility to make necessary arrangements or adjustments to meet your child's health needs.

Your child does not need an EHCP to have their medical needs met. You can find out more about the support your child should receive on the Local Offer: **www.surreylocaloffer.org.uk/parents-and-carers/health/medical-conditions-and-education**

As soon as you know your child has a long-term illness or medical condition, you need to talk to their school to get the necessary support. Medical needs do not usually mean a child has educational needs. If the medical need has an impact on the child's ability to learn, however, they may have special educational needs.

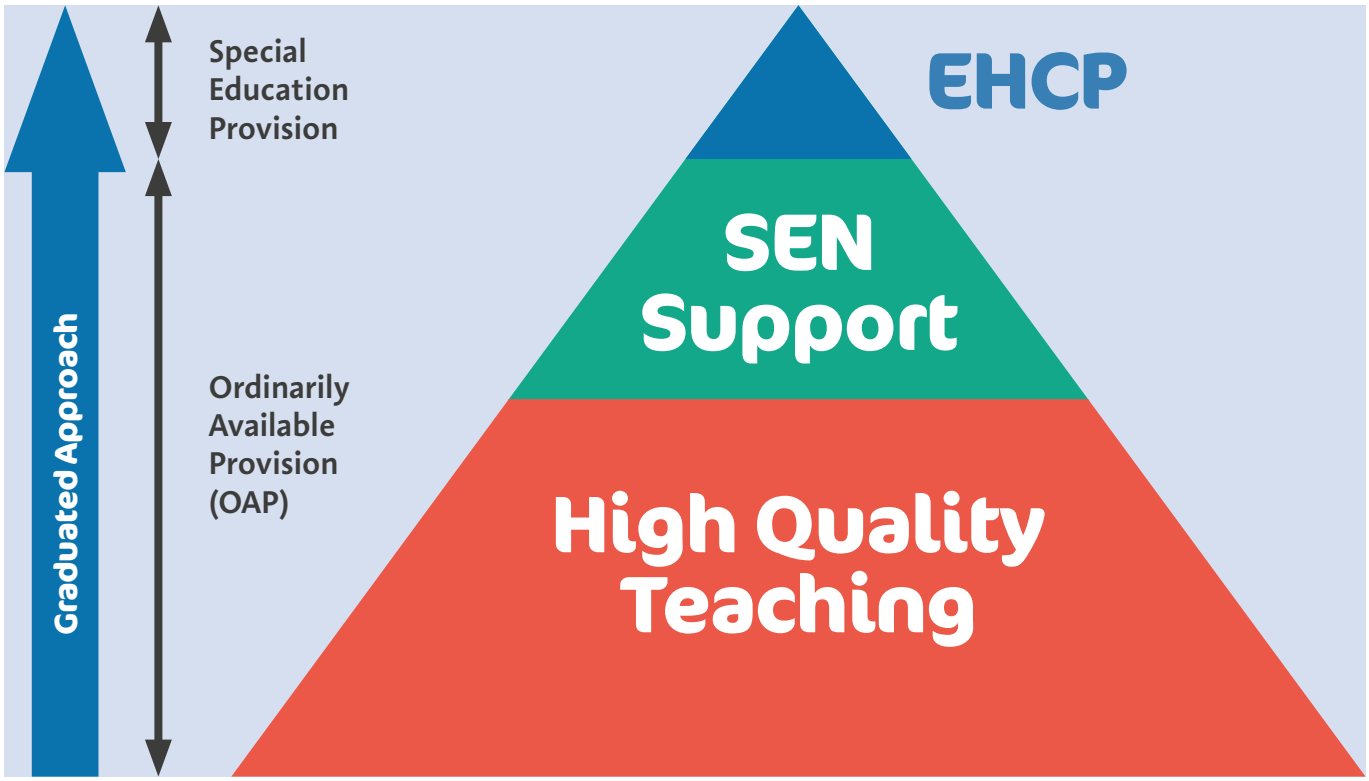
The school may suggest putting in place an Individual Healthcare Plan (IHP). See the section on heath for more information on this.

Special Education Provision

Although most children will have their needs met within what is ordinarily available, a minority of children may need additional support above this. This could be provided through an Education Health and Care Plan (EHCP).

More than 95% of children had their needs met within ordinarily available provision in 2021/22.

Less than 5% of students in Surrey had an EHCP in 2021/22.



Education, Health and Care Plans (EHCPs)

Where there is evidence, the child may require more support than is ordinarily available, an Education, Health and Care needs assessment may be required.

The education setting, parent/carer or young person can request this assessment. More information about this is available on the Local Offer: See **www.surreylocaloffer.org.uk/ehcp**

The assessment is a detailed look at a child or young person's additional needs and/or disabilities and the support that will help them learn. Surrey County Council is responsible for carrying out EHC needs assessments in Surrey.

The assessment may result in an EHCP being issued for your child, but it will not always lead to this. Instead, your child's school may be able to use the information gathered to meet their needs without one.

Important:

A child does not need a diagnosis to have an EHC needs assessment.

Most children/young people with an EHCP go to mainstream schools.

Having an EHCP does not automatically mean your child will go to a specialist school, it depends on the individual child's situation.

If an EHCP is issued, you and your child/young person can express a preference for where they are educated.

A small number of children and young people will attend a specialist school.

Below is an overview of the types of education provision we have in Surrey.

You can find more information about the EHC Needs Assessment process on the Local Offer: **www.surreylocaloffer.org.uk/parents-and-carers/ehcp**.

Specialist education and alternative learning

Our specialist schools and specialist centres meet a wide range of learning needs. In addition to core curriculum subjects, learning is structured to help children acquire personal, social and other skills important for school and later life.

Specialist centres or bases at mainstream schools

These are suited to some children who benefit from learning and socialising for part of the time in a mainstream school, but who are unable to progress satisfactorily without the more personalised teaching and learning in small groups provided in a specialist centre in a mainstream school.

Careful attention is given to making sure children receive the necessary help and support outside the classroom as well as inside. This includes unstructured periods, such as lunchtimes and breaks in the school timetable, as well as participation in organised visits, sports, leisure and after school activities.

A child must have an EHCP to access support in a specialist centre or base.

Our specialist centres cater for different kinds of needs including:

- Learning and additional needs
- Sensory impairment
- Social communication and interaction needs including Autism Spectrum Condition
- Speech and language needs

Specialist schools

Sometimes a child or young person has complex needs that require special arrangements throughout the school day. In this case, the best choice may be a specialist school that caters exclusively for children with specific additional needs or disabilities. There are more than 20 special schools and special academies in Surrey. These are 'maintained schools' which means the government pays for them.

A special or specialist school is a school that caters specifically for children whose needs cannot be met with the provision and support provided by a mainstream school.

Different schools cater for different needs and the teaching will be tailored to the pupils' individual needs and abilities.

A child must have an EHCP to access support in a specialist school.

You can find details of Surrey schools that cater for special educational needs on our website **www.surreycc.gov.uk/schools-and-learning/schools/directory**

Independent and non-maintained special schools

Independent schools (also known as private schools or fee-paying schools) charge for pupils to attend instead of being funded by the government.

Pupils who go to an independent or private school don't have to follow the national curriculum.

Non-maintained special schools are usually run by charities rather than a local authority such as Surrey County Council. They must:

- be non-profit making
- operate to a level at least equivalent to state maintained special schools

Independent schools approved under section 41 of the Children and Families Act

All private schools must be registered with the government and are inspected regularly. Section 41 of the Children and Families Act 2014 allows the Secretary of State for Education to publish a list of approved independent special schools. These schools and post-16 provisions can only be included on the list with their consent and must meet certain criteria.

The Department for Education has a list of these schools:
www.gov.uk/government/publications/independent-special-schools-and-colleges

The Local Authority has no obligation to consider an Independent special school not listed under Section 41 as an educational setting to be named in an EHCP.

Surrey's Alternative learning

Some children in Surrey, particularly those at risk of exclusion and those missing education, may need extra support from us. We provide these alternative learning services.

These services are usually provided for a short specific period before a child is reintegrated to school.

Access to Education (A2E)

A2E provides a flexible, short-term education service. It is for pupils who cannot attend school through exceptional circumstances such as medical reasons and permanent exclusions.

It offers teaching, emotional, behavioural and social development work, mentoring and access to virtual learning online resources.

Pupil Referral Units (PRUs)

PRUs are educational settings for children who are excluded, sick or otherwise unable to attend a mainstream or special maintained school.

Surrey Online School (SOS)

SOS provides a range of live, in real time, online lessons, delivered by qualified and experienced teachers. The lessons provide an opportunity to access and fill any gaps in learning for children and young people that are unable to attend school full time. SOS is provided via a referral by your child's school or Surrey County Council services.

The Surrey Virtual School (SVS)

SVS helps improve education outcomes for current or previously looked after children, or children with a social worker. The SVS works with education settings and a range of different agencies helping to children enjoy and achieve in their education.

Education Other than at School (EOTAS)

Some children or young people cannot be educated in a formal educational setting. This can be for lots of different reasons, for example health. In a small number of cases it may be necessary for the child/young person to receive education outside of a formal education setting. It means the child or young person would not be on roll at a school or post 16 institution and the special educational provision could happen at home or could be at another setting, which is not a registered educational setting.

EOTAS can only be agreed with the Council via an EHC needs assessment, a reassessment of needs or at the EHCP annual review. It means the child or young person would not be on roll at a school

or educational setting. The special educational provision could happen at home or could be at another setting, which is not a registered educational setting.

EOTAS is different from elective home education (EHE). If a parent/carer chooses to home educate, parents are responsible for making their own suitable arrangements for the child's educational provision, see the section on EHE for more information: **www.surreylocaloffer.org.uk/parents-and-carers/education-and-training/home-education**

Some examples of types of EOTAS are:

- Online schooling
- Tuition at home or tuition centres
- Hospital schooling

The Council must consider a request from the parent/carer and decide if EOTAS is appropriate. This decision will be based on evidence that EOTAS is necessary as it would be inappropriate for the provision to be made in an educational setting such as a school or post 16 institution.

If you are considering requesting EOTAS please discuss this with your child's SENCo and your SEND Case Officer. For more information on this see the Local Offer.

Elective Home Education (EHE)

Elective Home Education (EHE) is when a parent/carer chooses not to send their child to school and instead decides to educate them at home.

You must still make sure your child receives a full-time education from the age of five, but you do not have to follow the national curriculum. You have to pay all costs, such as textbooks and exam fees.

It is your decision whether to educate your child out of school and you should not be placed under pressure by school to do this. If you feel this is happening, please contact your SEND Case Officer, SEND Advice Surrey or L-SPA for advice.

If your child attends a special school but you choose to home educate, you must write to Surrey County Council (not the school) to get its agreement to remove your child from the school roll.

If your child is at any other type of school, you must inform the school.

If you are considering EHE you can find more information on the government website: **www.gov.uk/government/publications/elective-home-education**

Personal Budgets

A personal budget is an amount of money identified by the Council to deliver support, provision or a service.

The 'Local Offer' sets out what is available from education, health, and social care to children and young people with special educational needs and disabilities, including those who do not have EHC Plans. See: **www.surreylocaloffer.org.uk/practitioners/resources/send-personal-budgets-policy**

The Additional Needs and Disabilities Partnership

Surrey's Additional Needs and Disabilities Partnership (formerly known as Surrey's SEND Partnership) brings together services for children with additional needs and/or disabilities:

In this section:

1. Education support services

2. Health services

3. Social care support and services

4. The voluntary or third sector

Education support services

Special Educational Needs Co-ordinators (SENCO)

Every school and nursery has a SENCO who works with teachers and parents to make sure the school meets the needs of children with AN&D.

Your child's school should publish information about the support it offers children with AN&D on its website.

The SEND Team

There are four SEND teams who work with families based in their locality. Each team has Local SEND Case Officers who deal with specific children and young people who have an EHCP or who are going through assessment.

They deal with everything related to the EHCP and the legal processes, this includes annual reviews and key stage transfers.

If you have concerns about your child's development or education, you should speak to their key worker or teacher in the first instance. You can also speak to the SENCO.

The school SENCO or relevant school staff can refer to the specialist education services if it is appropriate.

SEND Case Officers carry out comprehensive casework and oversight of a children and young people with EHC Plans in place, or who are going through assessment. If your child is going through assessment or already has an EHCP your Case Officer will be able to provide you with information and guidance. More information on the Case Officer role is available on the Local Offer: **www.surreylocaloffer.org.uk/parents-and-carers/what-is-send/case-officer-roles-and-responsibilities**

The Learners' Single Point of Access (L-SPA)

The L-SPA offers advice on how to find the best support for your child. They can signpost you to information and advice from many services.

They process all requests for EHC needs assessments. You can find more infomration about L-SPA on the webiste **www.surreylocaloffer.org.uk/lspa**

Surrey's Specialist Educational Support Services

Surrey's specialist educational support services work together to help pupils in different ways, such as:

- working with pupils individually after a referral
- providing training and development for the school

Your child does not need an EHCP to use Surrey's Specialist Educational Support Services.

Educational Psychology

Educational Psychologists focus on the young person in their educational setting, home and community. They work collaboratively through the application of psychological theory, research and techniques with children and young people, their families and professionals to understand what is happening, develop empathy and agree effective support to enable children to thrive in their local communities. They use psychological frameworks to support those working closely with our vulnerable learners to develop stable and supportive networks that make a real difference to the lives of children and young people.

Autism Outreach

Autism Outreach provide services to schools for any child/young person with social communication difficulties, who would benefit from autism related strategies.

The team is made up of specialist teachers and teaching staff who are based at our specialist schools.

A child/young person does not have to have an EHCP to access this service. A formal diagnosis is not necessary to access Surrey Autism Outreach service.

Physical and Sensory Support Service (PSSS)

PSSS help schools to support children and young people with physical, hearing, visual and multi-sensory impairments. They give advice, support and training to schools to help children with learning, social and emotional development.

PSSS can also refer to other services such as Sight for Surrey if needed.

Speech and Language Service

Speech and Language Therapists help children and young people who have difficulties with speaking and communicating. They can also support treatment for those who have difficulty eating or swallowing.

Surrey provides a **school-based speech and language therapy service** for pupils. If your child has used the Early Years speech and language service, there will be a handover when they move on.

Specialist Teachers for Inclusive Practice (STIP)

The specialist teaching teams provide expertise and practical support to schools and families so children and young people with AN&D can achieve their potential. They offer advice and training on whole school approaches to inclusive practice. They also provide assessments and provision planning for individual children and young people with learning, communication, social, emotional and behavioural needs. Their aim is to identify need early and support schools to put in place proactive interventions to enable progress and positive outcomes.

Race Equality and Minority Achievement (REMA)

Surrey's Race Equality and Minority Achievement (REMA) team are teachers and support workers who work with Surrey families who have English as an additional language (EAL) or are Gypsy, Roma or Traveller (GRT). They can support families in their first language and help to build home-school links and relationships with families.

If your family has English as an additional language you should speak to your child's school for a referral. If you are a Gypsy, Roma and Traveller family and would like support please email **rema@surreycc.gov.uk**

The Inclusion Service

The Inclusion service aim is to help children and young people attend school full-time and support pupils and parents in resolving issues which may be affecting attendance.

All Surrey schools have an allocated Inclusion Officer to support schools and parents to ensure every child goes to school regularly. Inclusion Officers can accept referrals or enquiries from schools or other agencies, parents and members of the public if a child is not attending school. They can provide advice on:

- resolving attendance problems
- social and family problems
- other services and useful resources available

Health services

Your child's health needs will usually be met by everyday services including GPs, dentists, opticians, your health visitor or a school nurse.

Where extra support is needed for more complex needs, your child may receive targeted support. Your child's GP, dentist, school nurse etc. can refer them for this. It is often short-term help.

Children and Family Health Surrey

This is the Surrey-wide NHS community health service for children and young people from birth to 19 years old and their parents/carers. It offers advice and information on medical issues as well as running children's immunisation services.

Children's and Family Health Surrey Advice Line

Families with children from birth to 19 years old can call the health Advice Line on **01883 340 922** for support on all aspects of child health, development and parenting.

Children and Family Health Surrey advice line website **https://childrenshealthsurrey.nhs.uk** has specific advice, tips and information on a range of topics including, sleep, behaviour, feeding and much more.

Physiotherapy service

The physiotherapy service provides assessment, therapy and advice for children and young people with physical difficulties from birth to 19 years old. The team work closely with your child, family, other professionals and nurseries/schools to maximise your child's physical potential and independence.

Visit **https://childrenshealthsurrey.nhs.uk/categories/therapies** to find physiotherapy advice sheets, apps, videos and links.

School nurses

School nurses are registered nurses who have completed additional specialist training in school nursing. They work on issues such as sexual health, illnesses, healthy eating, exam stress and bullying.

Not all schools will have a school nurse, but you can ask them to refer you if they do.

Community nurses

Children's community nurses provide specialist nursing care to children and young people from birth to 18 years old in their own homes so they can avoid or shorten hospital admissions.

The care is tailored to the needs of each child/young person.

Continuing Health Care

Children's Continuing Health Care is care arranged and funded by the NHS outside hospital for children and young people who have ongoing healthcare needs.

This is usually because they have a complex medical condition that requires a lot of care and support, or because they need highly specialised nursing support.

More information can be found on the Surrey website:
www.surreycc.gov.uk/adults/paying-for-care/continuing-healthcare

Mental health services

Mindworks Surrey

This is an emotional wellbeing and mental health service for children and young people at every level, up to urgent needs. Its website has plenty of information and guidance:
www.mindworks-surrey.org

What to do if you are concerned about the emotional wellbeing of a child or young person:

- If they are in crisis, speak to the free 24/7 Mental Health Crisis Line on **0800 915 4644**. In an emergency, dial **999** or **112** from a mobile.
- Talk to them, try to find out what is upsetting them, listen and encourage them to talk about how they are feeling. The Young Minds How to Talk to Your Child about Mental Health web page may be helpful. **www.youngminds.org.uk/parent**
- Talk to your child's school or college, GP, social worker or health visitor. They could make a referral to MindWorks Surrey to help.
- Ask your child/young person what support they feel they need. Depending on their age they might want to speak to someone outside the family. Healthy Surrey's Children and young people's mental health and wellbeing webpages have lots of information.
- If your child is over 18, the mental wellbeing section of the Healthy Surrey website may be useful.
- The CYP Haven is a safe space for children and young people aged 10-18 where they can talk about worries and mental health in a confidential, friendly and supportive environment. They can help children and young people through talking about what the issue is and find ways to ensure they get the right information. **www.cyphaven.net**

Support for medical needs in school

Where your child has a medical need, an Individual Healthcare Plan (IHP) may detail what sort of care they need at school.

IHPs are for children with physical and/or mental health conditions. They detail your child's medical needs and how they should be treated. They ensure that schools know what needs to be done, when and by whom.

They specify the support your child needs to participate fully in school life, including physical education and school trips. They include what medicines the school can administer, and what to do in a medical emergency.

IHPs should be reviewed at least once a year, or more frequently depending on your child's needs.

What you can do

An IHP is developed in partnership between you, your child, their school and the healthcare professional who can best advise on their case. They should always be made with your child's best interest in mind.

You'll find more information on the Local Offer website:
www.surreylocaloffer.org.uk/parents-and-carers/health/medical-conditions-and-education

Children with long-term illness unable to attend school

If your child is unable to go to school because they are in hospital or they have a long-term medical condition, we can help them continue their education. This may include:

- home tuition
- education at a local centre
- education in hospital

The help offered will depend on your child's needs.

Some children in Surrey, particularly those missing education, may need extra support.

Frequently asked questions about children's health:

How do I get support for a health or medical need?

If you have a concern, you can talk to a health professional such as your GP or health visitor. They can make referrals to other services if needed.

You can also speak to your school about whether they can refer your child to services, for example the school nurse or therapies.

See the section on 'Health support and services' for more information.

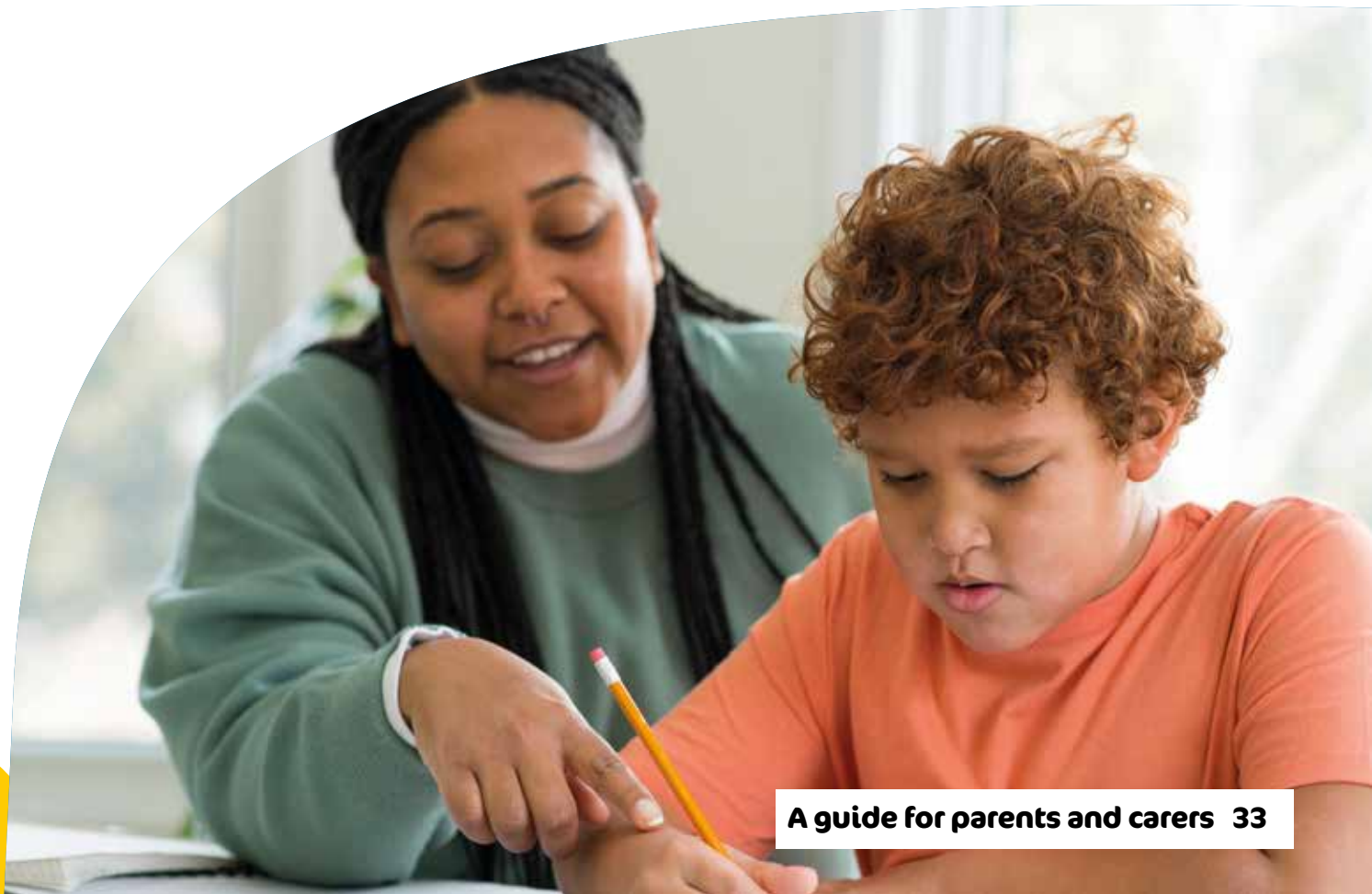
Does my child need an IHP?

Most children with a medical need will not require an IHP. They are usually only necessary for children with complex medical needs. The head teacher will decide if one is needed.

Common medical needs that may require an IHP are asthma, epilepsy, diabetes and allergies, but there are many other conditions where a child may require a plan.

Does my child have special needs if they have a health need? And do they need an EHCP?

Not usually but each case is individual. See the section on Children and young people with medical conditions for more information.



Social care support and services

Surrey County Council's Children's Services work with families to ensure that all children and young people are seen and heard, feel safe and can grow. You can get help and support from different professionals working as one team.

There are different thresholds you will have to meet for support. You can read more about this on the Children's Services website: **www.surreycc.gov.uk/children**

Helping Families Early

In Surrey we believe in helping families early. Early help means that children, young people and families receive the right help as soon as a problem emerges. This could be at any age.

This relies on local services, such as schools, health, police and voluntary organisations, working together to identify and support children and families who would benefit from extra help.

Early help services try to prevent children and families reaching crisis.

There is support available to all children and young people and their families in Surrey through:

- the Family Information Service, which has helpful information and advice information about childcare, holiday schemes, and activities in your local area: You can find more information on the website: **www.surreycc.gov.uk/fis**
- the **Family Information Directory,** which lists a huge range of services available in the community

There is also extra help available for children with AN&D and their families.

- **Surrey Early Support Service for young children with additional needs and/or disabilities** supports families of children aged 0 to 5 who have disabilities or complex medical needs
- **Children with Disabilities Team (CWD)** works alongside families to support children with severe and profound disabilities so they can remain living at home where possible
- **The Carers Guide to Support:** information about support you may be entitled to, including parent carer assessments, emergency cards and local support organisations
- **Assessment, Family Safeguarding Teams (FST) and Adolescent Safeguarding Teams (AST)** can help parents who need extra support to manage challenging behaviours
- **Transition from child to adult social care:** preparing for adulthood, including support from adult services

Short breaks for disabled children

Short breaks for disabled children: play and leisure activities run throughout the year during the day, in the evening, overnight, on weekends and during school holidays. They can take place in your home, at another venue or in a residential setting.

The Surrey Children's Disability Register (SCDR)

You can choose to place your child on this voluntary register for children who have a disability. This may entitle you to access different services, for example the Max Card.

- Children do not need to be on the register to receive support for AN&D.
- Your child does not need an EHCP to be on the register.

Max Card

If your child is on the register you can get a **Max Card**. The Max Card is the UK's leading discount card for foster families and families of children with AN&D. Families can use their Max Card at venues across the UK to get free or discounted admission. You can find out more about this on the Local Offer:
https://www.surreylocaloffer.org.uk/parents-and-carers/leisure-and-childcare/scdr

Surrey Safeguarding Children Partnership (SSCP)

Surrey Safeguarding Children Partnership supports professionals, parents and carers in keeping children safe and provides advice and support on a wide range of topics.

Any parent/carer can access this free information service.

You can find out more and sign up to the SSCP Newsletter here:
www.surreyscp.org.uk/sign-up-for-newsletter-after-gdpr

Frequently asked questions about children's social care:

How do I get an assessment/support from Children's Services?

If you, or a professional working with you, feel that your family would benefit from help from Children's Services, contact the Children's Single Point of Access (C-SPA) and tell them why. Support and advice for children and families. See:
www.surreycc.gov.uk/children/contact-childrens-services

What support could my child be eligible for?

Full details of the Children's Services assessment and support can be found on Surrey's website:
www.surreycc.gov.uk/children

There are many types of support, depending on your child's and family's needs. Some options include:

A short break. This is a temporary break from your caring role. Some services offered do not need a social care assessment for this.

Personal Budgets which can be paid to parent/carers or young people as a **'direct payment'** may be available from Surrey County Council if you are responsible for a child with a severe and profound disability. These are to meet the goals agreed in your child's care plan. It may be used to employ a trained carer to take your child on outings/trips, to pay for clubs and activities etc.

Occupational Therapy (OT) assessments. To adapt your home to help a child with a disability. You can ask for an OT assessment by contacting the Children's Single Point of Access. If you have an existing social worker, you can discuss it with them.

The Children's Crisis Intensive Support Service (CCISS) helps children aged 4 to 18 with a learning disability and/or autism to stay in their home or community.

Residential Care. This is only considered when all other options have been explored, such as short breaks and support from family and friends. It is normally only considered when a child presents significant challenges during the night, with a damaging impact on their sleep and their carers' sleep.

What if my family does not meet the threshold for Children's Services support?
If your family do not meet the threshold for support, you will be signposted to the most appropriate service to meet your family's needs. This may be your child's school or nursery, health professionals such as a paediatrician or services from the voluntary or third sector (see below).

The voluntary or third sector

The "third sector" is the name given to charities and community organisations working in Surrey. These range from large organisations with paid staff, such as Barnardo's and YMCA, smaller organisations such as Appeer and Change of Scene, through to those led entirely by volunteers, such as Guides and Scouts.

Most charities were started by passionate people, who identified a need that was not being met.

These organisations are a lifeline for many in the community, helping them cope with their daily challenges or providing support to enrich their lives. Each organisation has its own governance arrangements, which may include a board with trustees or a management committee.

Every organisation will have a safeguarding policy and designated safeguarding lead.

Many charities and community organisations offer support for young people with additional needs or disabilities.

Information about some of the relevant third sector organisations can be found in this guide.

You can find more details of organisations on the Surrey website:
www.surreycc.gov.uk/people-and-community/families

Taking care of yourself and your family

There may be times when you feel in need of some support or guidance. This section has information about services that can help you.

In this section:

1. Support for parent carers

2. Your health and wellbeing

3. Your mental health

4. Exercise, leisure and travel

Support for parent carers

Being a parent or carer of a child or young person who needs additional support means you are a 'parent carer.'

It is important that you take care of yourself too – and there's help available. We have highlighted some of the services, but more information is available on our website and through the Local Offer website.

Action for Carers provide a range of support including:

- information about your rights
- moving and handling training
- signposting to other organisations that can help you

You can browse the website for information or register with Action for Carers here:
www.actionforcarers.org.uk/who-we-help/adult-carers/parent-carers

They also run a helpline, call **0303 040 1234** or text **07714 075993**

Surrey County Council has a duty to assess parent carers on the appearance of need, or where a parent requests an assessment.

Assessments are carried out by social workers from Surrey County Council Children's Services team. Visit Surrey's website for more information:
www.surreycc.gov.uk/adults/care-and-support/carers

Your health and wellbeing

There are a range of local and national services that can support you with your health and wellbeing.

Healthy Surrey

Local health and wellbeing services, as well as self-care information that can help you and your family lead a healthier life: **www.healthysurrey.org.uk**

NHS

A vast range of health information including A-Z of Symptoms, conditions, medicines, treatments, finding a dentist, hospital or GP, articles and guides. You can find out more on the nhs website: **www.nhs.uk**.

Your surgery or GP

If your GP knows you are caring for a child or young person with AN&D, they can help you. It's easy to register as a carer by asking your surgery for a Carer Registration form (from Surrey NHS).

Your doctor can:

- support you with physical health issues related to your caring role, like tiredness
- make you aware of the carer's flu jab each year
- talk to you about your mental health and the impact of your caring role
- refer you to helpful organisations and services that can improve your life as a carer
- refer you for a Carer's Break payment if your caring role is undermining your health, potentially meaning you can take a break
- refer you for further support using the Surrey Carer's Prescription scheme

Your mental health

If you are feeling low, anxious or stressed, Mind Matters Surrey can help. They are the local NHS provider offering free and confidential talking therapies to people aged 17+ registered with a Surrey GP. They will assess how best to support you.

They offer individual therapies, guided self-help online and group courses to help treat a wide range of mental health issues. You do not need to be referred by a GP.

www.mindmattersnhs.co.uk/how-can-we-help-you/what-we-treat Call **0300 330 5450** or text **07786 202565** 8.30am-5.30pm. Please note this is not a crisis helpline or text service.

Being part of the community

There are various organisations and services that provide social groups and activities in Surrey. Below are some places can find information to help you and your family get the most out of what is on offer in your local community, including ways to meet new people and taking part in sport and leisure activities.

The Local Offer Directory has many sports and arts clubs listed in the Leisure category. Use a keyword that describes your interest to find out what is available in Surrey.
www.surreylocaloffer.org.uk/directory

The Family Information Service (FIS), has helpful information and advice information about Childcare, holiday schemes, and activities in your local area: You can find more information on the website: **www.surreycc.gov.uk/fis**

Libraries are right at the heart of Surrey's communities. They have many activities taking place and are a great source of information about the local area. They host and provide many clubs and activities, from rhyme time, crafts, and helping people improve their computer skills to supporting families to find local services and more. Find your local library on the website: **www.surreycc.gov.uk/libraries**

Surrey Information Point has a directory of services that you can filter by category and/or location.
www.surreyinformationpoint.org.uk

Active Surrey helps everyone in Surrey to get moving and take part in activities to improve fitness and wellbeing. You can find activities near you by searching the website
www.activesurrey.com

Active Surrey Holiday Activity & Food (HAF) and Club4 - Active Surrey work with providers in Surrey to run free HAF (Holiday Activity & Food) camps for children who receive benefit-related free school meals. These camps – known as 'Club4' in Surrey – run during the longer school holidays and offer healthy food and fun activities for eligible children aged 5-16. You can find more information about these clubs on the website: **Club4 camps (activesurrey.com)**

Exercise, leisure and travel

Doing sport and activities you enjoy is important for staying healthy and making connections:

Sport, exercise and keeping fit

Search Surrey FIS or Surrey Information Point for sport and exercise groups in Surrey: **www.surreyinformationpoint.org.uk**

Active Surrey has information on exercise and/or health conditions: Exercise with a condition or disability (**activesurrey.com**).

Advice on moving and handling

If you physically help your child, such as getting them in and out of bed, you can get specialist support to make sure you do this safely. This will help avoid straining your back, joints and soft tissues. **www.actionforcarers.org.uk/getting-help/moving-and-handling/how-we-can-help**

Transport

Free bus passes for disabled people and carers
If your child needs support to get the bus, both they and their carer may be eligible for free travel.

Apply with a letter of evidence via the Surrey County Council website:
www.surreycc.gov.uk/roads-and-transport/buses-and-other-transport/tickets-and-discounts/disabled-people

School transport
Pupils with an EHCP may qualify for travel assistance. Even without an EHCP you may still receive travel assistance in some situations.

For help and guidance for getting your child to school or college See Surrey's website:
www.surreycc.gov.uk/schools-and-learning/schools/transport/help-and-guidance-for-getting-your-child-to-school-or-college

Family Voice Surrey also have guidance on travel assistance on their website:
familyvoicesurrey.org

Family and Parent/ Carer Support

There are many sources of information, support and guidance for parents and carers.

There are many sources of information, support and guidance for parents and carers. The Local Offer is a good place to start: **www.surreylocaloffer.org.uk/directory**

The Family Information Service also offers a free impartial information and signposting service on all aspects of family life for parents/carers: **www.surreycc.gov.uk/children/support-and-advice/families.**

You could visit your local library for more information or find more information on the website: **www.surreycc.gov.uk/libraries**

In this section:

1. Services that can support you

2. Workshops, courses and training for parents and carers

3. Support groups and drop-ins for parent carers

4. Family Centres

5. Support for siblings

6. Financial help

Services that can support you

Surrey's Parent/Carer Forum - Family Voice Surrey

Family Voice Surrey is a parent carer forum that champions the needs and rights of families who have children with AN&D. **www.familyvoicesurrey.org.uk**

SEND Advice Surrey

SEND Advice Surrey is Surrey's Special Educational Needs and/or Disabilities information, advice and support (SENDIAS) service.

They provide information, advice and support to parents, carers and young people with special educational needs and/or disabilities (SEND) aged 0 to 25 years.

The information, advice and support provided is impartial, confidential, free and at arm's length to the Council. They will listen to your concerns and discuss any issues in confidence.

They aim to provide information, advice and support to empower parents, carers and young people to:

- fully participate in discussions and make informed decisions
- express their views and wishes about education and future aspirations
- promote independence and self-advocacy
- develop positive relationships with nurseries, preschools, schools, colleges, universities, the Council and supported services to achieve positive outcomes.

You can visit their website: **www.sendadvicesurrey.org.uk** or get in touch with them by email **sendadvice@surreycc.gov.uk** or telephone **01737 737300**.

Advocacy

Advocacy in Surrey offers support with matters relating to health and for disabled people aged sixteen and over. Advocates work with you and take your side. Visit **www.advocacyinsurrey.org.uk** or call **0300 030 7333**.

Home-Start Surrey

Home-Start are local charities passionate about promoting the welfare of local families who are struggling and who have at least one young child. There are eight local offices across Surrey. Home Start works with Surrey County Council and many local charities to provide early help where possible and make referrals to additional support if needed.
Visit: **www.home-start.org.uk/home-start-surrey**

The Surrey Care Trust (SCT)

SCT tackles disadvantage, social exclusion and hardship in local communities by equipping young people and families with the skills to improve their economic situation, reduce their social isolation and to convince them they have a valuable contribution to make to society.

They help families across Surrey with issues ranging from poor mental health to unemployment and problems with school or getting qualifications – especially if a family member is living with a learning disability.

You can request help by emailing **mentoring@surreycaretrust.org.uk** or visit the website for more information **www.surreycaretrust.org.uk**

Workshops, courses and training for parents and carers

Parenting courses and workshops are available to all parents and carers in Surrey. There are details on the Family Information Directory. Family Information Service - Surrey County Council (**surreycc.gov.uk**)

There are specialist courses and workshops for parents and carers of children with AN&D.

Online parenting programmes

There are free online parenting courses from understanding pregnancy to understanding teenagers, including understanding your child with additional needs. Use the code 'ACORN' at: Online Learning **www.heiapply.com**

Family learning courses

These help parents and carers give children a positive start in life and support their learning and development at home and school.

There are a wide range of free online courses, from parenting and wellbeing, to Maths and English for parents who speak English as an Additional Language.

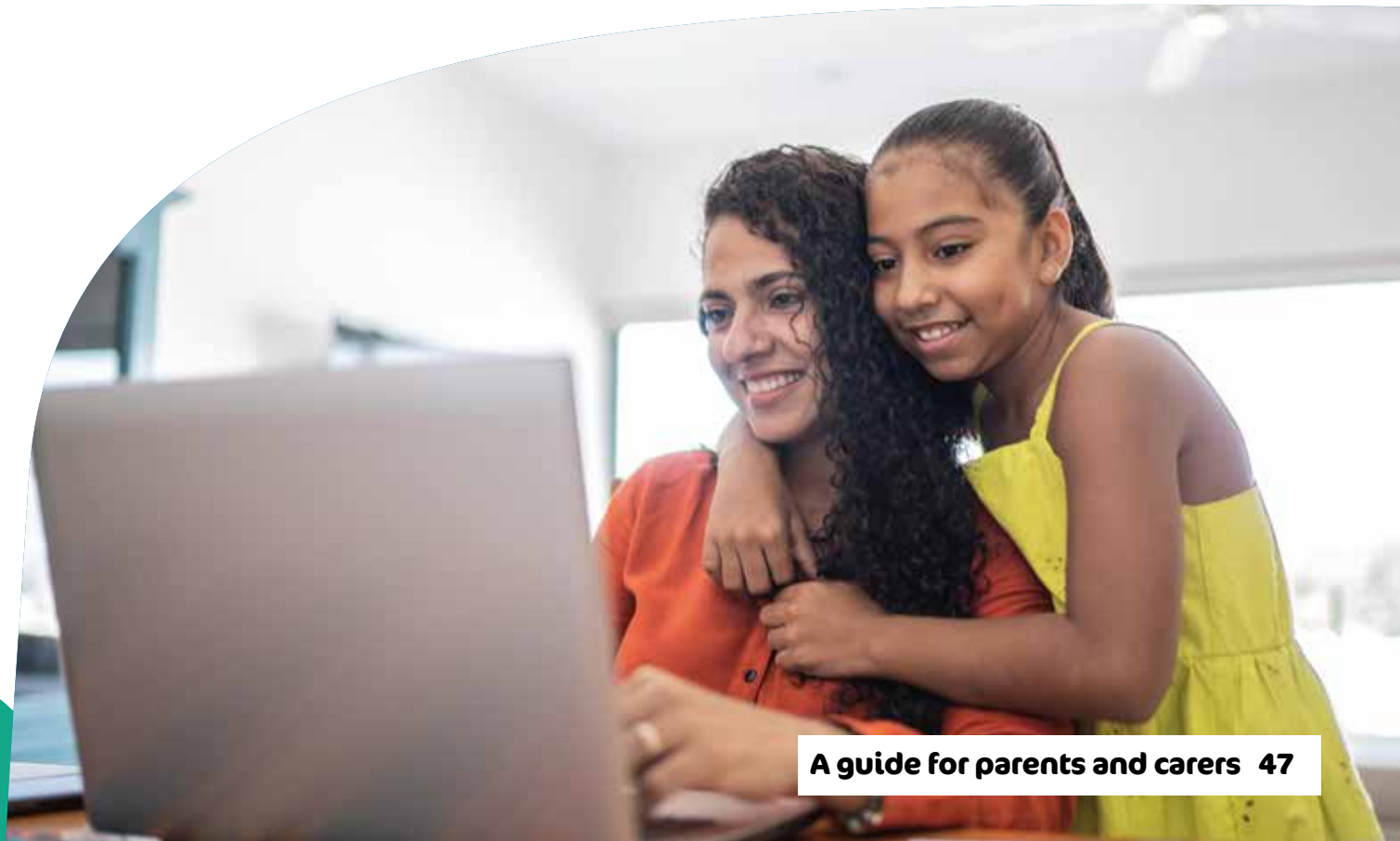
For full details and to sign up, see the Family Learning web page:
www.surreycc.gov.uk/familylearning

Free online guides for families in Surrey

If you are a Surrey resident, you can have free access to online parenting guides that include top tips from childcare, education and NHS health experts. The guides can come in text, audio and video formats and other languages (including Urdu, Chinese and Polish)
www.surreycc.gov.uk/learnonline

The Surrey Family Support Programme (FSP)

Like our Family Centres, the FSP helps families solve problems and build their own resilience and self-reliance. There are five local teams across Surrey who co-ordinate help for families, with one-to-one family support where circumstances are having a significant impact on children's health, development or wellbeing.



Support groups and drop-ins for parent carers

There are several support groups for parent carers around Surrey. Search for those near you on the Local Offer website or see the list of groups recommended by other parent carers on the Local Offer.

The Local Offer website has lots of helpful information about support services in your area. If you don't have a computer at home you can book a computer in a library - **www.surreycc.gov.uk/libraries/your-library/library-services-and-charges/book-a-computer** or ask your child's nursery or school for help.

Drop-ins

Many charities and family support groups offer 'drop-ins' where you can get support from people who have a similar experience to you. You can find your local drop-ins by searching the directory on the Local Offer. **www.surreylocaloffer.org.uk/directory**

Helplines

These are usually free and offer confidential information and advice about any concerns you may have about your children or family. You can talk to them about any aspect of family life including children's behaviour, teenagers, adult relationships, separation and divorce, grandchildren and step-parenting issues.

You can find details of some popular helplines on the Local Offer and in the directory at the end of this booklet.

If you need someone to talk to about parenting or personal issues you can call Family line on **08088005678**.

Family Centres

Family Centres help families with parenting and relationship challenges so they can solve problems, grow in confidence and manage future difficulties. They help families build their own resilience and self-reliance.

Family Centres are based as near as possible to the most disadvantaged communities, but families needing help anywhere across Surrey can use them. You can find out more at **www.surreycc.gov.uk/familycentres**

Support for siblings

Having a brother or sister with AN&D can be life enhancing but comes with its own individual challenges.

Sometimes siblings will provide care or support for their brother or sister. They are known as 'young carers'. Often children and young people growing up with a disabled brother or sister get less attention from parents and have more worries and responsibilities than their peers.

They may face public prejudice or find it hard to get schoolwork done. Going out for the day or getting enough sleep might be difficult. They also need recognition for learning new skills and being supportive of their brothers' and sisters' needs.

What you can do

The Local Offer has lots of help, as well as suggested activities for siblings to do together.

Support may be available through Children's Services, and you can self-refer for an assessment.

Other sources of support are:

Surrey Young Carers

Surrey Young Carers support children from Year 1 upwards.
Call **01483 568 269** or email **syc@actionforcarers.org.uk**

> "As soon as I joined Surrey Young Carers, things started to get easier. Finally, I met other people in the same boat as me, who I could talk through my experiences with, and I have a better social life too. It's made such a difference."
>
> Young carer, Surrey

SIBS

Sibs is a charity supporting people who grow up with or have grown up with a disabled brother or sister. **www.sibs.org.uk**

Financial help

You and your child may be eligible for means-tested benefits because of the impact that AN&D has on your finances. It could be that you are doing less paid work because you are caring for your child, or you may have to spend money to support their health and wellbeing.

Please note: your child does not need a diagnosis or an EHCP for you to apply for benefits.

What you can do

You can check what benefits you are entitled to using a benefit checker:
www.gov.uk/benefits-calculators

Find details of charities and organisations offering financial assistance depending on your family's circumstance.

Search for 'family finances' at **www.surreycc.gov.uk**

Benefits that you could look into include:

Disability Living Allowance can be claimed on behalf of an eligible child under 16 years old.

Carer's Allowance can be claimed by a parent when the child gets Disability Living Allowance.

Carer's Credit is used to top up National Insurance when you provide care for over 20 hours a week.

Income Support helps some adults who are not available for work because of their caring responsibilities.

Child Tax Credit is a universal benefit for families with a child under sixteen.

Council Tax Discount ensures you do not have to pay more Council Tax if you need a larger property to meet your child's needs.

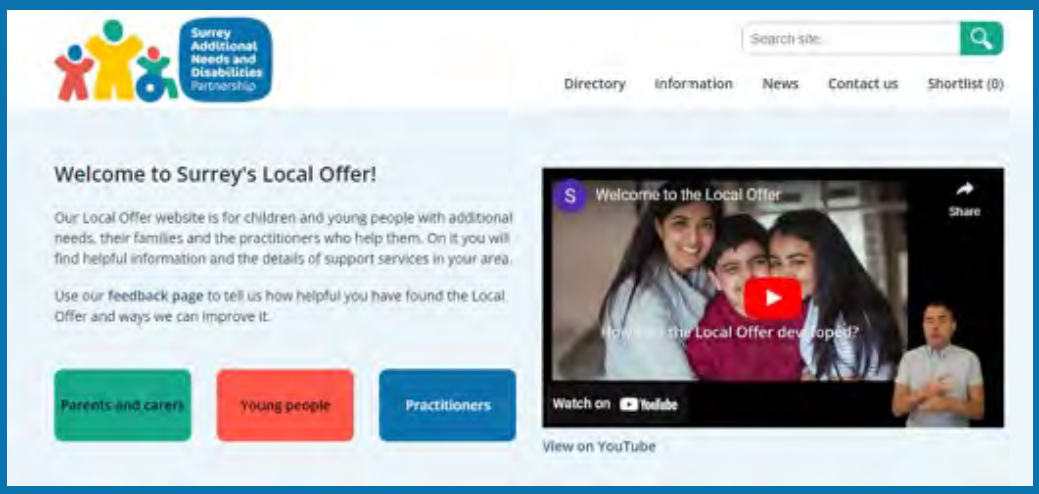
Disabled Facilities Grant can be awarded by your local district or borough council to pay for adaptations to your home.

Blue Badge scheme This allows you to park close to where you need to go, such as in disabled parking spaces. You do not need an EHCP.
www.surreycc.gov.uk/roads-and-transport/parking/blue-badge/apply-or-renew

Notes

Directory of services

The Local Offer



On Surrey's Local Offer website, you will find resources, guidance and information on a range of topics related to children and young people ages 0-25 with additional needs and/or disabilities. There is information for parent/carers and young people as well as practitioners working with children and young people with additional needs and/or disabilities e.g., SENCO's.

You can find news articles, current events and information from service providers and the Council.
We have listed some more sources of information below, on top of those already mentioned in this booklet.

For a full list, go to the directory of services on the Local Offer.
You can search by category, keyword and location.
www.surreylocaloffer.org.uk/directory

Action for Carers

Support, advice and help, including specific information for particular types of carers.

Call **0303 040 1234** or text **07723 486730**
Email **CarerSupport@actionforcarers.org.uk**
www.actionforcarers.org.uk

Barnardo's

Services, advice and support to protect children and support parents and carers.
www.barnardos.org.uk

Contact

A charity for families with disabled children. There is a free helpline for parents and carers to talk about a particular diagnosis, educational support or medical and social care.

0808 808 3555 9.30am-5.00pm, Monday to Friday.
Email at **helpline@contact.org.uk**
https://contact.org.uk

Council for Disabled Children

The Council for Disabled Children provide information and guidance bringing together professionals, practitioners and policymakers. See: **https://councilfordisabledchildren.org.uk**

Citizens Advice

An independent charity offering confidential advice online, over the phone and in person. This is free of charge.

0800 144 8848
You can also find information on their website: **www.citizensadvice.org.uk**

Family Line

If you need someone to talk to about parenting or personal issues.

0808 800 5678

First-tier Tribunal (SEND)

Responsible for handling appeals against decisions regarding SEND. See:
www.gov.uk/courts-tribunals/first-tier-tribunal-special-educational-needs-and-disability

Independent Provider of Special Education Advice (IPSEA)

Free and independent legally based information, advice and support to help get the right education for children and young people with AN&D in England. Guides, an advice line and helpline. See: **www.ipsea.org.uk**

Samaritans

A listening and support service to people who are going through a difficult time.

Call **116 123**
Email **jo@samaritans.org**
www.samaritans.org

Mencap

Information and advice on learning disabilities and a free learning disability helpline.

0808 808 1111
Email **helpline@mencap.org.uk**
www.mencap.org.uk

Parents Talk (Action for Children)

Advice for parents of children with AN&D including information on getting a diagnosis and support for your child.

https://parents.actionforchildren.org.uk/additional-needs-disabilities

Relate

Relationship counselling, family counselling, mediation, children's counselling and young people's counselling.

www.relate.org.uk

A-Z of support for specific needs

We couldn't possibly list all of the charities and organisations that offer information and support, but we have listed here some of the main ones that you might find useful.

	www.braininjurygroup.co.uk/about-brain-injury child-brain-injury
	www.kids.org.uk
ADHD	www.ukadhd.com
	www.adhdfoundation.org.uk
	https://youngminds.org.uk
Asthma	www.nhs.uk/conditions/asthma
	www.asthma.org.uk/advice/child
Autism	www.autism.org.uk
	Surrey Autism Partnership Board - Surrey County Council www.surreycc.gov.uk/adults/care-and-support/disability/spb/apb
Behaviour that challenges	www.challengingbehaviour.org.uk
	www.mindworks-surrey.org
Cerebral Palsy	www.nhs.uk/conditions/cerebral-palsy
	www.scope.org.uk
	www.cerebralpalsy.org.uk
Downs syndrome	www.nhs.uk/conditions/downs-syndrome
	www.downs-syndrome.org.uk
Cognition and learning difficulties	www.nhs.uk/conditions/learning-disabilities
Hearing impairment and loss	www.ndcs.org.uk
Hypermobility	Specialist Equipment for Children | Community Children's Health Partnership (cchp.nhs.uk)
	See www.nhs.uk and search for 'hypermobility
Learning disabilities	www.mencap.org.uk
	www.learningdisabilities.org.uk

Multiple Sclerosis	https://mstrust.org.uk
Profound and multiple learning difficulties (PMLD)	www.mencap.org.uk
Rare conditions	https://contact.org.uk/help-for-families/information-advice-services/health-medical-information/rare-conditions/
Severe learning difficulties	www.mencap.org.uk www.challengingbehaviour.org.uk
Social and emotional mental health needs (SEMH)	If a child or young person is in any immediate danger, or poses potential harm to others, call 999 or take them to A&E if possible. www.mindworks-surrey.org https://youngminds.org.uk https://moodspark.org.uk www.annafreud.org www.kooth.com
Spina Bifada	www.strongbones.org.uk
Specific Learning Difficulties (SpLD) - ADHD	www.mencap.org.uk/learning-disability-explained/learning-difficulties www.youngminds.org.uk/parent/parents-a-z-mental-health-guide/adhd
SpLD - Dyspraxia	https://dyspraxiafoundation.org.uk
SpLD - Dyscalculia	www.bdadyslexia.org.uk/dyscalculia
SpLD – Dyslexia	www.surreylocaloffer.org.uk/practitioners/resources/surrey-literacy-difficulties-policy
SpLD- Dysgraphia	www.hft.org.uk www.dcdq.ca
Tourette's	Tourette's Action (tourettes-action.org.uk) https://www.nhs.uk/conditions/tourettes-syndrome
Vision impairment and sight loss	www.rnib.org.uk https://habilitationviuk.org.uk

Glossary

This is a list of some important words and phrases and what they mean.

Discriminate

Discrimination is when someone treats your child/young person differently, unfairly or worse because of their needs.

It also applies to age, being disabled, gender, gender identity, being married or in a civil partnership, being pregnant or having a child, religion or beliefs, race, skin colour or place of birth, or sexuality.

Ordinarily Available Provision (OAP)

OAP is the support that mainstream schools should be able to provide with the funding, staff and resources they already have.

SEN Support

Additional support provided by a school for children and young people with Special Educational Needs and Disabilities (SEND) to help achieve their outcomes or learning objectives set by the school.

SENCO

A Special Educational Needs Co-ordinator within a school who is responsible for assessing, planning and monitoring the progress of children or young people who have SEND.

SEND Case Officer

A key contact for families and young people who have an EHCP, working with schools, partners and other professionals across the education, health and care sectors.

Social Care

Personal care and other practical assistance for children, young people and adults who need extra support because of an illness or disability.

Social Worker

A professional who works with families and individuals to assess their needs and wishes, help them make changes, organise support and make referrals to other services that are able to offer support.

You may be able to get more help here:

Help for Households is a government website page with information and advice to help with the cost-of-living crisis. **https://helpforhouseholds.campaign.gov.uk**

Gingerbread is a charity offering practical support for single parents, including support for the cost-of-living. **www.gingerbread.org.uk**

Turn2Us has a search tool for grants that you might be able to apply for from other charities. There is also benefits calculator to check you are receiving all you are entitled to. **www.turn2us.org.uk**

School uniform costs. If you are worried about paying for school uniforms, the Surrey County Council website suggests services that might help. See **www.surreycc.gov.uk/schooluniforms**

Family Fund provides grants to families on a low income who are raising a disabled or seriously ill child. **www.familyfund.org.uk**

Notes

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