

Children and Young People with Additional Needs in Northumberland

A Guide to Local and National Services

NORTHUMBERLAND
COUNTY COUNCIL



Northumberland Parent Partnership Service

Northumberland
Families
Information Service
SureStart



A guide to local and national services for parents and carers of children and young people with additional needs living in Northumberland. A reference guide for professionals.

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How to use your guide

This guide lists some of the many services available in Northumberland that can provide you with information, advice and/or support in looking after your child.

The services are divided into various colour coded sections, such as Health, Social Care, Education, Money Matters, etc (see contents page for full listing).

All services within each section are presented in alphabetical order and the information gives you:

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

There is also an index at the back of the guide to help you find specific services, or all services related to a subject.

You can get a lot more information about any of the services in this guide by speaking to them directly. You can get information about other local services by ringing NHS Direct on **0845 46 47**.

Of course, a book is not a substitute for being able to talk to someone about your child if you need to, and the following services may be able to help you:

Action for Children IN-PACT (Information Northumberland – Parents and Carers Together) provides a single point of contact for advice and support to families and carers of children with special needs and disabilities living in Northumberland. You can contact IN-PACT's information service on **01670 857816** for more information.

The **Families Information Service** aims to provide accurate, high quality, accessible and impartial information, advice and guidance on all registered and unregistered childcare facilities and other services available in Northumberland. They can be contacted on Free phone **0800 023 4440**.

The **Northumberland Parent Partnership Service** provides impartial information, advice and support to parents/carers of children with special educational needs. The service is free and confidential and can be contacted on **01670 533694**.

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

Health

Introduction

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

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

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

Health

Child and Adolescent Mental Health Service (CAMHS)

This service is delivered by multi-professional teams, drawing on the skills of child psychiatrists, clinical psychologists, community psychiatric nurses, occupational therapists, social workers and art therapists. Northumberland CAMHS service is divided into four geographical teams. You need to be referred by a social worker or health professional.

Child and Adolescent Mental Health Service – Central Team

Aisling Centre
Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564101
Fax: 01670 564053

Opening Times
Mon - Fri 9am - 5pm

Child and Adolescent Mental Health Service – North Team

Hillshore Unit
10 Bailiffgate
Alnwick
NE66 1LU

Tel: 01665 626810
Fax: 01665 626820

Opening Times
Mon - Fri 9am - 5pm

Child and Adolescent Mental Health Service – South Team

Linhope Unit
Wansbeck General Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564100
Fax: 01670 564134

Opening Times
Mon - Fri 9am - 5pm

Child and Adolescent Mental Health Service – West Team

Chad House
Hexham General Hospital
Corbridge Road
Hexham
NE46 1QJ

Tel: 01434 656285
Fax: 01434 656286

Opening Times
Mon - Fri 9am - 5pm

Chad House does not have a social worker. They have a dietician clinic one day a week. Chad House CAMHS team is part of the ‘Investing in Children’ strategy which is working with service users to make CAMHS more accessible to young people.

Health

Child and Adolescent Mental Health Services - Fleming Nuffield Unit

Fleming Nuffield Unit
Burdon Terrace
Jesmond
Newcastle-upon-Tyne
NE2 3AE

Tel: 0191 219 6413
Fax: 0191 219 6432

Opening Times
Provide seven day 24 hour service

Regional specialist inpatient service for children and young people from 0-14½ years. A wide spectrum of mental health problems and disorders are assessed and managed. The unit provides a regional second opinion service. Referrals are accepted from local CAMHS teams within your area. These local services are accessed by professionals from health, social care and education.

Children's Community Nursing Service

Northumberland Child Health Centre
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

Tel: 01670 564070
Fax: 01670 564053

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

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

Community Dental Service

Clinical Services

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

These specialised clinical services are usually unavailable in general dental practice and include:

- Orthodontics
- Sedation
- General anaesthetics
- Treatment of patients with special needs
- Home visits to elderly patients or those with medical special needs
- School dental screening
- Epidemiology and survey work, assisting in future planning of dental services

Health

Community Paediatric Teams

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

Community Paediatric Team - North

Alnwick Bondgate Surgery
Infirmary Close
Alnwick
Northumberland
NE66 2NL

Tel: 01665 626721
Fax: 01665 510581

Opening Hours
Mon - Fri 9am - 4pm

Community Paediatric Team - South

Child Health Office
Blyth Health Centre
Thoroton Street
Blyth
Northumberland NE24 1DX

Tel: 01670 396479
Fax: 01670 396495

Opening Hours
Mon - Fri 9am - 5pm

Community Paediatric Team - Central

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

Tel: 01670 564030
Fax: 01670 564053

Opening Times
Mon - Fri 9am - 5pm

Community Paediatric Team - West

Dr Gill Turner: A GP with a specialist interest in young people's health

Community Child Health
Ponteland Primary Care Centre
Meadowfield
Ponteland
Northumberland
NE20 9SD

Tel: 01661 867749
Fax: 01661 867747

Clinic Days
Wednesday mornings at Hexham
Hospital

Health

Dr Mary Greenwood: A GP with a specialist interest in child development, special needs and autism. Dr Greenwood is also the doctor for Priory School in Hexham.

Community Child Health Service
West Locality
Tanners Burn House
Burn Lane
NE46 3RU

Tel: 01434 611187
Fax: 01434 611199

Opening Times
Mon - Fri 9am - 5pm

Continence Service

Wallsend Health Centre
The Green
Wallsend
NE28 6BB

Tel: 0191 220 5937

Opening Times
Mon - Fri 9am - 5pm

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

Health Visitors

Health Visitors are usually attached to your GP surgery. They help and advise parents with children under 5 years of age on issues such as feeding, immunisations, growth and development. Please contact your GP surgery for your health visitor's details.

Joint Equipment Loan Service

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

Tel: 01670 730595
Fax: 01670 730537

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

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

Health

NHS Direct North East

Sterling House
Balliol Business Park
Newcastle-upon-Tyne
NE12 8EW

Tel: 0845 46 47
Text phone: 0845 606 46 47

Opening Times
24 Hours, 7 days a week

Website: www.nhsdirect.nhs.uk

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

Northumberland Child and Adolescent Learning Disability Team (CALDT)

Morpeth Social Services
94 Newgate Street
Morpeth
NE61 1BU

Tel: 01670 516131
Fax: 01670 510909

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

A specialist multi-disciplinary team working with children and young people aged 0-18 years who have a learning disability and conditions such as autism, ADHD, epilepsy, challenging behaviour and emotional problems, as well as children and young people who have severe, complex and persistent disorders. The team provides a range of specialist health care services. Children and young people should be referred by a health, social care or education professional.

Northumberland Wheelchair Service

Wheelchair Service
Unit 4 Colbourne Crescent
Nelson Industrial Estate
Cramlington
NE23 1WB

Tel: 01670 730595
Fax: 01670 730537

Opening Times
Mon - Fri 8.30am - 5pm

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

Health

Northumberland Young People's Service

Coulson House
15 Front Street West
Bedlington
NE22 5TZ

Tel: 01670 827806

A mental health service for vulnerable young people living in Northumberland already accessing support from SORTED (a substance misuse service) or the Youth Offending Service, and/or who are in the care of the Local Authority.

Occupational Therapy Service

Child Health Centre
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 01670 564058

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

Paediatric Oncology Outreach Nurses

Paediatric Macmillan Unit
1st Floor Victoria Wing
Royal Victoria Infirmary
Newcastle-upon-Tyne
NE1 4LP

Hospital Switchboard
Tel: 0191 233 6161

Ask to speak to the
on-call Paediatric Oncology Outreach
Nurse

Children from all over the region with certain forms of cancer, such as brain tumours and head cancers, are treated at Newcastle General Hospital. Children with blood-related cancers and bone tumours are treated at the Royal Victoria Infirmary.

Paediatric Physiotherapy

Wansbeck Hospital
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

Tel: 01670 564173
Fax: 01670 564012

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

A specialist physiotherapy service for children aged 0-16 years and young people aged 17-19 years (if they are still at school and would prefer to be seen by the Paediatric Service). Children should be referred by a health professional.

Health

Paediatric Dieticians

Wansbeck Hospital
Woodhorn Lane
Ashington
NE63 9JJ

Tel: 0844 811 8111

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

Patient Advice and Liaison Service (PALS)

Free post RZTC-SGHH-EGXJ
Old Stables
Greys Yard
Morpeth
Northumberland
NE61 1QD

Tel: 0800 032 0202
Fax: 01670 511260

Opening Times
Mon - Fri 9am - 5pm

E-mail: northoftynepals@nhct.nhs.uk

PALS focuses on improving services to NHS patients. PALS can advise and support patients, their families and carers; provide information on NHS services; listen to your concerns, suggestions or queries; and help sort out problems quickly on your behalf. PALS have various offices located across Northumberland. You can contact the service directly.

School Nurses

There is a named school nurse for every school. School nurses offer advice and support to school children on health issues; such as speech difficulties, dietary advice, development concerns, and emotional and behavioural problems. They also provide health education and are involved in immunisation programmes. You can contact your child's school nurse through your child's school.

Speech and Language Therapists

Northumberland Child Health Centre
Woodhorn Lane
Ashington
Northumberland
NE63 9JJ

Tel: 01670 564029
Fax: 01670 564053

Opening Times
Mon - Fri 9am - 4.30pm

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

Social Care

Introduction

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

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

The County Council works with the NHS, schools, voluntary organisations and others to work together to provide a range of services to support children, young people and their families. This partnership is known as the **Northumberland Families and Children's Trust (FACT)**.

The Children Act 2004 provided a legal framework for developing more effective and accessible services focused around the needs of children, young people and their families. The government '**Every Child Matters**' programme aims to improve the wellbeing of children and young people across five outcomes:

- Being healthy
- Staying safe
- Enjoying and achieving
- Making a positive contribution
- Achieving economic wellbeing

The Common Assessment Framework (CAF)

The Common Assessment Framework (or CAF) is a way of supporting children and young people with additional needs and their families. It involves listening to parents/carers and the child to find out the child's needs and what is working well in their life. A CAF form is completed and an action plan, agreed with the parents and child, is put in place to make sure the child gets the right sort of help. The CAF is voluntary, and parents and children can choose whether they want this kind of support.

The CAF can lead to a quick solution or can help to identify if extra support is needed. It will ensure that everyone involved with a child, such as teachers and health visitors, works together to support the child. The CAF will help children receive the right support at an early stage before their needs increase. The CAF is a shared assessment so parents and children will not have to repeat the same information to different workers.

Based on the information provided, all those who can help a child will work together to provide the support the child needs. Only those who need to know about a child will have access to the child's information. As a rule, the information which parents and children provide will only be shared with a family's consent. The only exceptions to this are; when a child or an adult is at risk of harm; or to prevent or detect a serious crime.

Social Care

There are integrated teams of professionals for each school partnership (high school and other schools in the same area) which are known as **FACT teams**. In each team there are health visitors, school nurses, education welfare officers, social workers and support staff. The aim of the FACT teams is to work closely with schools and develop joint ways of supporting children and their families, and responding to a range of problems. They protect children from harm and provide advice and support for families.

The contact details for the FACT teams are as follows:

Alnwick FACT Team

Alnwick Children's Services
10 Bailiff gate
Alnwick
Northumberland
NE66 1TU

Tel: 01665 626830
Fax: 01665 626880

Bedlington FACT Team

1 Beech Grove
Bedlington
Northumberland
NE22 5DA

Tel: 01670 536800
Fax: 01670 530507

Berwick FACT Team

Walkergate
Berwick upon Tweed
TD15 1DB

Tel: 01289 334000
Fax: 01289 334040

Cramlington FACT Team

Civic Precinct
Forum Way
Cramlington
NE23 6SH

Tel: 01670 712925
Fax: 01670 738685

Hexham FACT Team

St Mathews House
Half Lane Industrial Estate
Hexham
NE46 3PU

Tel: 01434 603582
Fax: 01434 609580

Social Care

Morpeth and Ponteland FACT Team

94 Newgate Street
Morpeth
NE61 1BU

Tel: 01670 516131
Fax: 01670 510909

Seaton Valley and Blyth FACT Team

Compass House
68 Bridge Street
Blyth
NE24 2BA

Tel: 01670 354316
Fax: 01670 365314

Wansbeck FACT Team

South View
Ashington
NE63 0SF

Tel: 01670 815060
Fax: 01670 522896

The Disabled Children Team

94 Newgate Street
Morpeth
NE61 1BU

Tel: 01670 516131
Fax: 01670 510909

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

The Children Service's Directorate has certain responsibilities for disabled children and young people who live in Northumberland. All the Children's Service's teams provide services to children with special needs and their families. Those with more complex and profound disabilities are dealt with by the Disabled Children Team. The team also provides a service for hearing impaired children and young people, and commissions a specialist service for children with visual impairments.

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

The Disabled Children Team aims to:

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

Social Care

What will an assessment look at?

There are three types of assessment: Initial Assessment (to be completed within 7 working days), Carers Assessment and a Core Assessment (to be completed within 42 working days). The Initial Assessment can also include an assessment of the carer's needs. However, carers are able to request a separate assessment if they feel this would better meet their needs.

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

The Disabled Children Team is responsible for:

- Co-ordinating care plans
- Organising services - this includes referring to other services, if appropriate
- Liaising with other professionals
- Regularly reviewing the plans and services with young people and their carers; at least every six months
- If part of the service is for your child to be 'looked after' overnight in the form of short-break care, or through full time accommodation, then the Local Authority has additional responsibilities to promote your child's welfare and protection.

What sorts of services are available?

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

- After school clubs and specialist holiday activity schemes
- Day care or sponsored childminding
- Sitting services and/or direct care of the child, if unable to meet through standard services.
- Enabler support to provide periods of respite for parents/carers and/or enabling the young person to access local resources and break down social isolation.
- Short-break or full-time care may be necessary and the most appropriate way of meeting the needs of some children and young people. Referrals are sometimes made to specialist residential education resources with the support of Children's Services and Health Service funding.
- Aids for daily living and support with adaptations through paediatric occupational therapists via a referral from the Disabled Children Team if the department criteria is met.
- Specialist social workers and aids for deaf children.
- Specialist Visual Impairment assessment which can then recommend equipment and/or mobility training.
- Advice, guidance and counselling, via a referral to specialist services.

What else does the Disabled Children Team do?

The team identifies young people who have a Statement of Special Educational Needs who will require assistance to access further education or particular care services after the age of 18. When a child is in Year 9 they will have a Transitional Review and/or a Person Centred Educational Review of their Statement to begin planning for their education, training and placement after the age of 16 and assistance towards living independently if appropriate. This will involve a Personal Advisor from the Connexions Service. Where appropriate, a young person's needs will be identified over time and services co-ordinated for the transition to adulthood and adult services.

The team also

- co-ordinates Person Centred Plans via the Transitions Champion
- processes applications for disabled parking permits. Blue Badge application forms are available from Children's Services or Adult Services office.

The Network Database for Children with Disabilities

The law requires the County Council to maintain a register of disabled children living in Northumberland in order to help plan and monitor services. This is known as the Network Database for Children with Disabilities. Registration on the database is voluntary and parents are entitled to see what has been recorded about their child. Families of all children registered on this database are eligible for a 'FACT Card' which enables discounted admission to leisure centres, places of interest and activities, such as soft play, in Northumberland.

Families also receive regular copies of the Northumberland 'Network Newsletter' which contains information of interest to parents of disabled children and young people. Please phone **01670 533883** if you would like your child to be registered on the database.

Safeguarding disabled children

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

Things parents and carers can do include:

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

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

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

If you are worried that your child is being abused please speak to a professional person such as a health visitor, GP or teacher, or contact your local FACT Team (see pages 11 and 12 for details).

Leaving Care Team

**Civic Precinct
Forum Way
Cramlington
NE24 6SH**

**Tel: 01670 712925
Fax: 01670 738685**

The Leaving Care Team works to support young people who are, or have been, looked after by the Local Authority as they prepare for and move to independent living. The team continue to support young people until the age of 21, or 24 if the young person is in higher education.

Childcare and Breaks from Caring

Introduction

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

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

If you provide care on a regular basis you have a right to a **Carer's Needs Assessment** under the **Carer's (Recognitions and Services) Act 1995** and the **Carer's and Disabled Children Act 2000**. This assessment is designed to find out what support you need to look after your child, and also to help look after your own health and wellbeing. This may include support in the home, childminding, holiday activity schemes and short breaks, or money from Children's Services so you can arrange this help yourself (**Direct Payments** – see the Money Matters section, page 48).

As a carer you may be entitled to a benefit called **Carers Allowance**. To find out about your entitlement and how to apply, contact the **Carers Allowance Unit** (details on page 49). You may also find it useful to contact IN-PACT on **01670 857816** for further advice and support on any issues you may have about caring for your child.

More information about organisations that provide short breaks is listed below.

Action for Children, Monksfield

Corbridge Road
Hexham
Northumberland
NE46 1UY

Tel: 01434 601594
Fax: 01434 601794

Opening Hours
24 Hour Service

In partnership with Northumberland Children's Services, Monksfield provides short-break residential care services to disabled children and young people aged 6-18 years who live in Northumberland. They provide opportunities for the children and young people to enjoy regular short breaks from home where they can make new friends, experience a wide range of activities and have fun. They also provide an activity scheme at weekends for disabled children and young people aged 8-18 years who live in Northumberland. This service operates through an Action for Children project in Newbiggin-by-the-Sea. The criteria for admission are moderate to severe learning disability. Referral is through a social worker.

Childcare and Breaks from Caring

The Alan Shearer Centre - Short Break Service

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

Tel: 0191 267 8128
Fax: 0191 267 5540

Opening Times
24 hour Service, 7 days a week

This charity provides short-break care for people aged 8-16 years old. All domestic needs from meals to high medical care can be catered for in a setting specially designed for children and adults with physical and learning difficulties. There is a charge for this service. You can contact the centre directly.

Barndale

Howling Lane
Alnwick
Northumberland
NE66 1DQ

Tel: 01665 605921
Fax: 01665 605921

Opening Times
Weekend Service

A short-break service for children aged 6-18 years who have moderate to severe learning disabilities. The service runs at weekends and provides young people with the opportunity to access a wide range of outings and activities. Referral is through a social worker.

Calvert Trust, Kielder

Kielder Water
Hexham
Northumberland
NE48 1BS

Tel: 01434 250232
Fax: 01434 250015

Opening Times
24 hour service, 7 days a week

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

This charity provides holidays for people with physical, learning or sensory disabilities. People under 18 years of age must be accompanied by a carer or parent, or come with an organised group.

Childcare and Breaks from Caring

Disabled Children's Access to Childcare (DCATCH)

c/o Cramlington East Children's Centre **Tel: 01670 739528**
Eastlea Primary School **Fax: 01670 738996**
Bowmont Drive
Eastfield Lea **Opening Times**
Cramlington **9am - 5pm**
NE23 2SN

The DCATCH team is based in three Children's Centres across Northumberland; Morpeth (Tel: 01670 511581), Hexham (Tel: 01434 601698) and Alnwick (Tel: 01665 600896)

Their aim is to help parents of disabled children (0-18 years) access childcare in order that they may be able to get back into work or training.

Family Support and Placement Service: Adoption and Foster Care

Children's Services **Tel: 01670 534450**
Tweed House **Fax: 01670 534451**
Hepscott Park
Morpeth **Opening Times**
Northumberland **Mon - Thurs 8.30am - 5pm**
NE61 6NF **Fri 8.30am - 4.30pm**

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

The service houses three teams:

The Foster Care Team recruits, assesses and trains prospective foster carers, as well as supporting and supervising approved foster carers. It has extensive experience of providing respite, short to medium and long term foster care for local children.

The Permanence Team recruits, assesses, trains and supports adoptive families. It has extensive experience of finding families for local children who need adoptive homes. It also has responsibility for Special Guardianship assessments.

The Family Support (Day Care) Team recruits, assesses and trains prospective day carers, as well as supporting and supervising approved day carers. The team provides family support services, which are intended to maintain children at home, proactively removing the need for them to join the foster or residential care system. The team also provides day care support services to disabled children, therefore relieving parents of the pressure of caring.

Childcare and Breaks from Caring

Rainbow Trust - North

Rainbow Fernstone **Tel: 01434 602961**
Lowgate **Fax: 01434 606112**
Hexham
Northumberland **Opening Times**
NE46 2NL **24 hour service, 7 days a week**

E-mail: rainbowfernstone@easynet.co.uk
Website: www.rainbowtrust.org.uk

The Rainbow Trust provides family centred care for children with a life-threatening or terminal illness. They provide practical and emotional support within the family home and via family respite centres.

St Cuthbert's Care

St Cuthbert's House **Tel: 0191 228 0111**
West Road **Fax: 0191 228 0177**
Newcastle-upon-Tyne
NE15 7PY **Opening Times**
Mon - Thurs 9am - 5pm
Fri 9am - 4.30pm

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

Provides a range of services for children with learning/physical disabilities and their families. These include residential, short stay and day care facilities, and a sitting service for up to 4 hours a day. You can contact the charity directly for information, but you may need a referral from a social worker to access their services. There is a charge for some of the services they provide.

St Oswald's Children's Service

Regent Avenue **Tel: 0191 285 0063**
Gosforth **Fax: 0191 246 9052**
Newcastle-upon-Tyne
NE3 5AB **Opening Times**
24 hour service, 7 days a week

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

This is a service that provides specialist residential short breaks to children with life shortening conditions, and their families. Trained staff can meet the needs of the individual child and families can enjoy the many facilities and activities together. There is no charge to you. Your health and social services team must assess and refer you. For an assessment of need contact the Disabled Children Team on **01670 516131**.

Introduction

Some of the people who may work with you and your child throughout their school years include:

Choice Adviser – who offers free, independent and confidential advice on choosing a school in Northumberland.

Education Welfare Officers – who offer support and advice to parents, children and schools on issues, including attendance.

Educational Psychologists – qualified specialists who work with schools and parents, offering support with difficulties affecting a child's development, learning and behaviour.

Independent Parental Supporters – trained volunteers from the Parent Partnership Service who work directly with parents.

Parent Partnership Co-ordinator – who provides impartial information, advice and support to parents/carers of children with special educational needs and can put them in contact with a trained Independent Parental Supporter.

Portage Worker – a home visitor who works with young children with learning and physical difficulties. Along with the parent/carer, they build on the abilities the child already has and teach skills the child has yet to learn.

SEN (Special Educational Needs) Officer - the local authority officer responsible for the maintaining and reviewing of statements.

Special Educational Needs Co-ordinator (SENCo) – a teacher within the school who is responsible for co-ordinating help for children with special educational needs.

If you have access to the internet, you can get further information on any aspect of education, including special schools, schools with special units, special educational needs policies, and other education-related services. Go to www.northumberland.gov.uk and search for 'Education and Learning'.

Bullying

The Government defines bullying as 'behaviour by an individual or group, usually repeated over time, that intentionally hurts another individual or group either physically or emotionally'. Bullying can take many forms and includes name calling, making offensive comments, kicking, hitting, taking belongings, inappropriate text messaging and e-mailing, and sending offensive or degrading images by mobile phone or via the internet. Bullying can seriously damage a young person's confidence and sense of worth, and needs to be dealt with as soon as possible. It is different from the usual disagreements that children and young people have from time to time.

Bullying (cont.)

It is compulsory for schools to have measures in place to encourage good behaviour and respect for others, and to prevent all forms of bullying. Schools are required to have anti-bullying policies and strategies to tackle bullying. If you think your child is being bullied, you should talk to your child and then talk to the school about what can be done about it. Further information on tackling bullying is available from the Advisory Centre for Education (contact details on page 34); Bullying UK at www.bullying.co.uk; the Anti-Bullying Alliance at www.anti-bullyingalliance.org.uk; or Parentline Plus at www.parentlineplus.org.uk.

Contact a Family has joined forces with Parentline Plus to produce a new guide about dealing with bullying, for parents of disabled children. The guide is available to download from <http://www.cafamily.org.uk/pdfs/bullying.pdf> or to order from their Freephone helpline (0808 808 3555).

Children under Five

The County Council has a duty to provide a nursery/pre-school place for all 3 and 4 year olds whose parents want one. Such places are available for children on a part-time basis (five half day sessions per week in a school term) from the beginning of the term after their third birthday until the end of the school year in which they have their fourth birthday. In order to meet this duty, the County Council provides maintained nursery classes on some school sites as well as working in partnership with other providers of early year's education. The Families Information Service (Tel: **01670 534440** or **Freephone: 0800 023 4440**) can provide details of local services, including playgroups, parent and toddler groups, and nurseries.

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

Disability Discrimination

A disabled person is defined as someone who has a physical or mental impairment which has a substantial, long term and harmful effect on his or her ability to carry out normal day to day activities. A key principle of the Disability Discrimination Act 1995 is that, wherever possible, disabled people should have the same opportunities as non-disabled people in their access to education.

The Disability Discrimination Act covers admissions, exclusions, education and associated services. Schools have a legal duty not to treat disabled pupils less favourably than other pupils for a reason which relates to their disability, without justification. They also have to take reasonable steps to ensure that disabled pupils are not placed at a substantial disadvantage compared to their non-disabled peers. What constitutes a reasonable step will depend on the circumstances of each case.

Schools also have an anticipatory duty to consider the barriers that disabled pupils might face and remove or minimise them before a disabled pupil is placed at a substantial disadvantage. For further information contact the Advisory Centre for Education (see page 34 for details).

Elective Home Education

The responsibility for a child's education rests with their parents. Parents may decide to exercise their right to educate their child at home and, therefore, the child does not need to be enrolled at a school. It would then be the parents' responsibility to provide an efficient and suitable education for their child. The Local Authority has the responsibility of ensuring there is adequate provision for education in their area. The Elective Home Education Team will offer guidance to parents who are undertaking the responsibility of educating their child at home. Phone **01670 533676** for further information or a copy of the County Council's guidelines for Elective Home Education,

Exclusion from School

There are two types of exclusion from school; **fixed period** or **permanent**. Formal exclusion is the only legal method of removing a child from a school. Informal or unofficial exclusions are illegal regardless of whether they are done with the agreement of parents or carers. Fixed period exclusions of a pupil must not add up to a total of more than 45 days in one school year.

Exclusion is a serious step for schools to take and can be a difficult and worrying time for parents and children. For further information and advice regarding an exclusion, contact the Local Authority's Social Inclusion Officer on **01670 533676**. The Advisory Centre for Education (ACE) has an exclusion helpline on **0808 800 0327** or visit their website at www.ace-ed.org.uk. If your child has special educational needs you can contact the Parent Partnership Service on **01670 533694**.

School Transport

Northumberland Local Authority has a duty to provide free transport to the nearest suitable school for any child, if it is beyond statutory walking distance from home (2 miles for first school pupils and 3 miles for middle and high school pupils). Under certain circumstances the Local Authority may also provide 'home to school' transport for pupils with SEN or medical needs. Eligibility is based on assessment of individual need. For more information, contact the Services Transport Team on **01670 533000**.

Special Educational Needs

Children with **special educational needs (SEN)** have learning difficulties or disabilities that make it harder for them to learn than most children of the same age.

Many children (about 1 in 5) will have special educational needs at some time during their education. They may need extra help or different help from that given to other children of the same age.

The **Special Educational Needs Code of Practice** is a government guide for identifying and meeting children's special educational needs.

It states that:

- All children with special educational needs should have their needs met.
- The special educational needs of children are usually met in mainstream schools or settings.
- The views of children should be sought and taken into account.
- Parents* have a vital role to play in their child's education.
- Children with special educational needs should be offered full access to a broad, balanced and relevant curriculum.

The Code of Practice identifies a **graduated approach** which recognises that children learn in different ways and can have different kinds or levels of special educational need. This is described on page 24.

A small number of children who have complex special educational needs (nationally about 2% of school-aged children) will require a **Statement of Special Educational Needs**, a document which describes a child's special educational needs and the provision they should receive.

The Local Authority is required to delegate funding to schools in Northumberland to support pupils with a broad range of special educational needs. Most children with special educational needs will not need a Statement because their needs can be met from within the school's resources.

What support is available to parents?

Every Local Authority is required to have a **Parent Partnership Service** to provide impartial information, advice and support to parents of children with special educational needs so that they can make informed decisions about their child's education. You can contact the Service on **01670 533694**.

The Northumberland Parent Partnership Service has a team of trained volunteers called **Independent Parental Supporters** who work directly with parents. Voluntary organisations and parent support groups can also offer advice and support.

(* The term parent refers to both parents and carers)

Education

The 'Graduated Approach' to Special Educational Needs

PROCESS	WHAT HAPPENS	WHAT PARENTS CAN DO
Identification of possible Special Educational Needs	Concerns are raised about a child's progress.	Provide information on your child and work in partnership with the professionals involved.
Assessment	Assessments are made to look at your child's attainments and progress.	Keep records of all information received or sent.
Differentiation of the curriculum	The teacher makes changes to how the curriculum is presented; taking into account a child's learning needs.	Share information on what you think might help your child. Find out how the curriculum will be differentiated. Check progress
School Action and Individual Education Plan (IEP) or Provision Map	The teacher provides help that is extra or different to the normal curriculum. Parents should be informed about what help will be given, who will provide it, short term targets, review arrangements and how they can help.	Monitor progress with the teacher or Special Educational Needs Coordinator (SENCO). Keep records of all information received or sent. Check how the targets will be monitored. Support your child at home.
School Action Plus and new IEP or Provision Map	The school consults parents about asking for advice from external support services.	Continue to give input and support. Discuss any concerns Work in partnership with involved professionals.
Request for Statutory Assessment - a detailed investigation of a child's special educational needs. Can be requested by schools or by parents.	The Local Authority decides whether to go ahead with a statutory assessment based on evidence provided by the school on a child's SEN and what has been done to help the child make progress.	Discuss how to help your child with the professionals involved. Give your views. Keep records of everything. You have appeal rights to the SEN and Disability Tribunal (SEND) if the Local Authority decides not to carry out a statutory assessment.
Statutory Assessment	The Local Authority requests advice from parents and involved professionals and decides whether a statement is required.	Contribute advice for the statutory assessment.
Statement of SEN	The Local Authority produces a statement – a legal document which describes a child's SEN and the provision they should receive.	Give your views. You have appeal rights to SEND if you do not agree with the contents of the final Statement. The Statement will be reviewed on an annual basis, although you can ask for an earlier review if you are concerned about your child's progress. Contribute to the review.
Note in Lieu	When a statement is deemed unnecessary the Local Authority will explain their reasons.	Give your views. You have appeal rights to SEND if you do not agree with the Local Authority decision.

Education

The following educational services work with schools:

Admissions – Choice Adviser (Schools)

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

**Tel: 01670 533664
Fax: 01670 533108**

**Opening Times
8. 30am - 5. 30pm
(Flexible working hours)**

E-mail: Carol.Storey@northumberland.gov.uk

This service provides free, independent and confidential advice on choosing a school in Northumberland. The Choice Adviser will meet parents and carers at a place and time convenient for them.

The service provides information and support with regard to:

- Schools and catchment areas
- Applying for schools online
- Completion of forms
- How to appeal if you don't get the school you prefer
- Details of the admissions to schools and appeals process.

Behaviour Support Service

**Tyne House
Hepscott Park
Morpeth
NE61 6NF**

Tel: 01670 534320

This team provides a service for children across all age ranges who are experiencing behavioural, emotional and social difficulties in mainstream schools. It offers support and advice to schools on developing strategies to work with these children and direct work with pupils at School Action Plus.

Children's Early Intervention Team (CEIT) Blyth

**Princess Louise First School
Princess Louise Road
Blyth
Northumberland
NE24 2TS**

**Tel: 01670 540963
Fax: 01670 541854**

**Opening Times
8.30am - 4.30pm**

A multi-agency team supporting children and young people across the key stages in schools. They work preventatively with pupils, schools and families to promote positive behaviour and attendance, and to develop social and emotional wellbeing. Children are referred to the service by their schools.

Education

Communication Support Service

**Till House
Hepscott Park
Morpeth
NE61 6NF**

**Tel: 01670 534314
Tel: 01670 534344
Fax: 01670 534343**

Opening Times: School term time

A team of specialist teachers, teaching assistants and speech and language therapists who support children and young people in mainstream schools with significant speech, language and communication needs, and autistic spectrum disorders. Children are usually referred to the service by school staff and other professionals.

Cultural Diversity in Education

**Pont House
Hepscott Park
Morpeth
Northumberland
NE61 6NF**

Tel: 01670 534567

**Opening Times
Mon - Fri: term time (office hours)**

Provide consultancy support for schools with pupils who have English as an Additional Language (EAL) and support for schools and families involved with Traveller children, including those from fairs and circuses.

Schools can access the above support by contacting the Cultural Diversity in Education team directly.

Early Years and Childcare Team

**Education Development Centre
Hepscott Park
Morpeth
Northumberland
NE61 6NF**

The Early Years and Childcare Team provide information, advice, support and training to childcare and early education providers. The Team also provides information and advice to professionals, parents and carers on childcare and early education, including the Families Information Service (FIS).

Education

Education Other Than At School Service (EOTAS)

**Children's Service's Directorate
County Hall
Morpeth
NE61 2EF**

Tel: 01670 534822

A limited amount of home or individual tuition is provided, usually as a short-term measure, for those children who are unable to attend school as a result of health difficulties or in certain circumstances when the child is awaiting special school provision. If the child is on the roll of a school, teaching programmes are provided by that school. When a child is permanently excluded from school, the service is also responsible for arranging alternative education, usually pending admission to another school.

Education Support for Looked After Children (ESLAC)

**Action for Children
Wansbeck Young People's Centre
South View
Ashington
NE63 0SF**

Tel: 01670 810433

ESLAC works to promote, support and raise the educational attainments of children and young people who are in the care of Northumberland County Council's Children's Services Directorate.

Education Welfare Service

**Alnwick Education Welfare Office
Children's Services
10 Bailiffgate
Alnwick
NE66 1LU**

**Tel: 01665 626830
Fax: 01665 626880**

**Blyth Education Welfare Office
Compass House
68 Bridge Street
Blyth
NE24 2SA**

**Tel: 01670 354316 or
01670 365314**

**Central Area Education Welfare Office
(Ashington and Morpeth)
South View
Ashington
NE63 0SF**

**Tel: 01670 815060
Fax: 01670 522896**

Education

Education Welfare Service (cont.)

Hexham Education Welfare Office
St Mathew's House
Haugh Lane Industrial Estate
Hexham
NE64 3PU

Tel: 01434 603582
Fax: 01434 609580

This service promotes good attendance at school. It also offers support to children and families when children are experiencing difficulties with the education system, and helps to develop effective working relationships between families, schools and other relevant agencies.

Literacy Support Service

Literacy Support Service
Linton First School
Linton
NE61 5SG

Tel: 01670 862315
Fax: 01670 862078

A specialist service for children with persistent literacy difficulties, including dyslexia. The service offers advice, support, resources and training for school staff to enable them to meet the literacy needs of their pupils. Pupils should be referred by their school or by another support service.

Parent Partnership Service

Children's Services Directorate
County Hall
Morpeth NE61 2EF

Tel: 01670 533694

A free and confidential service which provides impartial information, advice and support to parents and carers of children with special educational needs. The service has a team of volunteers called Independent Parental Supporters who work directly with parents. Parents can contact the service directly.

Portage Home Teaching Service

Main Building
Hepscott Park
Morpeth
NE61 6NF

Tel: 01670 534318
Fax: 01670 534327

Opening Times
Mon - Thurs 9am - 5pm

Portage is a home based teaching and support service for children from 0-5 years who have special or additional needs and their families. Portage workers help parents to identify their children's needs and provide them with the skills to work more effectively in teaching the everyday skills which the children need to learn before moving into school.

Education

Psychological Services

Tyne House
Hepscott Park
Morpeth
NE61 6NF

Tel: 01670 534300

The role of the educational psychologists in this service includes:

- Applying psychological services and knowledge to preventing and resolving issues for children and young people (0-19 years), their schools and communities.
- Undertaking statutory psychological assessments in accordance with the Special Education Needs Code of Practice.

Training, development work and building capacity for a more inclusive Northumberland is given priority. Consultations concerning the evaluations of activities planned and undertaken are available.

Pupil Referral Unit (PRU)

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

Tel: 01670 514963

The Pupil Referral Unit (PRU) provides time limited full time and part time placements for non-statemented pupils aged 11-14 years who are either referred by their schools or who are permanently excluded from school because of their behaviour. The PRU offers pupils with behavioural, social and emotional difficulties the opportunity to work in small groups on behaviour management programmes implemented by skilled and experienced staff.

Service to Hearing Impaired Children

Till House
Hepscott Park
Morpeth
NE61 6NF

Tel: 01670 533528

This service exists to meet the special educational needs of hearing impaired children. A team of specialist teachers works with children whose hearing is impaired, supporting them, their families and their pre-schools/schools.

Education

Service to Visually Impaired Children

Newcastle Springfield Centre
off Blakelaw Road
Newcastle-upon-Tyne
NE5 3HU

Tel: 0191 277 4627
(Direct Line)
0191 277 4601 (Admin)
Fax: 0191 277 4631

A specialist teacher of the visually impaired works as part of a regional service to provide teaching support and advice to teachers and parents of children in pre-school settings and in mainstream and special schools.

Statutory Assessment and Review Team

Children's Services Directorate
County Hall
Morpeth
NE61 2EF

Tel: 01670 533696

This team is responsible for the administration of the statutory assessment of a child's special educational needs (SEN) and the making and maintaining of statements of SEN. They ensure that reviews of statements are held annually and that transition reviews are dealt with in good time.

Traveller Education Service

Pont House
Hepscott Park
Morpeth
NE61 6NF

Tel: 01670 533575

This service aims to support schools and traveller families in facilitating the access of Traveller children to a broad and balanced curriculum.

Youth Service

The Gatehouse
Hepscott Park
Morpeth
NE61 6NF

Tel: 01670 511923

This service works with children and young people aged 13-19 years. It provides a range of personal and social learning opportunities through the delivery of a broad range of activities at youth clubs and projects across the county. To find out more about the Youth Service, telephone The Gatehouse on the above number. Alternatively, you could ring your local high school's community education department and ask about youth work provision.

Education

Special Schools

The special schools and mainstream schools which are additionally resourced for children with special educational needs, maintained by Northumberland Local Authority, are listed below.

To attend a special school a child would need to have a Statement of Special Educational Needs and the school would need to be appropriate for their age, ability, aptitude and special educational needs. The placement would also need to be compatible with the efficient education of the other children with whom the child would be educated and with the efficient use of resources. For further details, contact the Parent Partnership Service on **01670 533694**. The service can provide leaflets on 'Visiting a School', and 'Starting a New School'. If your child has a statement and you think that they would benefit from being at a different school you should ask their current school to hold a review of statement.

Schools for Pupils with Moderate Learning Difficulties

Cleaswell Hill School
Guide Post
Choppington
NE62 5DJ

Age Range
4-16
(with post-16 provision in conjunction
with local high schools)

Tel: 01670 823182

Cramlington Hillcrest School
East View Avenue
East Farm
Cramlington
NE23 1DY

Age Range
11-19

Tel: 01670 713632

East Hartford School
East Hartford
Cramlington
NE23 3ED

Age Range
4-11

Tel: 01670 713881

Morpeth Collingwood School
Stobhillgate
Morpeth
NE61 2HA

Age Range
4-19
(with post-16 provision in conjunction
with local high schools)

Tel: 01670 516374

Schools for Pupils with Behavioural Difficulties

Atkinson House School
North Terrace
Seghill
Cramlington
NE23 7EB

Age Range
11-16
(Boys only)

Tel: 0191 298 0838

Education

Schools for Pupils with Severe Learning Difficulties

Barndale House School
Barndale House
Howling Lane
Alnwick
NE66 1DQ

Age Range
3-19

Tel: 01665 602541

Hexham Priory School
Dene Park
Hexham
NE46 1HN

Age Range
3-19

Tel: 01434 605021

The Grove Special School
Grove Gardens
Tweedmouth
Berwick upon Tweed
TD15 2EN

Age Range
3-19

Tel: 01289 306390

Schools specially resourced for Pupils with Communication Difficulties

Hexham East First School
Beaufront Avenue
Hexham
NE46 1JD

Age Range
4-9

Tel: 01434 603467

Schools specially resourced for Pupils with Moderate Learning Difficulties

Berwick Middle School
Lovaine Terrace
Berwick upon Tweed
TD15 1LA

Age Range
9-13

Tel: 01289 306140

Berwick High School
Adams Drive
Berwick upon Tweed
TD15 2JF

Age Range
13-19

Tel: 01289 305083

Education

Schools specially resourced for Pupils with Severe Learning Difficulties

Abbeyfields First School
Abbots Way
Morpeth
NE61 2LZ

Age Range
4-9

Tel: 01670 513582

Seaton Hirst C of E Middle School
Cheviot Department
Norwich Close
Ashington
NE63 9SA

Age Range
9-13

Tel: 01670 815444

Hirst High School
Riverbank Department
Lichfield Close
Ashington
NE63 9RX

Age Range
13-19

Tel: 01670 816111

There are also non-maintained special schools across the North East. Details of these, and other similar schools, can be found by telephoning the National Association of Independent Schools and Non-maintained Special Schools (NASS) on **020 8471 3284** or visiting their website at www.nassschools.org.uk and following the 'Member Schools and Organisations' list.

Education

OTHER EDUCATIONAL ORGANISATIONS

AbilityNet North East

Freephone: 0800 269 545
Fax: 01926 407425

Website: www.abilitynet.org.uk

If your child is having difficulty accessing a computer, AbilityNet provide free, impartial information and advice on all aspects of adaptive technology for disabled children and parents.

Advisory Centre for Education (ACE)

Unit 1C
Aberdeen Studios
22 Highbury Grove
London
N5 2DQ

Tel: 0808 800 5793
(General Advice – freephone)
Tel: 0808 800 0327
(Exclusions – freephone)
Tel: 0207 704 9822
(Exclusions only)

Website: www.ace-ed.org.uk

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

ACE now also provides free, independent advice by text message through their new service – AskACE. This service enables parents to contact ACE simply and quickly. All you have to do is text the phrase **AskACE to 68808** and follow the instructions. You will be asked what subject your enquiry is about and will be able to choose from a series of options. You can also ask your own specific questions, and request lists of tips and ACE information booklets. All texts are **free** to send and receive.

Centre for Studies on Inclusive Education (CSIE)

New Redland Building
Coldharbour Lane
Frenchay
Bristol
BS16 1QU

Tel: 0117 328 4007

Website: www.csie.org.uk

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

Education

Deaf Education through Listening and Talking (DELTA)

The Con Powell Centre
3 Swan Court
Cygnet Park
Peterborough
PE7 8FD

Tel: 0845 1081437
Fax: 01733 569322

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

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

Dyslexia Action - Newcastle

6 Lambton Road
Jesmond
Newcastle upon Tyne
NE2 4RX

Tel: 0191 281 8381
Fax: 0191 281 3059

Opening Times
Mon - Thurs 9pm - 5pm

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

Dyslexia Action provides assessment and tuition of people with dyslexia. They also work with families, schools, colleges, employers, universities and training agencies. They provide advice on dyslexia.

Education Otherwise

PO Box 325
Kings Lynn
PE34 3XW

Tel: 0845 478 6345

E-mail: eoemailhelpline@education-otherwise.org
Website: www.education-otherwise.org

A UK-based membership organisation which provides support and information for families whose children are being educated outside school and for those who wish to uphold the freedom of families to take proper responsibility for the education of their children.

Education

Home Education Advisory Service

PO Box 98
Welwyn Garden City
Hertfordshire
AL8 6AN

Tel: 01707 371854

Website: www.heas.org.uk

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

IPSEA – Independent Panel of Special Educational Advice

6 Carlow Mews
Woodbridge
Suffolk
IP12 1EA

Special Educational Needs
Tribunal
representations: 0845 602 9579
Advice Line: 0800 018 4016

Website: www.ipsea.org.uk

Mon - Fri: Times vary between
10am - 1pm; 1 - 4pm and 7 - 9pm

IPSEA is a registered charity which offers free and independent advice and support to parents of children with special educational needs, including free advice on how a school is meeting a child's special educational needs, requesting an assessment, exclusion of children with special needs and disabilities, and disability discrimination. They also provide advice, support and possible representation for parents appealing to the Special Educational Needs and Disability Tribunal (SEND).

National Association for Gifted Children

Suite 14 Challenge House
Sherwood Drive
Bletchley
Milton Keynes
MK3 6DP

Tel: 0845 450 0295
Fax: 0870 770 3219

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

The National Association for Gifted Children is a charitable organisation that enables children and young people of high ability to develop their talents and to ensure they excel with them. The organisation engages with families, professionals and specialist organisations dealing with gifted young people to promote their confidence and to combat some of the challenges these young people face.

Education

Network 81

1-7 Woodfield Terrace
Stansted
Essex
CM24 8AJ

Helpline: 0845 077 4055
Admin: 0845 077 4056
Fax: 0845 077 4057

E-mail: info@network81.org
Website: network81.org

Network 81 offers a wide range of services including practical information, advice and support to parents and carers of children with special educational needs throughout all stages of assessment and statementing.

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

1-2 Brock House
Grigg Lane
Brockenhurst
Hants
SO42 7RE

Helpline: 0800 9020732
(Mon - Fri 10.00am - 4.30pm)
Fax: 01590 622687

E-mail: oaasis@cambiagroup.com
Website: www.oaasis.co.uk

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

Parents for Inclusion

Winchester House
Kennington Park Business Centre
Cranmer Road
London
SW9 6EJ

Helpline: 0800 652 3145 *
(Mondays and Thursdays
10am - 12 and 1pm - 3pm)
Tel: 020 7582 5008

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

Parents helping parents so that disabled children can learn, make friends and have a voice in ordinary school and throughout life.

(* If you ring the helpline from a mobile your provider may charge you, so you might want to call the landline number instead).

Education

Pre-school Learning Alliance

The Fitzpatrick Building
188 York Way
London
N7 9AD

Tel: 0207 6972500
Fax: 0207 7000319

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

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

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

Transition

Introduction

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

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

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

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

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

Transition

Azure

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

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

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

Carers Northumberland

**Pegswood Community Project
Longhirst Road
Pegswood
Morpeth NE61 6XG**

Tel: 0844 800 7354

E-mail: carers@wansbeckcvs.org.uk

Provide information and support for all carers of adults in Northumberland. They run a telephone help line and information service for carers; host carer support groups and recreational activities; and provide training and information sessions to people caring for someone with an illness or disability. Carers Northumberland can also help carers access the Carers Opportunities Grant; this entitles carers to receive a grant of up to £100 to pay for an activity that would enable them to have a break from their caring role.

Connexions - Northumberland

Connexions Northumberland is a support and advice service for young people aged 13-19 (and in some instances up to 25 for young people with a disability) Connexions offers information and guidance relating to transition, including education, training, careers, employment, health and personal development. Personal Advisers, linked to each of the High Schools and Special Schools, help young people and their parents/carers make informed choices about the future. The Personal Adviser can be contacted via the school or the local Connexions offices. You can contact the service directly.

**Headquarters:
7- 8 Sextant House
Freehold Street
Blyth NE24 2BA**

**Tel: 01670 798180
Fax: 01670 798181**

Website: www.connexions-northumberland.org.uk

**Local Offices:
Ashington
Alnwick
Hexham**

**Tel: 01670 811040
Tel: 01665 600100
Tel: 01434 607097**

Transition

CSV Training and Enterprise Northumberland

**79 Bridge Street
Blyth
Northumberland
NE24 2AW**

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

Website: www.csv.org.uk

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

Dimensions UK

**Dimensions (UK) Ltd – North East
391 West Road
Newcastle-upon-Tyne
NE15 7PY**

Tel: 0191 228 8160

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

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

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

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

Transition

Employment Opportunities for People with Disabilities

Mea House
Ellison Place
Newcastle-upon-Tyne
NE1 8XS

Tel: 0191 232 1994
Fax: 0191 233 0945
Textphone: 0191 232 1994

Opening Times
Mon - Fri 8am - 5pm

E-mail: newcastle@eopps.org
Website: www.opportunities.org.uk

An employment service for people with disabilities; providing job searches, careers guidance, work experience placements, interview training, and help with writing CVs and letters, and filling in application forms. They run a "Job Ready" course, covering many of the above subjects and also have a supported employment services called "Work Step". You can contact the service directly.

Job Centre Plus – Disability Employment Adviser

Disability Employment Advisers (also called DEAs) provide specialist support to people who are recently disabled, or whose disability or health condition has deteriorated, and need employment advice.

DEAs provide support to disabled people who are having difficulty in getting a job because of their disability, and also to employed people who are concerned about losing their job because of a disability.

Access to Work (AtW) Advisers have specialist knowledge of the Access to Work programme which provides support to disabled people and their employers to help overcome work related obstacles resulting from a disability.

Contact your Jobcentre Plus office or Jobcentre to make an appointment with a DEA.

MENCAP – Supported Living Service

MENCAP
20-21 Marquis Court
Tenth Avenue
Team Valley
Gateshead NE11 0RU

Tel: 0191 487 0444
Fax: 0191 497 7000

E-mail: Gateshead@mencap.org.uk

MENCAP provides support and housing services to people with learning disabilities, helping them live independent and valued lives. In providing their service, they work closely with organisations like housing associations, local authorities and benefit agencies. Referrals are through a social worker.

Transition

Northumberland College - Additional Learning Support Team

Northumberland College
College Road
Ashington
Northumberland
NE63 9RG

Tel: 01670 841200

E-mail: advice.centre@northland.ac.uk
Website: www.northland.ac.uk

The Additional Learning Support Team (ALS) works alongside individuals or groups of students to ensure that they achieve their learning goals. The team can offer support for students with physical difficulties or disabilities, sensory difficulties or disabilities, emotional difficulties or disabilities, and behavioural difficulties or disabilities. To find out more about the types of support that is available or to arrange an ALS assessment, please contact the College ALS Coordinator.

Skill (National Bureau for Students with Disabilities)

Head Office
Chapter House
18-20 Crucifix Lane
London
SE1 3JW

Tel/Minicom: 020 7450 0620
Fax: 020 7450 0650

Information Service:
Tel: 0800 328 5050
Minicom: 0800 068 2422

E-mail: skill@skill.org.uk
Website: www.skill.org.uk

Skill promotes opportunities for young people and adults with any impairment in post-16 education, training and employment. The organisation runs a free telephone helpline for disabled people and those working with them, produces information booklets and has online answers to frequently asked questions.

Skills for People

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

Tel: 0191 281 8737
Fax: 0191 281 0300

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

E-mail: info@skillsforpeople.org.uk

This organisation aims to help people aged 14 years and over with learning or physical disabilities to speak up for themselves. It offers support to enable people to have more say in their lives, build relationships and know their rights. It also provides a range of short courses presented by people with disabilities.

Leisure

Introduction

If your child would like to attend a youth club or play scheme there are a number of groups available in Northumberland. Some of these groups have been listed in the following pages. For more information, contact **IN-PACT** on **01670 857816** or the **Families Information Service** on **0800 023 4440**.

There are also other organisations which provide services to make sure you and your child enjoy varied leisure time. **You can contact them all directly.**

Ability to Play

Blyth Sports Centre
Bolam Park
Blyth
Northumberland
NE24 5BT

Tel: 01670 542589

Contact: Adam Dixon

A service helping young disabled people aged 5-16 years with any level of sporting ability to access sporting opportunities organised across south east Northumberland. This project has been set up in order to get more children to enjoy sports and physical activities, open doors for young people to join mainstream clubs, introduce new and exciting activities for children, and provide support and information for participants, coaches and clubs. You can contact the service directly.

Blue Badge Scheme (Northumberland)

The Blue Badge scheme enables children, young people and adults with disabilities to park in places where other drivers are not permitted, to ensure that they have access to public facilities.

Full details of the scheme are available on the Department of Transport website at www.dft.gov.uk

In Northumberland, Blue Badges are administered through the district offices. For your local office contact Northumberland County Council on **01670 533000**.

Leisure

Blyth Valley Disabled Forum (BVDF)

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

Tel: 01670 364657
Fax: 01670 540280

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

BVDF enables people with disabilities living in the Blyth Valley to access activities likely to increase their confidence and self esteem. Activities include athletics, swimming, a youth club for 5-12 year olds, and a youth club and football club for young people aged 16 and over. A play scheme runs during the school holidays. You can contact the service directly.

Cramlington Voluntary Youth Project

Middle Farm
Station Road
Cramlington
Northumberland
NE23 1DN

Tel: 01670 739009

Opening Times
Mon - Fri 9am-9pm

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

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

FACT Card Discount Scheme

Children's Services
County Hall
Morpeth
NE61 2EF

Tel: 01670 533883

Contact name: Jackie Stanton

This scheme entitles families of children on the Northumberland Network Database for Children with Disabilities to access places of interest and leisure services at discounted rates. Ring the above number for more information.

Leisure

Northumberland Toy Library

Northumberland Toy Library
Station Villa
Kenilworth Road
Ashington
Northumberland
NE63 8AA

Tel: 01670 523539
Fax: 01670 523539

Opening Times
Mon - Thurs 10am - 5pm
Fri 10am - 4pm
Sat 10am - 12pm

Website: www.ntlrc.co.uk

Northumberland Toy Library has a huge selection of popular toys, games and play equipment, including large outdoor toys and sports equipment. It also has a selection of sensory toys and equipment suitable for children and young people with diverse needs. Membership costs only £1.00 per family to join the toy library for a full year. Toys can be loaned from 10 - 50p for two weeks. This will enable you to use all the services they offer, as well as borrowing toys and equipment. The library is able to deliver large or heavy items for only £5.00. They also offer services such as a Mobile Toy Library, a Mobile Crèche and an Allotment group. You can contact the Library directly.

Riding for the Disabled – Alnwick Group

Silvermoor
Denwick
Alnwick
Northumberland
NE66 3RG

Tel: 01665 578842

Contact: Mrs Fiona Woodcock

This group provides horse riding and tuition for disabled children and adults on Thursdays from 1.30pm to 2.45pm. Sessions run during school term time from Easter to the autumn term.

Travelling by Rail

To arrange **Disabled Assistance** on trains when travelling from Newcastle Central Station, contact GNER on **08457 225 444** or text phone **08451 202 067**, from Monday to Sunday 8.00am to 10.00pm. Please book by 6.00pm on the day before travel.

Leisure

Trinity Youth

The Oval Community Centre
Roslin Park
Bedlington Station
Northumberland
NE22 5NU

Tel: 01670 531843
Fax: 01670 829560

Trinity Youth run a youth club for young people with Asperger's Syndrome, a youth club for young people with special needs and a junior special needs youth club, Trinity will also have an enabling service in the near future. For more information please contact Trinity Youth. Referrals should be made through your social worker.

Tynedale Activities for Special Children - TASC

4 Meal Market (Office 2)
Hexham
Northumberland
NE46 1NF

Tel: 01434 600077
Fax: 01434 600077

E-mail: tascadmin@tiscali.co.uk

TASC offers activity clubs in the Tynedale area for children aged 4-19 with learning and/or physical disabilities.

Money Matters

Berwick Citizens Advice Bureau

5 Tweed Street
Berwick upon Tweed
Northumberland
TD15 1NG

Tel: 01289 330222
Fax: 01289 305025

Castle Morpeth Citizens Advice Bureau

Tower Buildings
9 Oldgate
Morpeth
Northumberland
NE61 1PY

Tel: 01670 518814
Tel: 01670 505015
Fax: 01670 511085

Website: www.morpethnet.ndo.co.uk/cab/

Tynedale Citizens Advice Bureau

The Community Centre
Gilesgate
Hexham
Northumberland
NE46 3NP

Tel: 01434 605254
Fax: 01434 607611

Website: www.Tynedalecab.co.uk

Wansbeck Citizens Advice Bureau

89 – 91 Station Road
Ashington
Northumberland
NE63 8RS

Tel: 01670 818360
Fax: 01670 812573

Opening Times
Mon, Tues & Fri 10.00am - 3pm

Community Legal Service Direct

Tel: 0845 3454345

Opening Times
Mon - Fri 9am - 6.30pm

Website: www.clsdirect.org.uk

Community Legal Service Direct (CLS Direct) is a government funded confidential advice service. The service includes advice on benefits and tax credits.

Money Matters

Disability North

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

Tel: 0191 284 0480
Fax: 0191 213 0910

Opening Times
Mon - Fri 10am - 4pm

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

Services offered include the **Direct Payment Support Project** and an **Information and Advice Service** on all aspects of disability, including benefits and welfare rights. The organisation can also offer representation and advocacy. Appointments are recommended. A home visiting service is available.

Family Fund

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

Tel: 0845 130 45 42
Fax: 01904 652625
Textphone: 01904 658085

Opening Times
Mon - Fri 9am - 5pm

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

The Family Fund provides grants for things that make life easier and more enjoyable for a disabled child and their family; such as washing machines, driving lessons, hospital visiting costs, computers and holidays.

Motability Scheme

Motability
Warwick House
Roydon Road
Harlow
Essex
CM19 5PX

Tel: 0845 456 4566
Fax: 01279 632 000

Opening Times
8.30pm - 5.30pm

Website: www.motability.co.uk

Motability is the UK's leading car scheme for disabled people, providing worry-free motoring to over 500,000 disabled people and their families. Motability enables people to use their high rate mobility component of the Disability Living Allowance or war pensioners mobility supplement to obtain a car, powered wheelchair or scooter, through contract hire or hire purchase.

Money Matters

Patient Services

**Sandyford House
Archbold Terrace
Newcastle upon Tyne
NE2 1DB**

**Low Income: 0845 850 1166
Tax Credit Exemption:
0845 609 9299
Pre-payment, medical/
maternity exemption:
0845 601 8076**

**Opening Times
Mon - Fri 8am - 6pm
Sat 9am - 3pm**

Patient Services provide advice about help with health costs and how to complete the appropriate forms. They assess claims, and issue exemption certificates and pre-payment certificates. They do not deal with milk tokens or baby milk.

Welfare Rights Services

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

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

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

The Unit provides a range of services to staff in statutory and voluntary organisations throughout Northumberland whose work will bring them into contact with patients/clients who may have an entitlement to welfare benefits and tax credits. They deliver training about welfare benefits and tax credits, and provide a telephone support service for staff. They can also provide general information about benefits. You need to be referred to the Unit by a member of staff working in the organisations mentioned above; for example, your social worker.

Local Support and Information

Introduction

Information is one of the most valuable services offered to parents of children with additional needs. Parents consistently request more information about services and about their child's condition if their child has a medical diagnosis.

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

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

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

Action for Children

**Action for Children North
Newcastle Office
4th Floor
Mea House
Newcastle-upon-Tyne NE1 8XS**

Tel: 0191 261 0861

Website: www.actionforchildren.org.uk

Action for Children deliver a wide range of services in partnership with children, young people and their families, local authorities and health trusts. Disability services include:

- residential short breaks
- family-based short breaks with carers in the local community
- day-care services (including after school clubs and holiday play schemes)
- supporting housing schemes for young people
- advocacy services
- resource centre and key worker schemes offering families a single access point to services
- promoting greater inter-agency coordination, special play, learning and leisure facilities
- opportunities to access a range of social and leisure activities in the community
- advice and guidance for young people and their families as they make the transition to adulthood and greater independence
- home-based care, outreach and family support services, including support with personal care; and
- sitting services, play sessions and palliative care.

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

Local Support and Information

Action for Children - Children's Centres

Ashington Children's Centre
Alexandra Road
Ashington
NE63 9EF

Tel: 01670 819988
Fax: 01670 841122

Opening Times
Mon – Fri 9am - 5pm

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

Tel: 01670 812751
Fax: 01670 844909

Opening Times
Mon - Fri 9am - 5pm

Lynemouth Children's Centre
Eden Terrace
Lynemouth
NE61 5DD

Tel: 01670 863010
Fax: 01670 863011

Opening Times
Mon - Fri 9am - 5pm

All Children's Centres work in partnership with the local community to improve the health and wellbeing of young children and their families in the area. They offer a multi-agency service providing integrated early learning and childcare, family support, community development, and child and family health services. Ashington Children's Centre has a dedicated sensory room that is available for use by both parents and professionals by appointment. Families can access this at their convenience and use of the room is not restricted to residential area boundaries. In each centre there is portable sensory equipment which is available for hire. Their Language Development Worker works with children and families pending a diagnosis, via referrals from health visitors and speech and language therapists. Centre staff work closely with specialist services that link families to the centres, such as the Portage Service, the Speech and Language Therapy Department and the Child and Adolescent Mental Health Service (CAMHS). Nursery and after school provision is available through RASCALS at Ashington Children's Centre and welcomes children with additional needs.

Action for Children – Counselling and Family Service

Action for Children
Wansbeck Young People's Centre
South View
Ashington
Northumberland
NE63 0SF

Tel: 01670 857900
Fax: 01670 857901

Opening Times
Mon - Fri 9am - 5pm

Offers a one to one counselling service for young people in the following schools: Hirst High, Bothal Middle, Hirst Park Middle, Wansbeck First and Central First in Ashington; Tweedmouth Middle and Prior Park First in Berwick; and King Edward VI High in Morpeth. They also offer training and consultation for parents and professionals. Referrals can be made by parents or professionals.

Local Support and Information

Action for Children IN-PACT (Information Northumberland Parents and Carers Together)

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

Tel: 01670 857816
Fax: 01670 857901

Opening Times
Mon - Fri 9am - 5pm

E-mail: neinpact@actionforchildren.org.uk
Website www.in-pact.org.uk

IN-PACT provides a single point of contact for parents and carers of children with special needs aged 0-18 years living in Northumberland. Services include:

- Information on support groups
- A voice for parents
- An information and website
- A lending library of books, DVDs and sensory toys
- Training
- Conferences
- Newsletter
- Sibling activities
- Northumberland Parent, Carer and Professional Forum
- Links to regional and national groups and services
- National services and publications

ADAPT (Action by Differently Abled People in Tynedale)

Bluebird House
Haugh Lane Industrial Estate
Hexham
Northumberland
NE46 3PU

Tel: 01434 600599
Tel: 01434 606156

Website: www.adapt-tyndedale.org.uk

ADAPT works with and for people with disabilities, their families and carers in the north east. Activities include an accessible transport scheme, creative art group, publications and training. You can contact the service directly.

ADHD Support Groups – Bliss Mediation

Bliss run a support group for the parents and carers of children with ADHD in Blyth. For more information, contact Bliss Mediation on **01670 540979**.

Local Support and Information

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

West Denton Hall
West Denton
Newcastle upon Tyne
NE15 7LT

Tel: 0191 2678118
Fax: 0191 267 5540

The centre is open to the general public during the day. It is fully inclusive and is specially adapted for those with physical disabilities. Its facilities include a number of sensory rooms, a large ball pool, a sensory hydrotherapy pool, an internet cafe and extensive grounds and walkways. The centre can be used for the day or for short breaks.

Barnardos Orchard Mosaic

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

Tel: 0191 240 4813
Fax: 0191 240 4801

Opening times:
9am - 6pm Mon to Thurs
9am - 5pm Fri (Closing times are flexible depending on need, groups run at weekends)

Orchard Mosaic offers varying interventions to families who are affected by any of the following areas:

- Cystic Fibrosis
- Young Carers
- Abuse/Trauma/Loss
- Child Bereavement

They also work with schools to deliver Pyramid Clubs and Massage in Schools programmes. There are different referral paths for each of their services. Please ring for further information

Berwick Borough Family Centre

6a Grove Gardens
Tweedmouth
Berwick-upon-Tweed
TD15 2EN

Tel: 01289 308 822
Fax: 01289 308 843

Opening Times
Mon - Fri 8am - 6pm

Website: www.berwickboroughfamilycentre.co.uk

The Centre provides breakfast clubs at local schools, 'Little Starts' crèche, 'Coosty Kids' after school care, play schemes, a youth inclusion programme and a Saturday club. It can also provide information, advice, guidance and training courses to adults.

Local Support and Information

Bliss Mediation

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

Tel: 01670 540979
Tel: 01670 540999
Fax: 01670 540979

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

Bliss offers a family mediation service, ADHD coaching, a Social Skills through Sport programme, child anger management, an alternative training programme for 16–24 year olds, family group conferencing, adult anger management, domestic violence support and special educational needs support. Referrals are through school or social care professionals, or you can contact the service directly.

Children's Centres – Northumberland Early Years and Childcare Service

Children's Centres provide integrated education, childcare, family support and health services. These are key factors in determining good outcomes for children and their parents and carers. Each Children's Centre provides different services. To find out more about the Centre in your area, contact the Families Information Service on 0800 023 4440.

CHILDREN'S CENTRE NAME	TELEPHONE NUMBER
Alnwick Children's Centre	01665 600896
Amble Children's Centre	01665 713672
Ashington Children's Centre	01670 819988
Bedlington and District Children's Centre	01670 822714
Berwick Children's Centre	01289 309734
Blyth Central Children's Centre	01670 798800
Blyth West Children's Centre	01670 541150
Choppington Children's Centre	01670 829809
Coquet Children's Centre	01670 761496
Cramlington East Children's Centre	01670 739528
Cramlington Village Children's Centre	07500 835253
Cramlington West Children's Centre	01670 710080
Hexham Children's Centre	01434 601698
Lynemouth Children's Centre	01670 863010
Morpeth Children's Centre	01670 511581
Newbiggin Children's Centre	01670 812751
North Tyne Children's Centre	01434 220716
Pegswood Children's Centre	01670 505376
Prudhoe Children's Centre	01661 839350
Rothbury Children's Centre	To be confirmed
Seahouses Children's Centre	To be confirmed
Seaton Valley Children's Centre	0191 2375184
Western Tynedale Children's Centre	01434 321761
Wooler Children's Centre	01668 283605

Local Support and Information

Contact a Family

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

**Tel: 0191 213 6300
Tel: 0800 808 3555
Fax: 0191 213 6300**

**Opening Times
Mon - Fri 10am - 5pm**

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

Contact a Family provides advice, information and support to the parents and carers of all disabled children aged 0-19. They enable parents and carers to get in contact with other families, both on a local and national basis. They provide a range of information, including a quarterly regional newsletter.

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

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

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

**Opening Times
9am - 5pm**

Daslⁿe (the database of children with Autism Spectrum Disorder Living in the North East) is a database designed to help planning services for children in the region. The database currently holds information provided by parents on over 700 children. With this snapshot information, the Daslⁿe team can provide summaries which help local authorities and voluntary organisations in planning services. Furthermore, families can be informed about autism research projects they may wish to be involved in.

Disability North

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

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

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

Disability North is a charity promoting inclusion, independence and choice for disabled people, through support, advice and information. Disability North is open to disabled people, carers, and anyone seeking knowledge on disability issues. The range of services available includes benefits advice, independent living support, access audits, disability equality training, events and direct payments. They also run the annual independent living exhibition (DNEX).

Local Support and Information

Domiciliary Care Agency – Northumberland South

**1 Wentworth Place
Hexham
Northumberland
NE46 1XB**

**Tel: 07944954958 (Ella O'Neill)
Fax: 0191 497 7000**

The agency incorporates various individual services in the Hexham area that share the same vision – this is to have a world where people with a learning disability are valued equally, listened to and included. They want everyone to have the opportunity to achieve the things they want out of life.

Down's Syndrome North East

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

Tel: 08707 652 121

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

Provide information, help and support for people with Down's Syndrome and their families. They organise monthly coffee mornings/drop in sessions, and social and family activities. They have a resource library with books and videos on all aspects of Down's Syndrome for members to borrow. They offer information to professionals with an interest in Down's Syndrome and organise regular conferences on education, health and all aspects of Down's Syndrome.

Down's Syndrome and Friends Support Group

**Downs Syndrome and Friends Support
Group**

Tel: 01670 857816

A support group for parents and carers of pre-school children with special needs living in Northumberland. They meet monthly at Wansbeck Young People's Centre. The group provides support, training and group visits. Contact them for a programme of events and meeting times.

Local Support and Information

Dyslexia North East

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

Tel: 0786 826 3696

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

Dyslexia North East offers support and educational opportunities for families and professionals involved in the care of those affected by dyslexia and related conditions. They meet on a regular basis, usually on the first Thursday of every month from 6.30pm to 8.30pm at the Royal Grammar Junior School, Jesmond. They also offer information, advice and resources for anyone in the North East area who needs help and support. More details are available on the website or you can contact the organisation by phone or e-mail.

Henshaws Society for Blind People

3rd Floor
Mea House
Ellison Place
Newcastle-upon-Tyne
NE1 8XS

Tel: 0191 222 0716

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

This is a service for children and their families. The service includes a parent discussion group, a toy and tape library, a VIPAR (Visually Impaired Parents Group), family orientated events and activities, social groups and outings. The service also offers swimming, bowling a youth group and a family support service.

Hidden Dys-Ability Support Group

Hidden Dys-Ability
(Berwick-upon-Tweed)

Tel: 07739 830 110

This support group is for the parents and carers of children with disabilities and additional needs. The group meets on the first Tuesday of the month at the Mitchell Memorial Hall from 6.30pm - 8.30pm. They provide support and training sessions for parents and carers of children with a wide variety of disabilities such as autism, ADHD, Asperger Syndrome, epilepsy, challenging behaviour, dyslexia and dyspraxia. Hidden Dys-Ability also run a nurture group which meets every Thursday 10am - 12pm in the family room at Spittal First School. Contact Elizabeth Richardson for more information and meeting times.

Local Support and Information

Hyper Kids Support Group

Tracy English

Tel: 01670 516537

E-mail: englisha33@hotmail.com

Provide support for the parents of children and young people with ADHD and autism in the Morpeth area. The group meets monthly at Contact in Morpeth, 36 Bridge Street, Morpeth, NE61 1NL. It offers an informal drop-in and occasional speakers.

The National Autistic Society - NAS

Room 10
North Sands Business Centre
Liberty Way
Sunderland
SR6 0QA

Tel: 0191 568 0733
Tel: 0191 568 0730

Opening Times
Mon - Fri 9am - 4.30pm

Website: www.nas.org.uk

Provides various services, information and advice and support for individuals on the autistic spectrum and their families/carers. Also provides information to professionals. No referral necessary.

Network Newsletter

Children's Services
County Hall
Morpeth NE61 2EF

Tel: 01670 583883

The Network Newsletter is sent to professionals and families of children with disabilities who are on the Network Database. It contains useful information on support groups, training, conferences, local and regional events, etc. Phone the above number to register your child on the database.

North East Post Adoption Services (NEPAS)

11/12 Upper Norfolk Street
North Shields
Tyne and Wear
NE30 1PT

Tel: 0191 296 6064
Fax: 0191 296 6064

Opening Times
Mon - Fri 9am - 5pm

NEPAS is a small charitable organisation who offers services to adults and families who have been touched by the experience of adoption. Services include support for adoptive parents in the form of group or individual work. NEPAS also offers support and intermediary services to adopted adults and birth family members.

Local Support and Information

Northumberland Families Information Service (FIS)

Hepscott Park
Morpeth
Northumberland
NE61 6NF

Tel: 0800 023 4440
Fax: 01670 534366

Opening Times
Mon-Thurs 9am - 5pm
Fri 8.30am - 4.30pm

E-mail: childcarelink@northumberland.gov.uk

Website: www.northumberland.childrensservicedirectory.org.uk

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

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

Northumberland Network Database for Children with Disabilities

Children's Services
County Hall
Morpeth
NE61 2EF

Tel: 01670 533883
Contact name: Jackie Stanton

The database is held by Children's Services for children with disabilities. It is used to identify children with similar disabilities or problems, and helps target particular areas of need. The database also entitles families to apply for the Fact Card Discount Scheme. Please ring the above number to register your child's name on the database.

Local Support and Information

Northumberland Parent, Carer and Professional Forum

c/o Wansbeck Young People's Centre
South View
Ashington
Northumberland
NE63 0SF

Tel: 01670 857816

The Forum provides the opportunity for parents and carers of children with special needs and disabilities to give their views about services for their child; find out what is happening locally and nationally for children with disabilities and special needs; meet other parents and local professionals in a friendly and informal setting; and influence the planning and delivery of services that impact on children and young people with special needs and their families. Travel and childcare expenses are reimbursed to parents and carers attending Forum meetings.

Locality meetings for the Forum are held every term in central, north, south-east and west Northumberland. These are followed by a formal Forum meeting attended by representatives from each locality and a range of key professionals from different services. For further information, contact **Action for Children IN-PACT** on **01670 857816**.

Parenting Initiatives

103 Wright Street
Blyth
Northumberland
NE24 1HG

Tel: 01670 798830
Fax: 01670 797059

Opening Times
Mon - Fri 9am - 5pm

Parenting Initiatives provide evidence based and accredited parenting courses which can support parents to understand and develop their relationships with children and young people. Courses include activities to develop communication skills, such as listening, strategies to set boundaries, and activities to support the understanding of the needs of the child. Parents should be referred by a Social Worker, the Youth Offending Service, a Parent Support Partner, the Children's Support Team or a Children's Centre.

Ponteland Parents SEN Support Group

Kate Whitehead
Parent Support Partner
Ponteland First School
Thornhill Road
Ponteland NE20 9QB

Tel: 01661 822103

This group is for parents of children of all ages with a range of additional needs. The group meets every six weeks at Ponteland First School and has regular guest speakers. Please contact Kate Whitehead on the above number for more details.

Local Support and Information

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

Benmar House
Choppington Road
Morpeth
Northumberland
NE61 2HA
(Admin base only)

Tel: 01670 500150
Fax: 01670 500151

Opening Times
Mon - Thurs 9am - 5pm
Fri 9am - 4.40pm
(Staff often available outside of these times/answer machine facility)

Website: www.sortednorth.gov.uk

Sorted provide substance misuse services for under 18s across the whole of Northumberland. They provide an outreach service, working with young people in their own communities, and access rooms and venues in places young people feel comfortable. Sorted offer information, advice, treatment and care for young people experiencing difficulties with their substance use/misuse. They also have a young carer's service that offers support to those young people affected by parent/carer or sibling substance misuse. Sorted provide basic drugs awareness training for both professionals and parents. They also have a programme of other types of training. For further details visit their website.

Support Service for Deaf Children

Northumberland Care Trust
Newbiggin District Office
Gibson Street
Newbiggin-by-the-Sea
NE64 6UP

Tel: 01670 810600
Text: 01670 852847
Fax: 01670 810566

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

This service assesses children's needs arising from their deafness and provides equipment, information and advice. The service has now extended to work with deafblind children.

The Toby Henderson Trust, Centre for Autism Development

The Old Barn
Whitehouse Farm Centre
Stannington
Northumberland NE61 6AW

Tel: 01670 789753
Opening Times (within school hours, but some services operate 'out of hours' - social groups etc)

Offer a wide range of ASD (autism spectrum disorder) specialist support services to children and young adults with ASD, their families, carers and involved professionals. These include holiday play schemes, specialist counselling for young ASD adults, individualised programs of learning for pre school age children, workshops and training, and social communication groups (Early Years, Fun Club, Bond at the Barn and Only Girls Aloud.)

Local Support and Information

Tynedale Support Group

Tynedale Support Group

Tel: 01434 601594

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

Useful Vision

Grey Court
Riding Mill
Northumberland
NE44 6AA

Tel: 01434 682160
Mobile: 07703 494 947
Fax: 01434 682160

Opening Times
Mon - Fri 9am - 5pm

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

A registered charity set up to help visually impaired children and their families in the North East get the most out of life. This is achieved through the delivery of information, support services, imaginative family events and activities. These have been designed to meet the needs of visually impaired children of all abilities. The charity also has a small grants scheme offering financial support ranging from funding a hobby to helping buy equipment needed. The charity is expanding its services and support all the time and has a programme of exciting events organised. Please contact Useful Vision to be included on their mailing list.

Wansbeck Support Group

Wansbeck Support Group

Tel: 01670 857816

A support group for the parents and carers of disabled children living in Wansbeck and the surrounding area. The group meets monthly at Wansbeck Young People's Centre. It provides support, training and group visits. Contact the group for a programme of events and meeting times.

Voluntary Organisations

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

ADDers

Website: www.adders.org

Helpline: 0870 950 3693
(with 24 hour answer phone)

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

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

1st Floor
20 Bowling Green Lane
London
EC1R 0BD

Tel: 020 7490 9410
National helpline
0845 355 5577 (local call rate)
Fax: 020 7251 2834
Mon - Fri 10.30am - 2.30pm

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

Afasic helps children and young people with a variety of expressive and/or receptive speech and language difficulties. Areas which Afasic can help with include specific language impairments and language disorder or delay. Afasic aims to promote understanding, acceptance, equal opportunities and the inclusion into society of children and young adults with speech and language impairments. It offers the following services: the Afasic helpline, local groups, training and conferences, and publications. Afasic is a membership organisation. Please visit their website for more details.

Arthritis Care – North England Regional Office

Suite 2
Belle Vue Business Centre
Elm Tree Street
Belle Vue
Wakefield
WF1 5EQ

Tel: 01924 882150

Website: NorthEngland@arthritiscare.org.uk

Works with and for all people with arthritis to promote their health, well-being and independence through services, support, self help and information.

Voluntary Organisations

Asthma UK

Summit House
70 Wilson Street
London
EC2A 2DB

Tel: 020 7786 4900
Advice line: 08457 010203
Mon - Fri 9am - 5pm
Fax: 020 7256 6075

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

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

Attention Deficit Disorder Information and Support Service (ADDISS)

ADDISS
PO Box 340
Edgware
Middlesex
HA8 9HL

Tel: 020 8952 2800
Fax: 020 8952 2909

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

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

Autism Research Ltd The International Autistic Research Organisation

49 Orchard Avenue
Croydon
Surrey
CR0 7NE

Tel: 020 8777 0095
Fax: 020 8776 2362

E-mail: iaro@autismresearchwanadoo.co.uk
Website: <http://www.iaro.org.uk>

Information provision and awareness raising of scientific research into autism.

Voluntary Organisations

Autistic Society - Tyne and Wear

Angel House
Borough Road
Sunderland
SR1 1HW

Tel: 0191 5154 640
Fax: 0191 5154 657

Opening Times
Mon - Fri 8.30am - 4.30pm

E-mail: thps@tawas.org.uk
Website: www.tawas.org.uk

The Autistic Society, Tyne and Wear provide education and residential provision for children and young people with Autism and Aspergers Syndrome. Referral should be made via a Local Authority or other professional.

Barnardos

Orchard House
Buston Terrace
Jesmond
Newcastle upon Tyne
NE2 2JL

Tel: 0191 240 4800
Fax: 0191 240 4801

Website: www.barnardos.org.uk

Barnardos aim to provide and develop, in consultation with statutory and other agencies and in partnership with parents, selected services for young people and children in need and their families, on a regional basis. These services endeavour to extend knowledge and improve practice.

BDF Newlife

BDF Centre
Hemlock Way
Cannock
Staffordshire
WS11 2GF, UK

Tel: 01543 468888
Helpline: 0800 9020 095

E-mail: info@bdfnewlife.co.uk
Website: www.bdfnewlife.co.uk

Provides a nurse service, equipment services, medical research and campaigns for awareness

Voluntary Organisations

BIBIC (British Institute for Brain Injured Children)

Knowle Hall
Bridgwater
Somerset
TA7 8PJ

Tel: 01278 684060
Fax: 01278 685573

E-mail: info@bibic.org.uk
Website: www.bibic.org.uk
www.myspace.com/bibic.org.uk

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

Bridge Street Centre - Morpeth

Morpeth Bridge Street Centre
7a Bridge Street
Morpeth
Northumberland
NE61 1NT

Tel: 01670 510652

E-mail: morpethcontact@btinternet.com

A drop in centre giving information and counselling and social support.

British Dyslexia Association (BDA)

8 Bracknell Beeches
Old Braacknell Lane
BRACKNELL
RG12 7BW

Tel: 0845 251 9002
(Helpline)
Fax: 0845 251 9005

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

Helpline advice and information for all dyslexic people, parents, teachers, employers and other agencies.

Voluntary Organisations

British Stammering Association (BSA)

15 Old Ford Road
London
E2 9PJ

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

E-mail: Info:stammering.org
Website: www.stammering.org

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

Brittle Bone Society

30 Guthrie Street
Dundee
DD1 5DS

Tel: 01382 204446
Freephone helpline:
0800 282459
Mon - Fri 9am - 5pm
(Answer phone outside office hours)

E-mail: bbs@brittlebone.org
Website: www.brittlebone.org

The only UK wide organisation providing support to people affected by the rare bone condition osteogenesis imperfecta (OI).

Cerebra – for children with brain-related conditions

Freephone helpline: 0800 328 1159

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

Cerebra is a charity set up to help the families and carers of children (aged 0-16) with brain related conditions. The charity aims to improve the lives of these children through research, education and directly supporting them, their parents and carers. It also aims to spread understanding and tolerance of all neurological conditions; leading to a culture of inclusion.

Cerebra provides products and services that give practical support and assistance to help directly improve the lives of children with brain related conditions as well as providing information to help parents and carers to optimise the quality of life of their child. These services include: an information, advice and legal service; a grants scheme, an on-line e-learning course; a quarterly newsletter; children's personal portfolios; a postal lending library; sleep problem solving; a stress helpline; a holiday home; and financial assistance through their Speech and Language Therapy voucher scheme and Wills and Trust voucher scheme.

Voluntary Organisations

Castle Morpeth Disability Association (CMDA)

The Bus Station
Back Riggs
Morpeth
NE61 1PB

Tel: 01670 504488
Fax: 01670 504477

Opening Times
Mon - Fri 9am - 4pm

E-mail: Enquiries@cnda.org.uk
Website: www.cnda.org.uk

CMDA offers free advice on education and training, which can lead to nationally accredited qualifications and employment opportunities. CMDA also reaches out into the community through special groups for the visually impaired and healthy living programmes, which are open to everyone. They provide a range of disability aids at the most affordable prices. The help desk provides an information library and signposting service. They welcome enquires from anyone who feels that they or a friend or relative could benefit from CMDA's services.

Castle Morpeth and Wansbeck Voluntary Centre

109 Station Road
Ashington
NE64 8RS

Tel: 01670 858688
Mobile: 0775 441 4166
Fax: 01670 784160

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

Promotes and develops volunteering in Wansbeck and Castle Morpeth.

The Child Bereavement Trust

Aston House
High Street
West Wycombe
Bucks
HP14 3AG

Tel: 01494 446648
Fax: 01494 440057

Opening Times
Mon - Fri 9am - 5pm

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

Provides specialised training and support for professionals, and produces resources and information for bereaved children and families, and those who work with them.

Voluntary Organisations

Child Brain Injury Trust (CBIT)

c/o Northern Counties School
Tankerville Terrace
Jesmond
Newcastle-upon-Tyne
NE2 3BB

Tel: 0191 2819506

Opening Times
Mon - Fri 9am - 5pm

CBIT Family Support Project North East provides information, support and training to families affected by acquired brain injury and the professionals who support them. The project caters for young people, up to 24 years old, living anywhere in the North East region and provides a person-centred service.

ChildLine

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

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

Children North East

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

Tel: 0191 256 2444
Fax: 0191 256 2446

E-mail: enquiries@children-ne.org
Website: www.children-ne.org

Provides a range of services for individuals, their families and communities that offer opportunities for personal development and the enhancement of self esteem. Runs services in partnership with other organisations, the communities they serve, and the children and families who use them.

Voluntary Organisations

Children's Legal Centre

University of Essex
Wivenhoe Park
Colchester
Essex
CO4 3SQ

Admin: 01206 872 466
Education Law and Advocacy
Unit Advice Service:
0845 456 6811

E-mail: clc@essex.ac.uk
Website: www.childrenslegalcentre.com

The Children's Legal Service is a unique charity offering legal advice and representation to children and young people. There are three telephone advice lines on education, law and family law.

CLAPA (Cleft Lip and Palate Association)

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

Tel: 020 7833 4883
Fax: 020 7833 5999

E-mail: info@clapa.com
Website: www.clapa.com

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

CLIC Sargent – Caring for children with cancer

CLIC Sargent
Griffin House
161 Hammersmith Road
London
W6 8SG

Helpline: 0800 197 0068
Fax: 0208 752 2806

Opening Times
Mon - Fri 9am - 5pm

E-mail: helpline@clicsargent.org.uk
Website: www.clicsargent.org.uk

CLIC Sargent provides support to children and young people with cancer and leukaemia, aged up to 25 years old, and their families, through clinical and care professionals, home from home, holidays, care grants and research. Phone the helpline for more information.

Voluntary Organisations

Council for Disabled Children (CDC)

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

Tel: 020 7843 1900

E-mail: cdc@ncb.org.uk
Website: www.ncb.org.uk

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

Cruse Bereavement Care

Po Box 800
Richmond
Surrey
TW9 1UR

Helpline: 0844 477 9400
Fax: 020 89407638

Opening Times
9.30am - 5pm

E-mail: info@rd4u.org.uk
Website: www.cruse.org.uk

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

Cystic Fibrosis Trust (CF Trust)

11 London Road
Bromley
Kent
BR1 1BY

Tel: 0208 464 7211
Helpline: 0845 859 1000

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

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

Voluntary Organisations

Diabetes UK

UK Central Office
Macleod House
10 Parkway
London
NW1 7AA

Careline: 0845 120 2960
Tel: 020 7424 1000
Fax: 020 7424 1001

Opening Times
Mon - Fri 9am - 5pm

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

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

DIAL UK

St Catherine's
Tickhill Road
Doncaster
DN4 8QN

Tel: 01302 310123
Text Phone: 01302 310 123
please use voice announcer

E-mail: dial-uk@hotmail.co.uk
Website: www.dialuk.org.uk

A national organisation for a network of approximately 130 local Disability Information and Advice Line services (DIALs) run by and for disabled people. These services are based throughout the UK and provide information and advice to disabled people on all aspects of living with a disability.

Disabled Living Foundation

380-384 Harrow Road
London
W9 2HU

Tel: 020 7289 6111
Helpline: 0845 130 9177
Textphone: 020 7432 8009

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

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

Voluntary Organisations

Disability Alliance

Universal House
88-94 Wentworth Street
London
E1 7SA

Tel: 020 7247 8776
Mon - Fri 10am - 4pm

Rights Advice Line:
020 7247 8763
Mon & Wed 2pm - 4pm

E-mail: office.da@dial.pipex.com
Website: www.disabilityalliance.org

A national registered charity with the principal aim of relieving the poverty and improving the living standards of disabled people. It provides information on social security benefits and tax credits to disabled people, their families, carers and professional advisers; undertakes research into the needs of disabled people, with particular emphasis on income needs; and promotes a wider understanding of the views and circumstances of all disabled people.

Down's Syndrome Association (National Office)

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

Tel: 0845 2300 372

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

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

Dyspraxia Foundation

8 West Alley
Hitchin
Herts
SG5 1EG

Helpline: 01462 454986
Fax: 01462 45505

Opening Times
Mon - Fri 10.00am - 1.00pm

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

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

Voluntary Organisations

Edward's Trust

Sunrise
43A Calthorpe Road
Edgbaston
Birmingham
B15 1TS

Tel: 0121 4541705

E-mail: admin@edwardstrust.org.uk
Website: www.edwardstrust.org.uk

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

Ehlers Danlos Support Group

PO Box 337
Aldershot
Hampshire
GU12 6WZ

Tel: 01252 690940

E-mail: info@ehlers-danlos.org (for personal enquiries about EDS)
director@ehlers-danlos.org (for enquiries to the Support Group admin office)
Website: www.ehlers-danlos.org

A small membership based charity, offering support and information to people who suffer from the genetic condition, Ehlers Danlos Syndrome, their families, carers and medical professionals.

Encephalitis Society

7B Saville Street
Malton
North Yorkshire
YO17 7LL

Info: 01653 699599
Admin: 01653 692583

Website: www.encephalitis.info

Provides information and support to people affected by encephalitis, their families and carers. Offers a linking scheme to members and organises meetings so mutual experiences can be shared. Raises awareness to the general public through an annual awareness week. Encourages research into all aspects of the condition. Is involved at a national level to improve services for people with acquired brain injury.

Voluntary Organisations

Epilepsy Action

New Anstey House
Gate Way Drive
Yeadon
Leeds
LS19 7XY

Freephone Helpline:
0808 800 5050
Free Fax: 0808 800 5555

E-mail: helpline@epilepsy.org.uk
Website: www.epilepsy.org.uk

Epilepsy Action is the leading representative organisation for Epilepsy in the UK, with around 16,000 members. Epilepsy Action helps over 731,000 people every year through its range of services, including its advice and information centre, branch network and accredited volunteer scheme.

ERIC (Education and Resources for Improving Childhood Continence)

34 Old School House
Britannia Road
Kingswood
Bristol
BS15 8DB

Tel: 0117 960 3060
Fax: 0117 960 0401
Helpline: 0845 370 8008

www.eric.org.uk
www.trusteric.org (ERIC's website for young people)

ERIC (Education and Resources for Improving Childhood Continence) addresses the problems of bedwetting in children and young people. Since its inception, the charity has expanded its services to include children with daytime wetting, soiling and constipation, and incontinence in children with physical and learning needs.

Family Rights Group

The Print House
18 Ashwin Street
London
E8 3DL

General Office:
Tel: 020 79232628
Advice Line:
Tel: 0800 731 1696

Opening Times
Mon - Fri 10am - 3.30pm

E-mail: office@frg.org.uk - admin purposes
advice@frg.org.uk - advice queries
Website: www.frg.org.uk

Provides advice for parents and other family members whose children are involved with or require social care services.

Voluntary Organisations

Foundation for People with Learning Difficulties

9th Floor
Sea Containers House
20 Upper Ground
London
SE1 9QB

Tel: 0207 803 1100
Fax: 0207 803 1111

E-mail: fpld@fpld.org.uk
Website: www.learningdisabilities.org.uk

The Foundation promote the rights, quality of life and opportunities of people with learning difficulties and their families. They do this by working with people with learning difficulties, their families and those who support them.

Fragile X Society

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

Tel: 01371 875100
Fax: 01371 859915

Opening Times
Mon - Fri 9am - 5pm

E-mail: Info@fragilex.org.uk
Website: www.fragilex.org.uk

The Fragile X Society provides information to families affected by Fragile X Syndrome and to professionals, through a telephone helpline, publications, newsletters, DVDs and family conferences.

Gingerbread/One Parent Families

255 Kentish Town Road
London
NW5 2LX

Tel: 020 7428 5400
Lone Parent Helpline:
0800 018 5026
Mon - Fri 9am - 5pm
Wed 9am - 8pm

Website: www.gingerbread.org.uk

Gingerbread is a leading support organisation for lone parents and their children. Their services include a free helpline, discount schemes, self-help groups and benefit calculations.

Voluntary Organisations

Haemophilia Society

First Floor
Petersham House
57a Hatton Garden
London
EC1N 8JG

Tel: 020 7831 1020
Helpline: 0800 018 6068
Mon - Fri 10am - 4pm

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

Works for people with haemophilia, von Willebrand or a related bleeding disorder, and their families. The Society provides information, advice and support services, and advocates and campaigns to secure the best possible care and treatment.

Hearing Concern LINK

The Resource Centre
356 Holloway Road
London
N7 6PA

Tel: 020 7700 8177
Text: 020 7700 8177
Fax: 020 7700 8211

Website: www.hearingconcernlink.org

A national organisation which helps deaf and hard of hearing people to combat the isolation of hearing loss through support, advice and information.

Hyperactive Children's Support Group

71 Whyke Lane
Chichester
West Sussex
PO19 7PD

Tel: 01243 539966

E-mail: hyperactive@hacsg.org.uk
Website: www.hacsg.org.uk

National organisation offering ideas and information to parents carers and professionals concerned with hyperactivity / ADHD problems. Free information pack available. Their main focus is on non-drug therapies and diet.

Voluntary Organisations

I CAN

8 Wakley Street
London
EC1V 7QE

Tel: 0845 225 4073
0845 225 4072

E-mail: info@ican.org.uk
Website: www.ican.org.uk
www.talkingpoint.org.uk

I CAN is a children's communication charity. It works to develop speech and communication skills for all children. I CAN's particular focus is children who find communication difficult.

KIDSCAPE

2 Grosvenor Gardens
London
SW1W 0DH

Tel: 020 7730 3300
Parents' Helpline:
08451 205 204

Website: www.kidscape.org.uk

Kidscape is a service for children, parents and professionals to help prevent bullying and abuse, through their leaflets, booklets, books, training and helpline.

Learning Disability Helpline (MENCAP)

Royal MENCAP Society
4 Swan Courtyard
Coventry Road
Birmingham
B26 1BU

Tel: 0121 7077877
Learning Disability
Helpline: 0808 808111
Minicom: 0808 808 8181
Calls are free and private
Mon - Fri 9am - 5pm

Fax: 0121 7073019

E-mail: help@mencap.org.uk (advice)
Website: www.mencap.org.uk
www.askmencap.info

A free, confidential service for anyone who wants information or advice on anything related to learning disability – everything from housing, education, money and benefits, to the services and support groups in your area. Provides support to people with a learning disability, and carers and professionals.

Voluntary Organisations

Leukaemia Care

1 Birch Court
Blackpole East
Worcester
WR3 8SG

Tel: 01905 755977
Careline number:
0800 1696680
(24 hours a day, 7 days a week)

E-mail: enquiries@leukaemiaCARE.org.uk
Website: www.leukaemiacare.org.uk

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

Listening Books

12 Lant Street
London
SE1 1QH

Tel: 0207 407 9417
Fax: 0207 406 1377

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

Listening books is the only UK audio book charity providing an internet streaming and postal service to anyone with a disability or illness which makes it difficult to hold a book, turn its pages or read it in the usual way. Their library of over 4,000 titles caters for both leisure and learning interests.

LOOK (National Federation of Families with Visually Impaired Children)

National Federation of Families
with Visually Impaired Children
c/o Queen Alexandra College
49 Court Oak Road
Harborne
Birmingham
B17 9TG

Tel: 0121 428 5038

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

LOOK provides information, support and practical help to families of visually impaired children. Family Support Officers work with families, offering emotional support and advice regarding education, benefits and eye conditions. LOOK links parents in order to share experiences and to support each other as individuals or as part of local parent groups. The Youth Project promotes independence amongst visually impaired young people between the ages of 9 and 18.

Voluntary Organisations

ME Support – North East

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

Tel: 0191 389 2222
0191 388 4228

Provides information and support for people with myalgic encephalopathy (ME), their families and carers by means of a regular newsletter, occasional meetings, and a telephone and information service.

Multiple Sclerosis Society (MS)

MS National Centre
372 Edgware Road
London
NW2 6ND

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

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

The MS Society is the UK's largest charity for people affected by Multiple Sclerosis. The MS Society provides information and support in the UK to anyone affected by MS from their network of 350 local branches. The MS National Centre is a national source of authoritative advice; a place where learning and teaching about MS can be shared.

Muscular Dystrophy Campaign

Muscular Dystrophy Campaign
61 Southwark Street
London
SE1 0HL

Information and Support Line:
0800 652 6352 (Freephone)

E-mail: info@muscular-dystrophy.org
Website: www.muscular-dystrophy.org6+

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

Voluntary Organisations

National Blind Children's Society (NBCS)

Bradbury House
Market Street
High Bridge
Somerset
TA9 3BW

Tel: 01278 764764
Fax: 01278 764790

Opening Times
Mon - Fri 9am - 5pm

The National Blind Children's Society (NBCS) provides services for children with a visual impairment, from birth to the completion of full time education. They provide family support and information, education advocacy, IT advice and support, activities, CustomEyes large print children's books and, subject to criteria, may be able to provide grants.

The National Centre for Young People with Epilepsy – NCYPE

St Piers Lane
Lingfield
Surrey
RH7 6PW

Tel: 01342 832243
Fax: 01342 834639

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

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

The NCYPE is the UK's major provider of specialist services for children and young people with complex epilepsy and other neurological conditions. The NCYPE's campus in Lingfield, Surrey, includes St Piers School, the NCYPE Further Education College and a range of diagnostic, assessment and rehabilitation services, as well as a Sure Start Children's Centre for all local families.

National Deaf Children's Society (NDCS)

15 Dufferin Street
London
EC1Y 8UR

Freephone Helpline:
0808 8008 880 (Voice and text)
Fax: 0207 251 5020

E-mail: ndcs@ndcs.org.uk
Website: www.ndcs.org.uk

Opening Times
Mon - Fri 9.30am - 5pm

NDCS is an organisation of families, parents and carers, providing emotional and practical support through their freephone helpline, their network of trained support workers, and their wide range of other support services, publications and website.

Voluntary Organisations

National Eczema Society

Hill House
Highgate Hill
London
N19 5NA

Helpline: 0800 0891122

Opening Times
Mon - Fri 8am - 8pm

E-mail: helpline@eczema.org
Website: www.eczema.org

The National Eczema Society provides practical support, advice and information; campaigns on behalf of people with eczema and their carers; encourages and funds research; and provides information and training for healthcare professionals.

National Federation of the Blind of the United Kingdom

Sir John Wilson House
215 Kirkgate
Wakefield
West Yorkshire
WF1 1JG

Tel: 01924 291313
Fax: 01924 200244

Opening Times
Mon - Fri 9am - 4pm

E-mail: nfbuk@nfbuk.org
Website: www.nfbuk.org

The Federation, through its blind and partially sighted membership, seeks to promote a better quality of life for all visually impaired people through local activities at branch level and nationally, through campaigning.

National Society for Epilepsy (NSE)

Chesham Lane
Chalfont St Peter
Bucks
SL9 0RJ

Tel: 01494 601300
Helpline: 01494 601400
Mon - Fri 10am - 4pm
(National call rate)

Website: www.epilepsynse.org.uk
www.e-epilepsy.org.uk (for professionals)

NSE is the UK's leading epilepsy charity. They provide medical, social and health care for people with epilepsy. NSE has outpatient clinics and NHS assessment services for those whose epilepsy is resistant to treatment. They can carry out EEG and MRI testing. NSE also provides residential care to adults with complex needs as well as epilepsy. NSE also provides information and a national helpline. Open to anybody who requires information and emotional support.

Voluntary Organisations

Parentline Plus

Suite 4 Lambton House
10 Lambton Road
Jesmond
Newcastle upon Tyne
NE2 4RX

Tel: 0191 281 4881 (Admin)
Freephone Helpline:
0808 800 222 224
(24 hour - 7 days a week)
Free textphone helpline:
0800 783 6783
(for people who are hearing
impaired or speech impaired)

E-mail: adminnortheast@parentlineplus.org.uk
Website: www.parentlineplus.org.uk

Parentline Plus is a national charity that works for and with parents. They recognise that parents want to do the best they can for their children, but sometimes family life can be challenging and difficult. There is, after all, no one right way to parent. Parentline Plus works to offer help and support through an innovative range of free, flexible and responsive services – shaped by parents for parents.

A **Free Confidential Helpline** is available 7 days a week, 24 hours a day, staffed by trained volunteers, all of whom have parenting experience. They offer information and support, and the chance to talk through issues facing parents.

PARNET – Cerebra's Parent Network

Cerebra
Second Floor Offices
The Lyric Building
King Street
Carmarthen SA31 1BD

Freephone Helpline:
0800 3281 159
Fax: 01267 244213

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

Provide support and information for families and carers of children with brain-related conditions.

Phab England

Summit House
50 Wandle Road
Croydon CR0 1DF

Tel: 020 8667 9443
Fax: 020 8681 1399

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

A national charity dedicated to promoting the integration of people with and without physical disabilities, at all levels of society.

Voluntary Organisations

The Place2Be

13/14 Angel Gate
326 City Road
London EC1V 2PT

Tel: 0207 923 5500
Fax: 0207 833 8083

A national organisation providing therapeutic support to children in schools who are experiencing a range of emotional difficulties. The Place2Be also provides support to parents and teachers.

RADAR- (Royal Association for Disability and Rehabilitation)

RADAR Head Office
12 City Forum
250 City Road
London EC1V 8AF

Tel: 020 7250 3222
Minicom: 020 7250 4119

E-mail: radar@radar.org.uk
Website: www.radar.org.uk

RADAR works to end discrimination and promote the civil rights of disabled people. Their mission is to promote change by empowering disabled people to achieve their rights and expectations, and by influencing the way that disabled people are viewed as members of society.

Rainbow Trust

Forster House
Forster Business Centre
Finchale Road
Newton Hall
Durham DH1 5HL

Tel: 0191 386 4400
Fax: 0191 386 8899

Website: www.rainbowtrust.org.uk

Provides practical and emotional support to families who have a child with a life-threatening or terminal illness.

RNID for deaf and hard of hearing people

19-23 Featherstone Street
London EC1Y 8SL

Information Line: 0808 808 0123
Textphone: 0808 808 9000
(all calls are free)

E-mail: informationline@rnid.org.uk
Website: www.rnid.org.uk

RNID is the charity working to make life better for deaf and hard of hearing people through campaigning, providing information and services, and supporting scientific and technological research.

Voluntary Organisations

Samaritans of Northumbria

25 North Seaton Road
Ashington
Northumberland
NE63 0AG

Website: www.samaritans.org.uk
TXT to 07725 909090

Tel: 01670 814222
Message line: 04670 814111
National: 08457 909090

Mon - Wed 10am - 8pm
Sat 2pm - 8pm

Email: jo@samaritans.org

Samaritans offers confidential, non-judgemental support, 24 hours a day, to people of all ages experiencing emotional distress. Phone the National helpline out of hours.

Scope

Scope
6 Market Road
London
N7 9PW

E-mail: response@scope.org.uk
Website: www.scope.org.uk

Cerebral Palsy Helpline:
0808 800 3333

A national disability organisation whose focus is people with cerebral palsy. Provide a range of support, information and campaigning services, both locally and nationally, in addition to providing opportunities in education, employment, residential and day services. For more information about cerebral palsy and Scope services contact the Cerebral Palsy Helpline which provides free information, advice and initial counselling.

Sense – for Deafblind People

101 Pentonville Road
London
N1 9LG

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

Textphone: 0845 127 0062

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. They provide expert advice, information and specialist services to deafblind people, their families, carers and the professionals working with them. They also support people with sensory impairments who have additional disabilities.

Voluntary Organisations

Tourettes Action Syndrome (UK) Association

Southbank House
Black Prince Road
London
SE1 7SJ

E-mail: admin@tourettes-action.org.uk
Website: www.tsa.org.uk

Helpline: 0845 458 1252
Tel: 020 7793 2357
Fax/Voicemail (24 hour)
0845 458 1242

A registered charity dedicated to educating, informing, campaigning, providing support and promoting medical research on behalf of all those affected by Tourettes Syndrome.

Winston's Wish

The Clara Burgess Centre
Westmorland House
80 - 86 Bath Road
Cheltenham
GL53 MJT

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

Helpline: 0845 2030 405
Tel: 01242 515157

A national service providing support to children who have been bereaved and their families. Parents, carers and professionals can use the helpline for information and guidance or to refer children to the service. Direct support can be provided to children bereaved by suicide or murder. This presently involves a family assessment and the opportunity to attend a residential with other people who are similarly bereaved. Resources available for families and professionals.

Young Minds

48-50 St John Street
London
EC1M 4DG

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

Tel: 020 7336 8445
Fax: 020 7336 8446

Young Minds aims to improve the lives and futures of children and young people experiencing mental health problems; to promote a society that promotes and protects good mental health for children and young people; and to achieve better outcomes for parents and families who engage with children's mental health services.

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Action for Children

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

Tel: 01670 857816
Fax: 01670 857901
Email: nein-pact@nch.org.uk
Website: www.in-pact.org.uk

Families Information Service

Hepscott Park
Morpeth
NE61 6NF

Tel: 0800 023 4440
Fax: 01670 534366
Email: childcarelink@northumberland.gov.uk
Website: www.northumberland.childrensservicedirectory.org.uk

Northumberland Parent Partnership Service

Children's Services Directorate
County Hall
Morpeth
NE61 2EF

Tel: 01670 533694
Fax: 01670 533892
Website: www.northumberland.gov.uk
(Search for 'Parent Partnership')

