



# DISABILITY AND ADDITIONAL NEEDS

A GUIDE FOR PARENTS & CARERS



# FOREWORD

The news that your child has a special need or disability may have come to you suddenly at the birth of your child. On the other hand it may have been a gradual suspicion and eventual confirmation, it may be a life limiting condition or a life long condition. It may not be life threatening such as a physical impairment or learning difficulty, but whatever the impairment is, whatever the age of your child, the news is rarely welcome and means your life will be different from what you had expected or hoped for; this has happened to **your child** and your partner and family.

Early on you may feel lost, alone and confused and probably full of questions you need answers to. You will want what is best for your child and will need to know where to go and who to speak to in order to get that.

All children's needs are the same, those of play and stimulation and of course day to day food, clothing and shelter but above all love. Your child needs all those things just like any other child and like any other child, is driven to learn and become itself – a whole person with a body, mind and soul.

The good news in all this is that you are not alone. There is a lot of help available in many different forms. The not so good news is that

it is not all in one place, funded by one agency, universal or transferable. There are information gaps between statutory bodies, voluntary groups and military welfare support, and also communication gaps between all these bodies.

You therefore must be the ones to co-ordinate all the information and help that is available and you become the expert on your child and his or her needs. Your child is unique, as indeed you are as a family, so who else but you can be the expert.

This booklet will go some way in showing where you can go for help, what is available and contact addresses for the very special situation you find yourself in as a mobile military family.

This booklet does not and should not address the details of particular needs. This information can be obtained from specialist organisations set up to provide it. The aim of this booklet is to present a cross section of help, knowing that the experience of being a parent of a disabled child varies a lot but many experiences are common to most of you, the getting over the news, the telling people, the dealing with the system, the getting on with family life and so on. The booklet however, I

hope, will give you information relevant to your life in the Services with a disabled child and some information about organisations which can help.

## ACKNOWLEDGEMENTS

Some information contained in this guide has been extracted from Early Support Helping Every Child Succeed, Department for Education and Skills.

# CONTENTS

## CHAPTER

1	YOU AND YOUR FAMILY - A PARENT'S VIEW	06
2	GETTING TO KNOW THE PROFESSIONALS	14
3	MONEY, EQUIPMENT AND PRACTICAL ASSISTANCE	24
4	MILITARY SOURCES OF HELP	32
5	SPECIAL EDUCATIONAL NEEDS	40
6	LOCAL INFORMATION FOR OVERSEAS COMMANDS	46

## NOTES

This guide is intended for all Armed Forces Personnel and their Families, the aim being to raise awareness of the resources and information available for those parents who have a child with additional needs/disabilities. Many parents are worried about their career prospects, housing and overseas posting. However, if parents are aware of both the civilian and military resources available to them they will be better able to make informed decisions about their child's needs.

There is a huge range of support available to children with Additional Needs(AN). Don't be afraid to ask for help and advice. You should also read your Single Service Instructions on registering your child's needs with the relevant Service Authority (see Chapter 4). You'll be surprised at the number of people - both parents and professionals - who are only too happy to share their time and experience.

### For further information contact:

#### **Special Needs and Disability Advisor (SNDA)**

SSAFA Forces Help

CHSS

19 Queen Elizabeth Street

London

SE1 2LP

Telephone: **0207 403 8783**

Direct Line to Special Needs and Disability

Advisor: **0207 463 9234**

Or visit [www.ssafa.org.uk](http://www.ssafa.org.uk) where your enquiry will be forwarded to the Special Needs and Disability Advisor.

If you have difficulty reading or understanding this guide and need it translated please contact SNDA at the above address.



# 1

# YOU AND YOUR FAMILY - A PARENT'S VIEW

Your child may have had Additional Needs from birth or may have been diagnosed afterwards. At all stages of your child's development you will have felt many different emotions. These may range from upset, fear, guilt, anger, depression, loneliness, short temper, or feelings of just not being able to cope. You should not feel embarrassed or guilty about any of these feelings as they are a natural response to your situation, nor should you be concerned if you do not have some or all of these feelings they are not part of a checklist or badge of qualification!

Most parents find that these feelings ease with time. However, there will always be times when you are worried and upset, as there are with bringing up any child.

Having a child with Additional Needs causes emotions similar to bereavement. Parents often grieve for the 'perfect child' that they have lost. During the early stages, some people find it helpful to talk to other parents and this may be very useful, as another parent will truly understand what you are going through. Others prefer to be by themselves for a while or to be with their partner or a close friend. Some may wish to talk to someone outside the family such as a



Social Worker, Health Visitor, Counsellor, Doctor or Priest. However, you may find that the sympathetic noises from the 'experts' are downright annoying at times!

Bringing up a child who has Additional Needs is not easy, but you can get help. Many people say that they find it challenging; some claim it has its own special rewards; others find it just very hard work.

## FEELINGS AND EMOTIONS

Parents of children with Additional Needs may worry about many things. They might worry about exactly how their child will be affected and what sort of future s/he will have. They might worry about how they will cope with telling friends and relatives about their baby. They may also worry about their own future.

These fears are natural. As you learn about your child and what can be done to help and as you become more confident about your own abilities to care for your child – you will almost certainly find that your fears become less.

Each parent reacts differently to the news that their child has Additional Needs and each will cope with it in different ways. In the

following section we cover just some of the feelings that parents may experience.

## ANGER AND FRUSTRATION

You may experience feelings of anger or frustration with yourself, your partner, your family, your child, other parents, health professionals, or the local authority. Some sort of anger is useful because it gives you the energy to fight for a good life for your child, but some sorts of anger can leave you feeling bitter and resentful. Try to prevent negative anger by talking about your worries, feelings and frustrations with people and other health professionals who are working with you.

Because children with Additional Needs usually need so much attention, they can sometimes be even more demanding than other children. In addition, you may be more stressed by them than you would with your other children. Try not to be afraid to admit to these feelings. Remember that you are not alone in feeling like this. Chatting things over with another parent often helps.

If you are angry at a professional, let him or her know how you would like to be treated.

## LONELINESS

Because your child has Additional Needs, you might feel 'different' and isolated. Talking to another parent, either on a one-to-one basis or as part of parents' group, can help enormously. Your General Practitioner, health visitor, physiotherapist or social worker may be able to tell you about parents' groups in your area. There may be a group of parents of children with the same problem as your child, or a more general group of parents of children who have different disabilities.

Try to keep in touch with friends and relatives, to get out occasionally and to carry on doing some of the things you have always enjoyed. It may be difficult but, in the long run, it will do both you and your child good.

Some people – even your closest relatives and friends – might not contact you when they find out about your child. This is usually because they have never known anyone with a disability and they feel awkward or embarrassed and don't know what to say. Try to reassure them by explaining what to say. Try to reassure them by explaining what is wrong in simple terms. This will be particularly difficult at first while you are still coming to terms with the situation yourself, but it is worth making the effort. If you feel unable to talk to them directly, you could ask someone close to you to get in touch, or you could give them a copy of the handouts produced by all the major support groups and charities that cover various conditions. For details see page 8.





### GUILT

Some mothers feel guilty that they might have done something during the pregnancy that caused their child's condition. This feeling of guilt may last for years. If you feel like this, talk it over with your health visitor, GP or paediatrician. This will help you to clear up any misunderstandings.

### EXHAUSTION

The effort involved in looking after a child with Additional Needs can easily make you exhausted. This can make any other problems seem and feel much worse. If you have a relative or friend who could look after your child to give you a break for a few hours/ days, make use of this opportunity. You could also check out any opportunities for respite care or holiday play schemes. Ask your social worker or health service worker for more details.

In addition, check out whether there are any benefits you could claim which would make your life easier. Look at the chapter, Money, Equipment and Practical Assistance, to find out more. Also, it's worth remembering that most parents find that they feel less tired once their child starts attending nursery or school.

### DEPRESSION

If you feel that you just cannot carry on, it's important to get help immediately. Speak to your GP or other health professional. You may wish to speak to a stranger at the Samaritans. You can find their number in the telephone book or, if in any of these overseas commands:

- From Forces Freephone number to Samaritans UK
- From British Forces Germany: **080 0 181 072 2**
- From Holland: **060 2 228 8**
- From Cyprus: **080 9 112 2**

OR

**Confidential Support Line.** MOD contract SSAFA FH to run an independent Confidential Support Line, providing support and options for Armed Service Personnel and their families. It is a completely confidential service available every day from anywhere in the world.

The line is open from 10.30am - 10.30pm (UK local time) everyday, including Christmas Day. Free phone lines operate from Germany, Cyprus and the UK:

- From the UK (Main Line): **080 0 731 488 0**
- From Germany: **080 0 182 739 5**
- From Cyprus: **800 910 65**
- From Falklands Islands #6111
- from anywhere in the world  
(Call-back) +44(0) 198 0 630 854

Paradigm Home Link is available from operational theatres, dial Homelink access number, then enter \*2999 at the PIN prompt.

There is also an email facility, which has been specially designed to maintain confidentiality of the client. For Confidential Support Line email service, visit [www.ssafa.org.uk](http://www.ssafa.org.uk)

Some organisations such as Scope have an early years unit that can also assist:

### Right from the Start Scope Early Years Unit

42 St Owen Street  
Hereford  
HR1 2PR  
Tel: **01432 370860**  
Email: [rfts@scope.org.uk](mailto:rfts@scope.org.uk)  
Web: [www.rightfromthestart.org.uk](http://www.rightfromthestart.org.uk)



### THE SAME BUT DIFFERENT

All children have the same basic needs – love, security, fun, encouragement and the opportunity to learn about the world around them. They have their own personalities and they can be happy, sad or bad tempered just like everyone else.

As far as possible, treat your child like any other child right from the start. Encourage your family and friends to do the same. It's natural for you to be concerned about your baby's future and whether s/he will learn to walk and talk. But the most important thing you can do is to help your baby now. If you play with and look after your baby in the way you feel is best, taking each day at a time, you will be giving him/her the best possible chance of leading a fulfilling life.

### GETTING TO KNOW YOUR BABY

Communication with your child and learning to recognise his/her behaviour is very important. Many babies and young children with Additional Needs cannot communicate in the same way as other children – perhaps they cannot turn their head or move their eyes, reach out to touch you, smile or climb onto your knee. Particularly when the child is

### SOME PARENTS ARE TEMPTED TO OVERPROTECT THEIR CHILD, PERHAPS BECAUSE THEY CAN'T FACE TELLING THEIR FAMILY, FRIENDS AND NEIGHBOURS THAT SOMETHING IS WRONG

very young, try to keep him/her near to you and communicate as often as you can by talking, touching and looking. While you are doing this, learn to recognise the little signs your baby is making to try to tell you things.

Encourage other adults and children to get to know your child. Some parents are tempted to overprotect their child, perhaps because they can't face telling their family, friends and neighbours that something is wrong. Some parents feel that they are the only ones capable of giving their child the love and affection that s/he needs. Try very hard not to think this way. An overprotected child will have difficulty settling down at nursery or school and will find it difficult to be happy and well balanced when they are older.

Parents will also find it an immense strain if they try to provide for their child without any assistance.



## SUPPORT TO PARENTS AND SUPPORT GROUPS

A number of different types of support are available to parents and these will vary from area to area. If you are unsure about the services available to you, you should contact your health visitor, social worker, paediatrician or HIVE Information Centre. A few examples of support services are shown below:

## CONTACT WITH OTHER FAMILIES

In most areas there are parent support groups that take many different forms. You can find details of these from your health visitor, social worker, your child's school or local voluntary organisations.

### Contact-a-Family

209-211 City Road London EC1V 1JN  
Tel: 0207 608 8700 / 0207 608 8701  
Freephone helpline: 0808 808 3555  
Minicom: 0207 608 8702  
Email: [helpline@cafamily.org.uk](mailto:helpline@cafamily.org.uk)  
Web: [www.cafamily.org.uk](http://www.cafamily.org.uk)

Have details of over 800 parent support groups, including groups for very rare conditions.

### The Forces Special Needs Disability Support Group (FSNDSG)

is a group of parents and dependants who produce a newsletter including information and contacts. The FSNDSG Forum meets to discuss problems with Service providers and at intervals help set up a Seminar for Service Families. You can obtain the newsletter and details of your nearest Service Support Group from:

### Special Needs & Disability Advisor

SSAFA Forces Help  
Community Health & Social Services  
19 Queen Elizabeth Street,  
London SE1 2LP  
Tel: 0207 463 9234  
Fax: 0207 463 9261

### Association for Speech Impaired Children (AFSIC)

50-52 Great Sutton Street  
London  
EC1V ODJ

Helpline: 08453 555 577  
Tel: 0207 490 9410  
Fax: 0207 251 2834  
Email: [info@afasic.org.uk](mailto:info@afasic.org.uk)  
Web: [www.afasic.org.uk](http://www.afasic.org.uk)

### Association of Spina Bifida and Hydrocephalus (ASBAH)

42 Park Road  
Peterborough  
Cambridgeshire  
PE1 2UQ  
Tel: 01733 555988  
Fax: 01733 555985  
Email: [info@asbah.org](mailto:info@asbah.org)  
Web: [www.asbah.org](http://www.asbah.org)

### Epilepsy Action

New Anstey House  
Gate Way Drive  
Yeadon  
Leeds  
LS19 7YY  
Freephone helpline: 08088 005050  
Tel: 0113 210 8800  
Fax: 0113 391 0300  
Email: [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)  
Web: [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

Epilepsy Action is the leading representative organisation for epilepsy in the UK, with over 16,000 members. EA serves over 497,000 enquires a year through its advice and information helpline and website with many more people offered support by volunteers and branches throughout the country. EA provides the UK's only Freephone Epilepsy Helpline on 0808 800 5050, available Monday – Friday, 9.00am – 4.30pm (4.00pm on Fridays). Answerphone facility available.

#### MENCAP

123 Golden Lane  
London  
EC1Y 0RT  
Tel: **0207 454 0454** (switchboard)  
Helpline: **08088 081 111**  
Minicom: **08088 088 181**  
Fax: **0207 608 2254**  
Email: [help@mencap.org.uk](mailto:help@mencap.org.uk)  
Web: [www.mencap.org.uk](http://www.mencap.org.uk)

Mencap provide help, advice and support for families with a member with learning disabilities. It has numerous local groups in operation. They provide residential, education and employment services, leisure opportunities and individual support and advice for people with a learning disability, their families and carers.

#### The National Autistic Society

393 City Road  
London  
EC1V 1NG  
Tel: **0207 833 2299**  
Helpline: **08450 704 004**  
Minicom: **08450 704 003**  
Fax: **0207 833 9666**  
Email: [nas@nas.org.uk](mailto:nas@nas.org.uk)  
Web: [www.autism.org.uk](http://www.autism.org.uk)

#### Scope

12 Park Crescent  
London, W1N 4EQ  
Tel: **0207 636 5020**  
Or Scope helpline for people with cerebral palsy:  
Tel: **08088 003 333**

#### Down's Syndrome Association

Langdon Down Centre  
2a Langdon Park Eddington  
TW11 9PS  
Tel: **08452 030372**  
Fax: **08452 300 373**  
E-mail: [info@downs-syndrome.org.uk](mailto:info@downs-syndrome.org.uk)  
Web: [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)



## RESPIRE CARE

There are various kinds of schemes available that offer the family a break from caring for the child with Additional Needs. They may be called Respite, Shared Care, Flexible Care, Sitting Services, Holiday Play Scheme or they may go under another name. Some schemes will link families with a foster family. You may require a break of a few hours, or a weekend; most schemes will offer a flexible service to meet your individual requirements. To access any of these services please contact your Local Authority Social Services Department or health visitor. SSAFA Forces Help recognise the need for families to receive respite, and for the children to have the opportunity to participate in experiences and to access activities normally denied them, so three disabled children's holidays (two in the UK and one in British Forces Germany) are provided by the association. Please contact the special needs and disability advisor for further details on **0207 463 9234**. You may also find it helpful to contact:

## ALEXANDRA HOUSE CROWNHILL PLYMOUTH

Alexandra House is registered with Ofsted as a Nursery offering Day Care to both Tri Service and Civilian Families, for children 0-5 years. They specialise in working with 0-3 years and offer the Birth to Three Matters curriculum. They open Monday - Thursday 8am-4.30pm and Friday 8am -12pm. They provide quality childcare in a relaxed and happy environment. They also work alongside parents in looking at how best they can meet their individual child's needs. Lots of people choose sessions rather than full Day Care - often just to have a break from the everyday things that can get you down! Some parents have regular commitments that necessitate regular sessions and they like to know that their child care arrangements are reliable. After a busy session the children usually leave tired but happy!

Alexandra House offers emergency support to Tri-Service families as needed - the most common call is when the baby decides to arrive early or unexpectedly and there's no-one around to help with the other children. There is wonderful accommodation to sleep the kids in an emergency, at short notice, even for a few hours, whilst other arrangements

can be made. There is a cost for this service - however families usually find it affordable. If you might need this facility contact the Naval and Personal Families Service who will make the arrangements with them.

To arrange a visit, by appointment, or for more information Tel: **01752 781888**

## CROSSROADS - CARING FOR CARERS

Crossroads service is about giving time improving the lives of carers by giving them time to be themselves and have a break from their caring responsibilities. The aim is to provide a reliable service, tailored to meet the individual needs of each carer and the person they are caring for. There are schemes in most parts of England and Wales, which provide a range of services to meet local needs.

For further info contact:

### Crossroads - Caring For Carers

10 Regent Street, Rugby  
Warwickshire, CV21 2PN  
Tel: **01788 573653**



SOMETIMES CHILDREN FEEL JEALOUS OF THE ATTENTION THEIR DISABLED BROTHER OR SISTER RECEIVES. HELP TO PREVENT THIS BY SHARING YOUR ATTENTION AS MUCH AS POSSIBLE.

## YOUR OTHER CHILDREN

Many parents give their child with Special Needs so much attention that their other children lose out. Remember that your other children need your love and attention too. Some children feel somehow responsible for their brother's or sister's disability; others might worry that they too may become disabled. Try to explain your child's condition to them as soon as you feel that they will understand.

Sometimes children feel jealous of the attention their disabled brother or sister receives. Help to prevent this by sharing your attention as much as possible. You might find it helpful to set aside some special time for each child.

Some of their classmates may be cruel and may make your children feel 'different' because they have a disabled brother or sister. Try to stop this by making sure that your children understand the condition and by making sure that your family does not become isolated, joining in school and social activities as a family wherever possible.

Try not to give your other children too much responsibility for your child with Additional Needs. Most children will not be able to cope with it and it could make them resentful and cause behaviour problems.

## SIBLINGS/YOUNG CARERS HOLIDAY

SSAFA Forces Help recognise the difficulties this group of children face so provide an adventure activity holiday every May bank holiday for the week. Please contact the special needs and disability advisor on **0207 463 9234**.

## YOUR RELATIONSHIP

You may find that having a child with Additional Needs makes your marriage stronger. However, some parents find that it drives them apart. This may be because the child's disability shows up an existing incompatibility which would have caused the relationship to break down anyway, but it may also be caused by the stress of looking after the child. If you think that this is happening, there are several steps you can take to make your relationship better. Your partner will probably be a great source of support while you are both learning to live with a child with Disabilities/Additional Needs. Remember that you will both feel more able to support each other if you have support from your family, friends and specialist organisations as well.

Men, more than women, are inclined to deny the extent of their child's disability. They hide

their feelings or plunge themselves into their work to avoid facing up to the situation. To help prevent this, involve each other in the daily care of your child as much as possible and discuss each other's feelings together. Many men find that talking to another man helps. Contact a Family have specific knowledge and information regarding this Tel: **0808 808 3555**

However hard it seems, have some time together away from the children. There are many friends and neighbours who are more than willing to baby-sit for a child with Disabilities/Special Needs, so ask around. Your health visitor or social worker may be able to help you get involved with local respite care services. Never be afraid to ask for help to sort out your relationship. Relate specialises in relationship counselling and other relationship support services. For the number of the Relate counsellor in your area, look in the telephone book under 'Relate, the relationship people'.

## Relate Central Office

Herbert Gray Collage  
Little Church Street  
Rugby  
Warwickshire  
CV21 3AP  
Tel: **0845 456 1310** / +44 (0)1788 573241  
Email: [enquires@relate.org.uk](mailto:enquires@relate.org.uk)  
Web: [www.relate.org.uk](http://www.relate.org.uk)

## HAVING ANOTHER CHILD

Some conditions are inherited, whilst many others are not. Consequently, if you're thinking of having another child, it's a good idea to chat things over with a doctor, or your child's paediatrician. You might be referred to a Genetic Advisory Centre for more information and individual advice.

# 2

# GETTING TO KNOW THE PROFESSIONALS

You and your child will probably come into contact with many professionals from the health, social and education services. It is important for you to work in partnership with these professionals, so it's worthwhile building up a good relationship. But this doesn't mean that you should accept everything they say without question. Make your views known, try to be assertive and ask for what you want for you and your child. If you feel nervous or uncomfortable take someone with you for support.

## PROFESSIONALS YOU WILL MEET AT THE BEGINNING

Of course, you as parents will know your child better than anyone, but many of the professionals have experience of working with other children with Disabilities/ Additional Needs and their parents, so they can help you in many ways.

The main people you will meet at the beginning are your health visitor and paediatrician. Your baby might also need to stay for a while in a special care baby unit.



Professional titles can be confusing if you are not familiar with them, particularly if you are meeting a lot of new people from different professional backgrounds at the same time. This section explains in simple terms what different professionals do.

**Please Note:** This is a generic list of the professional people you may come across and is not necessarily exhaustive.

### Health Visitor

A health visitor is a qualified nurse or midwife with additional special training and experience in child health. They visit family homes in the early years to check on children's health and development. They give help, advice and practical assistance to families about the care of very young children, normal child development, sleep patterns, feeding, behaviour and safety. You should automatically receive a visit from a health visitor, as all families are visited in the

early years. If you don't they can be contacted through your GP. Health visitors can help you contact doctors, hospitals and other services in your area. Some areas have specialist health visitors who have particular experience and expertise supporting families with very young children with an identified condition or disability or who need extra help.

### Paediatrician

A Paediatrician is a doctor who specialises in working with babies and children. They are often the first point of contact for families who find out their child has an impairment or disability very early on in hospital and can offer advice, information and support about any medical condition(s) a child has.

Paediatricians sometimes work in hospitals and sometimes for community health services. It's usually a paediatrician who refers your child on to any other specialists that they need to see.

## THE PEOPLE YOU MEET IN THE HOSPITAL

### Consultant

A doctor with several years specialist training in a particular branch of medicine or surgery who is in overall charge of your child's treatment and welfare.

### Senior Registrar

A doctor who has passed all the exams in a speciality but who has not yet completed the full training period necessary to become a consultant. The senior registrar may often deputise for the consultant.

### Registrar

A doctor who is specialising in a particular branch of medicine or surgery who has passed some of the exams and has acquired many of the needed skills but still requires supervision from senior colleagues.

### Senior House Officer (SHO)

Fully registered doctors who are learning the skills required in the speciality in which they are working. The SHO's will do most of the medical procedures on your child and they are the doctors you will see most often on the ward. Talk to them if you have any worries.

### House Officer (Houseman/Woman)

A recently qualified doctor who, by law, has to work for one year in a hospital closely supervised by the Registrars and Consultants.

A typical team or 'Firm' of doctors in a hospital looking after your child will be the Consultant, a Senior Registrar and/or a Registrar and up to 4 SHOs. You will not meet a House Officer except perhaps on a Surgical Firm.

### Ward Manager/ Sister/Charge Nurse

This is the senior nurse in charge of the ward who will have special training in children's nursing. S/he oversees the whole care of your child in the ward.

### Staff Nurse

These nurses are fully trained with an interest in looking after children and usually have been trained in children's nursing.

### Agency Nurses

On the ward you may see nurses in uniforms which are different from the hospital uniform. These are nurses who are fully trained but hired on short term contracts to help in times of staff shortages.

### Student Nurses

These are the nurses who are learning and who do much of the immediate care of your child under close supervision.

### Dietician

A dietitian is a health professional who can advise on diet-related matters. They can help if your child has swallowing and feeding difficulties. For example, your child may need a special liquid feed given through a tube that is inserted directly through the abdominal wall into the stomach or through a narrow tube that is passed into the nose down the food pipe into the stomach.

A dietitian usually makes a full nutritional assessment before a decision is made to begin feeding in this way. They can advise you, the hospital and community health staff about the feed type, the amount, the method of administration, the feeding regime and any equipment required for your child.

Dieticians are often responsible for ordering supplies and equipment and will make sure you have regular supply of the things you need to feed your child.

### Hospital Social Worker

Works as part of the medical team and has responsibility for looking after any social problems that hospitalisation and convalescence may cause the patient and his/her family. They are also involved with the rehabilitation of patients who have a long illness or disability. They can offer advice on DSS benefits.

### Specialists Health Visitor

A specialist health visitor is a health visitor who has additional training and experience of working with young children with medical problems or disabilities. They can act as a bridge between hospital and community health services in the pre-school years.

### Ophthalmologist

An ophthalmologist is a doctor based in a hospital who specialises in the diagnosis and treatment of eye defects and diseases. They have special qualifications and experience in eye disorders and in treating them with appropriate medicine and surgery. You may be referred to one to check that your child's eyes are healthy.

### Optician

An optician is trained to dispense and adjust spectacles and other optical aids.

### Optometrist/Ophthalmic Optician

An optometrist is a health professional who specialises in measuring children's sight and prescribing glasses. They can identify eye diseases and are usually based at a hospital or optician's, although young children with multi-sensory impairment are more likely to be assessed at a specialist clinic. The dispensing optician will help you choose frames and make sure they fit properly but cannot test your child's sight or prescribe glasses.

### Physiotherapist

A physiotherapist is a health professional specialising in physical and motor development. They can assess your child and develop a tailored treatment plan that might include helping your child to control their head movement, sit, roll over, crawl or walk. Physiotherapists can also teach you how to handle your child at home for feeding, bathing, dressing and advise on equipment, which might help your child's mobility.

### Play Leader

Someone who works on the ward to keep your child happy and occupied and will offer comfort if necessary. They are always available for a chat.

### Radiographer

The person who takes the x-ray pictures.

### School Teacher

This is a person who, during the school term, will supervise the work of school age children who are well enough to benefit from studying.





## PROFESSIONALS YOU MIGHT MEET LATER ON

Later on you may meet other professionals from Health and Social Services and from the Educational Services, as well as from Voluntary Organisations. You will probably only need to see some of the professionals listed below, but it helps to know who does what.

### Advisory Teacher

An advisory teacher is a teacher, usually with additional training in a particular specialism, who advises schools and families on educational approaches. Some advisory teachers visit families with pre-school age children in their homes.

### Audiologist

An audiologist carries out hearing tests and explains the results. If your child needs hearing aids they will identify the best type and arrange for you to get them. They also monitor your child's hearing, to make sure that any hearing aids supplied are appropriate. An audiologist usually refers you to a doctor who works with deaf children. Depending on where you live this doctor can be called an audiological physician, a community paediatrician in audiology, or an ear nose and throat (ENT) surgeon.

### Benefits Advisor or Welfare Rights Advisor

Welfare rights advisors work in welfare rights units, Citizens Advice Bureaux and independent advice centres. They can help you claim Disabled Living Allowance (DLA) and other benefits to which you may be entitled. You can find out whether there's one in your area by asking at your local town hall or looking in the phone book.

### Care Staff

Care staff help families take short breaks, on an occasional or regular basis, by providing care for the child of the family.

### Childminders

Childminders offer full-time and part-time care, play and learning opportunities for children, usually in their own home. Childminders are self-employed and may be flexible in the hours they work, offering early mornings, evenings and weekend care.

### Clinical Psychologist

A clinical psychologist is a health professional who helps children with specific problems with learning or with overcoming behaviour difficulties.

### Community Nurse/District Nurse

This is a nurse who works outside a hospital and treats people in their home.

### Communication Support Worker (CSW)

A Communication Support Worker (CSW) is a learning support or teaching assistant who works in early years settings alongside teachers and others to provide sign language support for young deaf children.

### Deaf Adults/Deaf Role Models

If you have a deaf child, deaf adults can provide valuable insights into the experience of growing up deaf and be a positive role model for your child. In some areas, deaf adults are employed to come into your home to offer support with communication and answer some of your questions about deafness. These services are sometimes provided by social services, or through the hearing impaired service. In some places, the service is funded by voluntary organisations. Deaf adults are also employed by a school, nursery or local education authority.

### Duty Worker/Duty Social Worker/ Duty Officer

A duty worker is a person who answers the phone and takes details when you ring to make contact with social services. Most teams of social workers operate a duty system, which means that each team member is responsible in turn for answering the phones, making home visits and dealing with families who do not yet have an allocated or named social worker.

### Ear, Nose and Throat Consultant (ENT Consultant)

An ENT consultant is a doctor who specialises in the diagnosis and treatment of ear, nose and throat conditions. When a hearing loss has been identified, they can help in trying to discover the cause of deafness. They also offer advice and treatment when older children develop glue ear (also known as Otitis Media).

### Educational Audiologist

An educational audiologist is a qualified teacher of the deaf, who has an additional recognised qualification in audiology including hearing assessment. They give guidance to other teachers, parents and other professionals about hearing assessments, hearing aids and hearing support.



### Educational Psychologist (EP)

An educational psychologist is a qualified teacher who has additional training as a psychologist. Educational psychologists help children who find it difficult to learn or to understand or communicate with others. They can assess your child's development and provide support and advice.

### General Practitioner (GP)

A GP is a family doctor who works in the community. They are a first point of contact for many families. They deal with your child's general health and can refer you on to clinics, hospitals and specialists when needed. They may also support welfare benefit applications and/or other types of help.

### Genetic Counsellor

If your child's condition is caused by a genetic or inherited problem and you are thinking of having more children, you might find it helpful to talk to a genetic counsellor. They are based at genetic advisory centres, which are usually found attached to large hospitals. Ask your GP, paediatrician or family welfare centre to put you in touch.

### Home Childcarer

A home childcarer is a registered childminder who comes to work with your child in your home. This service has recently been introduced in some areas, for some children.

### **Independent Parental Supporter (IPS)**

An Independent Parental Supporter is someone trained by the Parent Partnership Service (PPS) to support parents and help them understand special educational needs and the SEN Code of Practice. Your local Parent Partnership Service should be able to put you in touch with one, if your local education authority (LEA) is considering issuing a statement of special educational needs. They help by providing information and sometimes, by coming with you to meetings.

### **Intervenor**

An intervenor is a specialist learning support assistant who works one-to-one with a child or adult with multi-sensory impairment, providing information that would normally come through sight or hearing. They help children understand, communicate and access the environment.

### **Key Worker/Link Worker/ Care Co-ordinator**

Key workers maintain regular contact with your family and take responsibility for checking that you have all the information you need that services are well co-ordinated and that information about your child is shared efficiently with everyone who is working

with your family. Key worker services are not yet available in all areas.

### **Learning Disability Nurses**

Learning disability nurses are specialist nurses who work with children and adults with a learning disability and with their families. They can help you find services for your child and also support for you as a parent.

### **Learning Support Assistant/Teaching Assistant**

A learning support or teaching assistant is someone who works alongside teachers, supporting individual children or small groups to help them learn effectively, participate and fulfil their potential.

### **Midwife**

A midwife holds a qualification in midwifery and supports expectant mothers during pregnancy, throughout labour and in the postnatal period. They help parents make informed choices about services and options by providing as much information as possible about the care that is available.

### **Mobility Teacher/Mobility Officer**

A mobility teacher/officer is someone trained in teaching mobility skills to people with severe visual impairments (not necessarily to children or those with additional disabilities). They encourage children with a visual impairment to move around more independently.

### **Music Therapist**

A music therapist helps children to learn and express themselves through music.

### **Named Officer**

A named officer is your family's contact person at the LEA if the local education authority is considering issuing a statement of special educational needs. They deal with your child's statutory assessment and draw up the statement.

### **Nanny**

A nanny cares for an individual family's young children on a live-in or daily basis.

### **Nursery Nurse**

A nursery nurse is someone trained in, and able to support the early stages of child development. They usually work in nurseries and schools. They are not medical nurses.



### Occupational Therapist (OT)

An occupational therapist helps children improve their developmental function by therapeutic techniques, environmental adaptations and the use of specialist equipment. OTs are concerned with difficulties that children have in carrying out the activities of everyday life. This could include sitting in a chair, holding a spoon and fork or drinking from a cup. They can also advise on how you as a parent can carry your child up and down stairs safely. OTs work from both the health service and social services. Paediatric OTs working for the health service assess children for things like specialist chairs or cups. Social services OTs pay for the equipment. You may also come across health service OTs once your child starts nursery or school.

### Orthoptist

An orthoptist is a health professional who specialises in correcting vision by non-surgical means (especially by exercises to strengthen the eye muscles). They often work with ophthalmologists in hospitals, but may also work in a health clinic or visiting a school. They can test children's sight, look at eye movements, assess how well both eyes work together and check for squints (also known as turning eyes).

### Portage Home Visitor/Portage Worker

Someone who has received training from the National Portage Association to work with you and your child. Portage home visitors come from a wide range of professional backgrounds and may be teachers, speech and language therapists or occupational therapists, nursery nurses, health visitors, social workers or parents or volunteers with relevant experience.

### School Nurse

A school nurse is a medical nurse, based in a school, who provides support for children's medical needs.

### Social Worker

A social worker is a professional who supports children and families by advising on appropriate services and introducing families to some of the services they need. They are normally employed by a local authority. Social workers provide practical help and advice about counselling, transport, home helps, and other services. They may also be able to help you with claiming welfare benefits or obtaining equipment you need at home. They help families to access other services, such as family sign language classes, parents' groups or play schemes. In some

areas, social care services have specialist social workers that have particular knowledge and experience of working with learning disabled, blind or deaf people. In other areas, social workers work within teams supporting a range of disabled children.

### Special Educational Needs Co-ordinator (SENCO)

A SENCO is a teacher in a school or early years setting who has responsibility for identifying children with special educational needs and making sure they receive appropriate support. This may involve working directly with the child, supporting mainstream staff in assessing a child's needs or a combination of both of these. SENCOs also work with external support services at School Action or School Action Plus.

### Special Needs and Disability Advisor

SSAFA Forces Help have a Special Needs and Disability advisor in the UK and an additional needs and disability co-ordinator based with BFSWS in BFG. Both are qualified social workers who specialise in the area of children and adults with additional needs and disabilities.

### Speech and Language Therapist

A speech and language therapist is a health professional specialising in communication development and disorders (and associated eating and swallowing difficulties). They offer support and advice to parents of children with any type of communication problem. They assess, diagnose and develop programmes of care to help children develop their communication, language and speech, including sign language. Some speech and language therapists specialise in working with particular populations - for example deaf children. However, these specialists are not available in every area. Speech and language therapists work in a variety of different settings, including community health clinics and hospitals. Speech and language therapists often work closely with other professionals like advisory teachers and dieticians.

### Teacher of Children with Multi-Sensory Impairments

A teacher of children with multi-sensory impairments is a teacher who has received specialist training and holds an additional qualification to work with children with multi-sensory impairments. They support children, their family, and other teachers. Some teachers of children with multi-sensory



impairments are based in schools - others are known as visiting or peripatetic teachers. In the pre-school years, they visit and support families and children in their homes.

#### **Teacher of Children with Visual Impairments/Qualified Teacher of Visually Impaired Children (QTVI)**

A teacher of children with visual impairments is a teacher who has received specialist training and holds an additional qualification to work with children and visual impairments. They support children, their family, and other teachers. Some teachers of children with visual impairments are based in schools - others are known as visiting or peripatetic teachers. In the pre-school years, they visit and support families and children in their homes. Ask your local education authority to put you in contact with QTVI.

#### **Teacher of the Deaf (ToD)/ Teacher of the Hearing Impaired**

A teacher of the deaf is a teacher who has received specialist training and holds an additional qualification to work with deaf children. They support deaf children, their families and other professionals who are involved with a child's education. Some teachers of the deaf are based in schools

- others are known as visiting or peripatetic teachers of the deaf. Peripatetic teachers of the deaf travel to the family home and to playgroups, nurseries, schools and colleges. Some teachers of the deaf have additional training to work with very young children. These are sometimes known as pre-school or early years teachers of the deaf.

#### **Visiting or Peripatetic Teachers**

An advisory teacher, usually employed by a local education authority who is not based in one place, but travels around to work with children and schools and with families in their home in the pre-school years.

## HOW TO FIND OUT MORE

The definitions of professionals listed in this section provide a starting point to help you in the early days, when you may be meeting a lot of new people with different professional titles. Ask the people you see on a regular basis to explain what they do and tell you a bit about their training, if you would like to know more.

For more detail, visit the websites for the professional associations that the people working with you may belong to. These are often good places to start looking for more information.

## USEFUL WEBSITES INCLUDE:

**Association of Directors of Social Services (ADSS)**

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

**Association of Educational Psychologists**

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

**British Association of Teachers of the Deaf (BATOD)**

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

**Community Practitioners' and Health Visitors' Association (CPHVA)**

[www.msfcphva.org](http://www.msfcphva.org)

**National Association for Paediatric Occupational Therapists (NAPOT)**

[www.cot.co.uk/specialist/napot/intro.html](http://www.cot.co.uk/specialist/napot/intro.html)

**National Portage Association**

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

**Royal College of Midwives**

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

**Royal College of Paediatrics and Child Health**

[www.rcpch.ac.uk](http://www.rcpch.ac.uk)

**Royal College of Speech and Language Therapists (RCSLT)**

[www.rcslt.org](http://www.rcslt.org)

**Social Worker - Overseas**

**British Forces Social Work Service**

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

**SCE - Child Guidance Social Workers**

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



## WHEN YOU MEET A PROFESSIONAL

- **Make sure you are fully involved**

Some professionals are very good at understanding and involving parents. Others may need to be reminded. You could ask, "Why are you doing that?" or "I don't understand the medical word. Could you please explain it?"

- **Ask for honest answers**

Some parents feel that professionals avoid telling them the truth. If you are worried that you are not being told the truth, let them know. Explain that knowing the truth will help you start doing what is best for yourself and your child, as soon as possible. To support families with this process the Early Support programme is a Government programme involving Department for Education and Skills, Sure Start and the Department of Health. The purpose of this programme is to improve the delivery of services to disabled children under the age of three and their families. Early Support promotes service development in partnership with health, education and social services and organisations in the voluntary sector.

The materials in this pack have been developed by the Early Support programme, in partnership with parents and others. One of the professionals who are involved with your child should introduce you to this pack. The purpose of this pack is designed to help families stay in control and focuses on positive ways forward and to:

- Improve co-ordination and communication between professionals and families.
- Keep the needs of your child central at all times.
- Make sure that relevant information is available when it is needed, so that you don't have to say the same thing over and over again to different people.
- Introduce a standard set of materials across the country so that families in different places get the same sort of support.
- Be flexible, so you can use it in the way that helps you and your family best.

- Make sure you receive some basic information that may help you support your child.

For more information visit  
[www.earlysupport.org.uk](http://www.earlysupport.org.uk)

**DFES Publications**

Tel: 08456 022260

Fax: 08456 033360

Text phone: 0845 605 556 0

Email: [dfes@prolog.uk.com](mailto:dfes@prolog.uk.com)

- **Write things down**

Many people find it hard to take in all the information the professional gives them, particularly if they are feeling upset. You might find it useful to write down a list of questions to ask your child's paediatrician, physiotherapist or other professional.

While you are talking to the professional you can make notes under each question. You might also find it useful to keep a record of all visits, telephone conversations and letters.



# 3

# MONEY, EQUIPMENT & PRACTICAL ASSISTANCE

The kind of help you need will depend on your child and your own personal circumstances. You might need help with money, equipment, adapting your home, help at home, or holidays. You can get help from:

- The Government
- The Health Service (your family doctor or hospital)
- Your Local Authority (social services, education and housing departments)
- Charities and Voluntary Organisations

## FINDING OUT ABOUT GOVERNMENT BENEFITS

To find out more about benefits for people with additional needs ring the Freephone number:

- Benefits Enquiries Line for Disabled people and their carers. Tel Freephone: **0800 882 200** (see page 25 for other telephone numbers).

Your call will be free of charge. This number is only for general advice and nothing you say will go on your file. If you think you should be getting a Government benefit, contact your local social security office. It's better to claim even if you're not sure whether you're entitled rather than risk missing out.



## Some Local Authority Social Services

Departments have specialist Benefit Officers who will also be able to advise you (a referral from a specialist worker may be required).

Further information can be obtained from HIVES, NPFS and RM Welfare Advice Service, Army Welfare Information Service, DSS Offices or most Post Offices. If you need to write to DSS for a form, claims can be backdated to the date your letter is received.

## Disability Living Allowance (DLA)

Disability Living Allowance (DLA) is a benefit for adults and children with disabilities. It is for people who need help looking after themselves and those who find it difficult to walk or get around. You don't need to have someone looking after you to qualify.

DLA is tax-free, not means tested and you don't need to have paid any national insurance contributions. It is paid on top of any earnings or other income you may have. It is almost always paid in full on top of social security benefits or tax credits. DLA is divided into two parts:

- Care Component
- Mobility Component

## Disability Living Allowance Care Component

If, because of a physical or mental disability, your child needs a lot of looking after or help with personal care s/he should qualify for the care component. This is payable at three rates and depends on the amount of additional care your child requires.

There is no lower age limit but showing additional care needs for babies – all of whom require constant supervision – can be difficult, so seek expert advice before you claim.

## Disability Living Allowance Mobility Component

If a person needs help getting around, s/he may qualify for the mobility component. People who cannot walk at all, or who have severe difficulties in walking, or who are deaf and blind should qualify for the higher rate. Under a new condition, people who have severe behavioural problems should qualify for the higher rate, provided that they also get the higher rate of care component. Those who do not qualify for the higher mobility rate may be able to get a lower rate if they can walk but need guidance or supervision from someone else.



Children between three and four years old may now claim DLA mobility component for the first time, (previously only children aged five years and over could qualify). This will only be for those children who meet the conditions of entitlement to the highest rate of the mobility component, having had difficulty making the transition to independent walking.

To claim DLA ring the DLA Unit and ask for a claims pack.

#### **Benefits Enquiry Line for Disabled People and Carers**

Tel Freephone: **0800 882 200**

General Enquiries: **01772 899 508**

Ongoing Enquiries: **08457 123456**

Overseas Benefit Helpline: **0191 218 7878**

Disability Living allowance: **08457 123 456**

Department for work and Pension website:  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

Claims will then be backdated to the date of the call, not the date the completed form is returned.

#### **Other Sources of Financial Help**

There are a number of organisations outside of the Government that can help you with money or in other ways.

#### **Service, Regimental Corps and Benevolent Funds**

There are numerous Trusts and Funds that may be approached through your Unit, AWS, NPFS or local SSAFA FH representative.

#### **Family Fund**

The purpose of the Family Fund is to ease the stress on families who care for severely disabled children and young people aged under 15, by providing grants (grants are income related) and information related to the care of the child. Further details are available from:

#### **Family Fund**

Unit 4, Alpha Court

Monks Cross Drive

Huntingdon

York

YO32 9WN

Tel: **01904 658085**

Fax: **01904 652625**

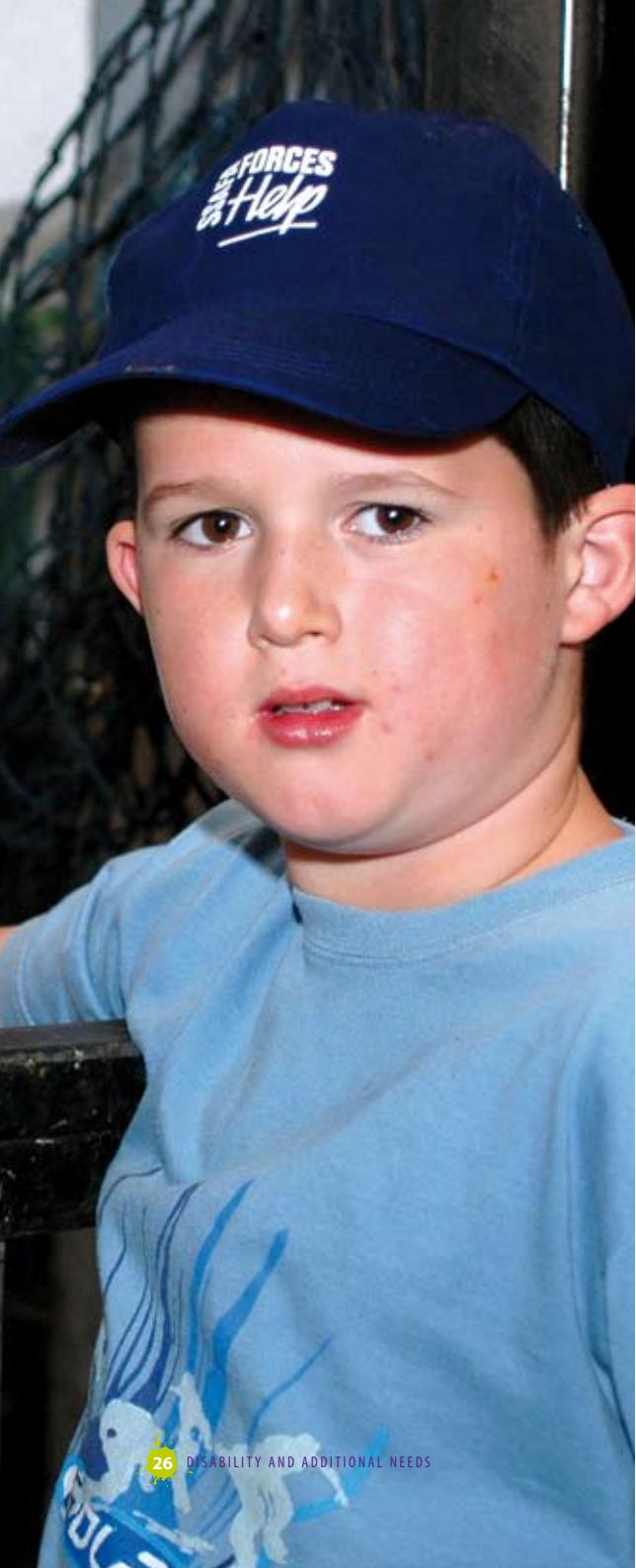
Mincon: **01904 658085**

Helpline: **08451 304542**

Email: [info@familyfund.org.uk](mailto:info@familyfund.org.uk)

Web: [www.familyfund.org.uk](http://www.familyfund.org.uk)

Alternatively, contact SSAFA Forces Help  
Special Needs & Disability Advisor for advice.



## THE HEALTH SERVICE

By law, the National Health Service must supply you with aids and equipment to help you nurse your child at home. These could be a special bed or nappies and protective pants.

They do not have to provide these free of charge, so you may be asked to pay towards them. If this happens, you may be able to get a grant from a voluntary organisation.

The NHS can also help people who are severely disabled by supplying them with extra equipment. If your child is a toddler and can't do simple things like turn on a switch or open a door, you might be able to get special equipment free of charge.

Contact your family doctor, health visitor, district nurse, occupational therapist or social worker for more advice or Directgov [www.gov.uk](http://www.gov.uk)

You may also contact the new nation-wide health helpline which has been established under the Government's 'Patient's Charter'. The Freephone line puts you directly through to your local regional helpline. Although they will not give a medical diagnosis, the line's staff can provide confidential information on common conditions and

diseases, hospital waiting times, and NHS complaint procedures. They can also give general information on how to maintain good health. The helpline operates a 24-hour service

**NHS Helpline** [www.NHSdirect.nhs.uk](http://www.NHSdirect.nhs.uk)

Tel: Freephone England and Wales  
**0845 4647** / Scotland NHS 24: **08454 24 24 24**

## IF YOUR CHILD HAS SEVERE HEARING DIFFICULTIES

Hearing aids are available free from the Health Service. They are also serviced and maintained by the Health Service.

Omnidirectory is a unique source of information. It brings together a wealth of information on deafness, equipment, and useful contacts. It helps in two ways; indirectly and directly. Indirectly, all the products and organisations listed exist to enhance quality of life for deaf people, and those living and working with them. Directly, it helps by bringing all this information together in one place, making it a 'one-stop-shop' for your information needs.

A guide to technology and contacts for deaf and hard of hearing people can be obtained from:

## NDCS

The National Deaf Children's Society  
15 Dufferin Street  
London EC1Y 8UR  
Freephone (voice or text) **08088 008 880**  
Tel: **0207 250 0123**  
Fax: **0207 251 5020**  
Email: [helpline@ndcs.org.uk](mailto:helpline@ndcs.org.uk)  
Web: [www.ndcs.org.uk](http://www.ndcs.org.uk)

## If Your Child is Blind or Partially Sighted

Hospitals can let you have equipment to help your child if s/he is blind or partially sighted. Your family doctor can make an appointment for you at the hospital.

You might also like to contact the Royal National Institute for the Blind (RNIB) which has a range of services for young children. For more information write to them at:

**Royal National Institute for the Blind**

105 Judd Street  
London WC1H 9NE  
Tel: 0207 388 1266  
Fax: 0207 388 2034  
Helpline: 08457 669 999  
Web: [www.rnib.org.uk](http://www.rnib.org.uk)  
Email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

**Your Local Authority**

By law, your local authority must help you with the aids and equipment you need for daily living, but they may ask you to pay something towards the costs.

Equipment provided by your local authority could be something like a bath seat, special cutlery or a telephone.

**Adapting Your Home**

You might also need to make some changes in your home as your child gets older.

Your Local Authority can give you a grant to help cover the costs of adapting your home. The grant can help you pay for work to improve:

- The bathroom and toilet
- The heating system

- Access into the house
  - getting in and out of it
- Access around the house
  - getting around it

There are also grants for other kinds of work and for the common areas of blocks of flats.

Sometimes the grants will cover all the costs of the work to be done. Usually though, you will be expected to pay something towards it. It doesn't make any difference whether you own your home or rent from the council. If you are renting privately, your landlord might be able to get a grant.

For further details on housing adaptation and Government policy:

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

For information on Service Families Accommodation see page 35.

**FINDING OUT MORE ABOUT HELP WITH AIDS AND EQUIPMENT**

To find out more about help with aids and equipment, talk to your GP, hospital consultant, health visitor, district nurse, Army Welfare Service or social worker. You can also get help from an occupational therapist.

Further information can be obtained on equipment and aids at [www.direct.gov.uk](http://www.direct.gov.uk)

**GETTING ADVICE****Disabled Living Centre**

A Disabled (or Independent) Living Centre (DLC) is a place where you can get free and ethical information and advice about products which can increase disabled or older people's choices about how they live. At a DLC you can see and try out products and explore other solutions. Centres provide free information to people in person, by telephone, letter or email.

**Disabled Living Centres**

Redbank House  
4 St Chad's Street  
Cheetham  
Manchester  
M8 8QA

Tel: 08707 702866

Fax: 08707 702867

Textphone: 08707 705813

Email: [general.info@assist-uk.org](mailto:general.info@assist-uk.org)

**The Disabled Living Foundation**

For 35 years the Disabled Living Foundation (DLF) has helped older and disabled people





find equipment solutions that enable them to lead independent lives. They aim to help people achieve greater mobility and independence and to confront barriers excluding them from living a full and productive life at home, at work and in their leisure time. Whether you're a member of the public or a professional who needs advice, the DLF is there to help you. You can contact the help line, download a free factsheet, find out who can supply you with different types of equipment or see equipment for yourself in their equipment demonstration centre.

**Disabled Living Foundation**  
380-384 Harrow Road  
London W9 2HU  
Tel Admin: **0207 289 6111**  
Helpline: **08451 309177**  
Text phone: **0207 432 8009**  
Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)  
Web: [www.dlf.org.uk](http://www.dlf.org.uk)

### HELP AT HOME

Looking after a disabled child is exhausting. You may want help with certain tasks and you are bound to need some time off. You might want to start working again or there might just be odd times when you want to go out.

Your social services department might be able to provide support within the home. Ask your District Nurse, Army Welfare Service or your SSAFA Forces Help Health Visitor/Social Worker for details of how you may be entitled for help with laundry if your child is incontinent. In some cases the refuse service can collect soiled incontinence pads and dressings for disposal.

### FINDING OUT MORE

#### Carers UK

Providing carers with the information they need, through their Carers Line, staffed by experts in carers' rights, and their wide range of free booklets and leaflets.

#### Carers UK

Ruth Pitter House  
20/25 Glasshouse Yard  
London EC1A 4JS  
Tel: **0207 490 8818**  
Fax: **0207 490 8824**  
Email: [info@carersuk.org](mailto:info@carersuk.org)  
Web: [www.carersuk.org](http://www.carersuk.org)

Carers Line: **08088 087777** (Monday to Friday 10am - midday 2pm - 4pm)

**Carers Scotland**  
91 Mitchell Street  
Glasgow G1 3LN  
Tel: **0141 221 9141**  
Email: [info@carersscotland.org](mailto:info@carersscotland.org)

**Carers Wales**  
River House  
Ynysbridge Court  
Gwaelod-y-Garth  
Cardiff  
CF15 9SS  
Telephone: **02920 811370**  
Email: [info@carerswales.org.uk](mailto:info@carerswales.org.uk)



## CHAPTER 3 / MONEY, EQUIPMENT & PRACTICAL ASSISTANCE

### Carers Northern Ireland

58 Howard Street  
Belfast  
BT1 6PJ  
Tel: 02890 439843  
Email: [info@carersni.demon.co.uk](mailto:info@carersni.demon.co.uk)

### Crossroads-Caring for Carers

Crossroads is the largest charity in the world providing 'in the home care' for carers. They offer support and deliver high quality services for carers and people with care needs.

### Crossroads Association

10 Regent Place  
Rugby  
Warwickshire  
CV21 2PM  
Help desk: 08454 500350  
Fax: 01788 565498  
Web: [www.crossroads.org.uk](http://www.crossroads.org.uk)

### HOW TO GET MORE DETAILED ADVICE

There are a number of organisations that employ full-time staff to offer personal advice and compile detailed information sheets.

### Citizens Advice Bureau

You can get information about your rights and advice on how to make a claim for assistance from your local Citizens Advice Bureau (look in the phone book under Citizens).

### Welfare Rights Advisors

Welfare Rights Advisors work at welfare rights units. You can find out whether there's one in your area by asking at your local town hall or looking in the phone book under the name of your local authority.

### Disability Law Service

The Disability Law Service is a registered charity, which provides free advice and representation to people with disabilities, their families and/or enablers. Advice on the following issues is available from a rota of specialist advisors.

- Employment
- Discrimination
- Education
- Welfare benefits
- Community care
- Consumer and contract
- Other issues relating to disability

**Disability Law Service**

39 – 45 Cavell Street  
London E1 2BP  
Tel: (Advice Line): **0207 791 9800**  
Minicom: **0207 791 9801**  
Fax: **0207 791 9802**  
Web: [www.dls.org.uk](http://www.dls.org.uk)

**Disability Rights Commission**

An information service giving advice regarding any issues where a disabled person has been discriminated against.

Contact details are:

**DRC Helpline**

Freepost MID02164  
Stratford upon Avon  
CV37 9BR  
Tel: **08457 622633**  
Textphone: **08457 622644**  
(You can speak to an operator at any time between 8am and 8pm Monday to Friday)  
Fax: **08457 778878**

**NCH**

NCH runs more than 500 projects for some of the UK's most vulnerable and excluded children and young people, and their families, supporting over 140,000 people at children's centres throughout the UK. They also promote social justice by lobbying and campaigning for change.

Today, the NCH is the leading UK provider of family and community centres, children's services in rural area, services for disabled children and their families, and services for young people leaving care.

For any general enquiries about NCH contact their Supporter Helpline or Tel: **0845 762 657 9** between 9am-5pm Monday to Friday or write to:

**NCH**

85 Highbury Park  
London N5 1UD  
You can order NCH publications from Supporter Helpline and request free leaflets about their work. [www.nch.org.uk](http://www.nch.org.uk)

**SCOPE**

SCOPE, the disability organisation in England and Wales whose focus is people with cerebral palsy. Their aim is that disabled people achieve equality: a society in which they are as valued and have the same human and civil rights as everyone else.

**Cerebral Palsy Helpline**

If you need information advice or just someone to talk to, get in touch with Scope's Cerebral Palsy Helpline. Call free on **0808 800 3333**. It's free, friendly and confidential. [www.scope.org.uk](http://www.scope.org.uk)

**Contact-a-family**

Contact-a-family helps to bring together families who have children with Special Needs. They are also able to provide information and advice on benefits and other sources of help.

**Contact a Family Contact Line**

209-211 City Road  
London  
EC1V 13N  
Tel Freephone Helpline: **0808 808 3555**

**RADAR**

RADAR the disability network whose 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. A national organisation who will provide expert advice on all aspects of Disabilities.

**Royal Association for Disability and Rehabilitation**

12 City Forum  
25 City Road  
London  
EC1V 8AF  
Tel: **0207 250 3222**  
Text: **0207 250 4119**  
Web: [www.radar.org.uk](http://www.radar.org.uk)

## **Child Brain Injury Trust**

### **Child Brain Injury Trust**

The Radcliffe Infirmary  
Woodstock Road  
Oxford  
OX2 6HE  
Tel: **01865 552467**  
Helpline: **08456 014939**  
Email: [info@cbituk.org](mailto:info@cbituk.org)  
Web: [www.cbituk.org](http://www.cbituk.org)

A National Charity for Head Injured Children. Its aims are to find out more about the effects of head injury in children, pass on to parents and professionals information on the care of these children, and to support families who feel they do not know where to turn.

## **HEADWAY The Brain Injury Association**

Headway's aim is to promote understanding of all aspects of brain injury; and to provide information, support and services to people with a brain injury, their family and carers.

## **Headway The Brain Injury Association**

4 King Edward Court  
King Edward Street  
Nottingham  
NG1 1EW  
Tel: **0115 924 080 0**  
Fax: **0115 958 444 6**  
Minicom: **0115 950 782 5**  
Helpline: **0808 800 224 4**  
Web: [www.headway.org.uk](http://www.headway.org.uk)

## **Brainwave**

Therapy for Children with Developmental Delay whether caused by Cerebral Palsy, Genetic Disorder or Brain Injury.

Brainwave is an international Charity, which since 1982 has provided parents of children with special needs, the opportunity to take an active part in the development and progress of their child.

## **Brainwave**

Huntworth Gate  
Bridgwater  
Somerset  
TA6 6LQ  
Tel: **01278 429089**  
Fax: **01278 429622**  
Email: [enquiries@brainwave.org.uk](mailto:enquiries@brainwave.org.uk)

## **Spinal Injuries Association**

SIA House  
2 Trueman Place  
Oldbrook  
Milton Keynes  
MK6 2HH  
Tel Switchboard: **08456 786633**  
Helpline: **0800 980 0501**  
Email: [sia@spinal.co.uk](mailto:sia@spinal.co.uk)

The national organisation of spinal cord injured people which represents all their interests regardless of how the impairment occurred, whether or not it has resulted in full or partial paralysis. They support all those who are affected by spinal cord injury, including the family and friends of the disabled person.



# 4

# MILITARY SOURCES OF HELP

This chapter outlines the various organisations that are available to help service families, however the one thing that will ensure that your family's special needs are considered throughout your time in the forces is to ensure that their needs are formally registered with the Chain of Command in writing. You should do this in accordance with Single Service Guidelines. See page 51 for details.



## WELFARE PERSONNEL

Unit Welfare Officers and Divisional Officers and Officer Commanding Personnel Management Squadrons (OCPMS) are normally the first line of advice within a Unit in the Army, Royal Navy and RAF respectively. SSAFA Forces Help Professional Staff (Health Visitors, Midwives, Specialist Social Worker and Special Needs and Disability Advisor), HIVEs, Red Cross, Defence Medical Welfare Services, Army Welfare Service Staff, Naval Personal and Family Service staff, Medical Officers and Garrison/Station Chaplains are also readily available with useful information and will point Service personnel and their families in the right direction.

## ARMY

The Army Welfare Service (AWS) provides a Personal and Community Support Service to military personnel and their families in the UK and Germany. Personal Welfare Services provide the same support in NI.

AWS is staffed by professionally trained staff, supervised by qualified Social Workers who provide confidential, professional help, advice and assistance with any personal or family

issue. They are able to provide a range of services from accessing available specialist resources, helping a family or individual to co-ordinate the plethora of appropriate agencies providing services and providing a listening ear.

Contact details of your nearest Army Welfare Service location can be obtained from:

### **Army Welfare Service**

HQ Land  
Erskine Barracks  
Wilton  
Salisbury  
Wiltshire  
SP4 6BN

Tel: 01722 436569  
Fax: 01722 436307

Community Support provides standardised community facilities wherever military personnel and their families are living. This means providing or facilitating Community Centres, pre-school groups, youth clubs, young people's activities during school holidays and learning opportunities. For example, AWS Community Support facilities operate under a policy of inclusiveness for all children and young people, whatever their needs.

**Army Welfare Information Service (AWIS) (Formerly Army Families Advice Bureau)**

Army Welfare Information Service (AWIS) is located at HQ Land Command, backed by the Citizen's Advice Bureau information system and can advise you on any query or problem you may have. Information sheets are readily available on the intranet and internet sites. All help and advice is free and totally confidential.

Contact direct at:

**Army Welfare Information Service**

HQ Land  
Louisburgh Building  
Erskine Barracks  
Wilton  
Salisbury  
Wiltshire  
SP4 6BN

Tel: 01722 436569 / 436461

Fax: 01722 436307

**RAF**

**SSAFA Forces help Personal Support and Social Work Service RAF**

With many RAF personnel being deployed world-wide on operational duties, professional support for the RAF Community has been

recognised as a vital element in the operational effectiveness of the Service.

SSAFA Forces Help Personal Support and Social Work provides RAF personnel and families in the UK with a professional social work service offering an all-embracing service to the RAF Community outwith, but working alongside, the normal Chain of Command.

The Service's 60 staff who are located on RAF Stations throughout the UK, including Northern Ireland, encompass professionally qualified Social Workers, trained Personal and Family Support Workers and admin support staff who are able to deal with a broad range of social support issues in a confidential, professional and sympathetic manner.

The Service is a vital means of ensuring that RAF personnel and families are not disadvantaged. This confidential service deals not only with social work problems, but the entire range of personal and family related problems such as debt, illness, marital problems, abuse and equal opportunities. Staff also take part on local forums on domestic violence and child abuse, bringing a service perspective to these complex problems, and taking on work on behalf of local agencies where expertise best suits the task.

They also prepare reports in cases where Service personnel are seeking preferential treatment in respect of postings and pre-sentencing reports if asked to do so by Courts Martial.

You can obtain the contact details of the member of staff providing a service to your area by consulting the relevant Station's telephone directory or, alternatively, by calling SSAFA FH SNDA on **0207 463 9234** who will refer you on accordingly. Or visit RAF Community Support Network at [www.rafcom.co.uk](http://www.rafcom.co.uk)

## RN

### Naval Personal and Family Service and Royal Marines Welfare

NPFS is an experienced and understanding organisation that exists to provide all Naval personnel and their families with advice, assistance or practical help if and when needed. The staff of the Family Service Section include qualified social workers available to provide a professional and confidential service on specific issues. Each NPFS Area Office has a Special Needs Co-ordinator who can help, especially on such matters as rights and entitlements. They can also put you in touch

with other people with similar interests and needs to your own.

If you live in married quarters, the Community Workers are close at hand to help with a range of needs, as are the Estate Management Officers who can assist where alterations may be necessary within or around your home.

Contact details for the NPFS/RMW Advice Service:

#### Eastern Area:

177 St Nicholas Avenue  
Rowner Estate  
Gosport  
PO12 9 RJ

Tel: **02392 524511**

#### Western Area:

Fenner Block  
HMS Drake  
HM Naval Base Devonport  
Plymouth  
PL2 2BG

Tel: **01752 569696**

#### Northern Area:

Families Centre  
Churchill Square  
Helensburgh  
G84 9HL

Tel: **01436 679526**

### NAVAL PERSONAL AND FAMILY SERVICE AND ROYAL MARINE WELFARE ADVICE

The Advice Service is the Navy's own version of the Citizens Advice Bureau. It provides a wealth of information and advice across a broad range of Service and civilian issues that are relevant to RN and RM personnel and their families. They are an ideal starting point when seeking advice or information on any issues and provide a confidential service. More details are available on the Royal Navy community website - [www.rncom.mod.uk](http://www.rncom.mod.uk)

Offices are situated in Clyde (HMS Neptune), Gosport (Rover) and Devonport (HMS Drake).

Contact Numbers are:

Northern: **01436 679526**

Eastern: **02392 524511**

Western: **01752 569696**

### SERVICE FAMILIES FEDERATIONS

The three Services each have their own Families Federation set up to give families an independent voice. Contact details are as follows:



**Army****Army Families Federation**

Central Office  
Trenchard Lines  
Upavon

Pewsey  
Wiltshire  
SN9 6BE

Tel: 01980 615525  
Web: [www.aff.org.uk](http://www.aff.org.uk)

**Royal Navy****Naval Families Federation**

Castaway House  
Portsmouth  
Hampshire  
PO2 8RN

Tel: 02392 654374  
Web: [www.nff.org.uk](http://www.nff.org.uk)

**Royal Air Force****Airwaves**

Admin Support Office  
RAF Innsworth  
Gloucester  
GL3 1HN  
Tel: 01452 712612 x6666  
Web: [www.airwavesforfamilies.com](http://www.airwavesforfamilies.com)

**HOUSING PROVISION****Service Families Accommodation (SFA)  
- Adapting SFA****GB**

Where medical opinion confirms that the nature and extent of a dependant's disability is such that an accompanied posting is feasible, a suitable SFA should be allocated. Necessary modifications are carried out by and at the expense of DE-HD in conjunction with the Local Authority Community Care Officers and the local Social Services advisers who may assist in the provision of specialised equipment. When possible, a modified SFA should be retained in its adapted form for preferential allocation in the future. (See Tri Service Accommodation Regulations JSP 464 chap 7 para 0714)

**Overseas**

Where a family has a special need, such as a ground floor flat for medical reasons, the application is to be supported by written professional evidence from an appropriate source. Housing staff will attempt to provide advance notice of the address or at least the estate where the SFA is located in order for the relevant health and educational authorities as required. In BF(G), necessary advice will be

sought from Garrison/Station medical Officers in the area of the SFA. A modified SFA should be retained in its adapted form for preferential allocation in the future (See Tri Service Accommodation Regulations JSP 464 chap 5 para 0503).

**Note.** Funding of adaptation will be funded by the Top Level Budget pertaining to the relevant overseas posting.

**Retention of SFA**

Retention of SFA is based on a myriad of factors and Defence Estates Housing Directorate (DE-HD) staff will base any decision on the evidence presented. Each case will be judged on its merits, as no two are ever the same. Should the applicant feel that a decision not to allow retention has been unjust, then an appeal can be lodged with the HQ DE-HD. The point of contact for any such appeal is:

**Head of Customer Liaison**

Defence Estates Housing Directorate  
Room 6/14  
Ibex House  
42-47 Minories  
London  
EC3N 1DY

Tel: (Civ) 0207 423 4903 / (Mil) 96308 4903





## LOCAL SPECIAL NEEDS SUPPORT GROUPS

There are a number of Special Needs Support Groups set up within Garrisons/Stations – both in the UK and Overseas – to help families of children with Additional Needs.

Details of your nearest Service Support Groups are available from:

**Forces Special Needs Disability Support Group**  
**c/o Special Needs & Disability Advisor SSAFA Forces Help**

19 Queen Elizabeth Street  
London  
SE1 2LP

Tel: 0207 463 9234  
Fax: 0207 463 9261

## **Children's Education Advisory Service (CEAS)**

CEAS advises parents of all three services and civilian MOD personnel on the education of their children. They provide support for parents who have children with special educational needs. They will liaise with organisations within the MOD, Local Education Authorities and individual schools to ensure that satisfactory arrangements are made for

the continuing educational requirements of your child.

It is essential that you register any of your children with special educational needs with CEAS (see Army General Administrative Instructions (AGAI) 108 Care of Service Personnel with Disabled and Special Needs Dependants). There are many advantages in registering such as access to extra allowances, retention of quarter and the provision of travel escorts (see also chapter 5). Also, CEAS will contact the new education authority in advance of your posting (UK and overseas) to see whether any extra provision or facilities can be put into place before you arrive. In some cases Special Educational or medical provision is not available at the particular overseas posting.

For further information please contact:

### **CEAS**

Building 190  
Trenchard Lines  
Upavon Pewsey  
Wiltshire  
SN9 6BE  
Tel: 01980 618244  
Fax: 01980 618245  
Email: [enquiries.ceas@gtnet.gov.uk](mailto:enquiries.ceas@gtnet.gov.uk)

### **SSAFA Forces Help Professional Staff**

SSAFA Forces Help employs a network of health visitors, community midwives, school nurses and senior social worker practitioners and UK SNDA overseas to offer advice on all aspects of childcare. In the UK, there are SSAFA Forces Help workers attached to RAF Stations.

### **The HIVE Information Service**

The HIVE Information Service is a tri-Service information network available to all members of the Service community - serving personnel, both married and single, together with their families and dependants as well as civilians employed by the Services. The predominance of HIVE information centres is within the UK with our overseas Information Centres in the Falkland Islands, Brunei, Belize, BATUS, Gibraltar, Milan, Naples, Lisbon, Turkey and five in Cyprus. In addition, British Forces Germany have responsibility for 25 HIVE Information Centres, and HQNI 11 HIVE Information Offices. For further information please contact:

### **HIVE Central Office**

HQ Land Command  
Erskine Barracks  
Wilton  
Salisbury  
Wiltshire  
SP2 0AG  
**Tel: 01722 436499**  
**Fax: 01722 436307**  
**Email: [hivegb@hqland.army.mod.uk](mailto:hivegb@hqland.army.mod.uk)**  
**Web: [www.hive.mod.uk](http://www.hive.mod.uk)**

### **HIVE BFG**

G1 Branch  
HQ UKSC (G)  
BFPO 140  
**Tel: 00 4921 6147 4621 / 3218 / 2029**  
**Fax: 00 4921 6147 3482**  
**Web: [www.hive-bfg.co.uk](http://www.hive-bfg.co.uk)**

### **HIVE Information Service (BFC)**

**c/o Episkopi HIVE**  
BFPO 53  
**Tel: 003 57 259 620 00**  
**Mil: (9)41 20 Ext 200 0**  
**Email: [rmcyprus@hivegb.co.uk](mailto:rmcyprus@hivegb.co.uk)**

### **Military Administrative Officer**

The Military Administrative Officer Civil Hospitals (MAO(CH)) undertakes liaison with civilian hospitals in the UK where Army personnel are patients. The MAO(CH) can also provide administrative guidance and assistance to Army dependants from overseas who are due to be admitted to, or attend appointments at, civilian hospitals in UK.



Your unit should have informed the MAO(CH) of your arrival in a UK hospital from overseas and should you have any administrative concerns please make contact by telephone. The MAO(CH) can also communicate with your unit on your behalf if you are unable to do so.

A list of the MAO (CH) locations and areas of responsibility together with contact telephone numbers can be obtained from Army Welfare Service, SN&DA at SSAFA Forces Help Central Office, or:

### **Medical Branch**

### **Headquarters 4th Division**

Steeles Road  
Aldershot  
GU11 2DP

**Tel: 01252 347397**  
**Fax: 01252 347043**



## SERVICE FINANCIAL ALLOWANCES

### Special Education Needs Allowances (SENA)

SENA is an additional allowance to Boarding School Allowance for pupils with SEN at Boarding Schools. It takes account of the fact that Boarding Schools for children with Special Educational Needs (SEN) are more expensive than mainstream Boarding Schools. Consequently, SENA is well above Boarding School Allowance.

### Travel Allowance and Concessions

CEAS will advise parents of the concessions available for children to travel between the UK and overseas. See also the chapter on Special Educational Needs.

For further information contact:

#### CEAS

Building 190  
Trenchard Lines  
Upavon  
Pewsey  
Wiltshire  
SN6 6BE

Tel: (Civ) 01980 618244 / (Mil) 94344 8244  
Email: [mod.sce.uk@gnet.gov.uk](mailto:mod.sce.uk@gnet.gov.uk)

## SSAFA FORCES HELP GRANTS

SSAFA Forces Help may be able to grant financial assistance for a particular need or help you obtain a grant from another organisation. Further information can be obtained from the following:

### Serving in the UK:

- Your local SSAFA Worker who is based at most RAF Stations.
- Your local NPFS office (Royal Navy).
- Your local AWS office.

### Serving Overseas:

- Your local SSAFA Social Worker or Health Visitor

### SSAFA Forces Help In-Service Volunteers

Service Committees and Community Volunteers are situated on bases, stations and garrisons in the UK and around the world. Together they encompass over 500 volunteers, offering confidential, practical support.

Community volunteers are trained and have CRB enhanced disclosure. They may be able to offer support to you and your child/ren through befriending, either in the home, or by taking your child out to enjoy the local amenities such as the cinema, parks or sports facilities.

To find out if there is a project locally contact SSAFA FH SNDA who will put you in touch with the Volunteer Development Manager or Volunteer Co-ordinator in that area.

## HOLIDAYS FOR SERVICE CHILDREN WITH DISABILITIES & ADDITIONAL NEEDS

Just imagine a holiday specifically for Service children with Additional Needs/Disabilities, when you would not have to worry about them for a whole week with willing, cheerful volunteer coaches with them 24 hours a day to look after them and tend to their needs.

These holidays, for approximately 36 children, are organised by SSAFA Forces Help and normally take place in July and August each year. The holiday is sponsored by The Guild of St Helena and The Army Central Fund. A further holiday is available in Western Europe for BFG and is part sponsored by Towergate Wilson the military insurance specialists.

These holidays are adventure activity based and the UK sites are specifically designed for disabled people. They are available to children aged 8-14 who are the dependants of serving regular or reserve military personnel.

### Siblings and Young Carers Holiday UK (sponsored by Towergate Wilson)

This holiday is adventure activity based and available to children aged 8-12. The main purpose of the holidays is to offer additional needs and/or disabled children, and their siblings and young carers opportunities and experiences to access activities normally denied them. We aim to give them a sense of self worth, heighten self-esteem and emphasise their abilities in a caring and child centred environment. Children are valued as individuals and treated with dignity and respect and cared for as children first. The needs of the children and their safety are paramount. The holidays are also an opportunity for the whole family to recharge their batteries whilst having a break from each other. For more details contact SNDA UK.

### HCPT The Pilgrimage Trust

Provides a week respite care holiday for adults and children with special needs to Lourdes. All respite care is fully escorted with medical support. The Services have four children's groups travelling at Easter and one adult group travelling in May annually.

HCPT is a non-denominational organisation and all applications are considered on merit.

#### HCPT

Oakfield Park  
32 Bilton Road  
Rugby  
Warwickshire  
CU22 7HQ  
Tel: 01788 564646  
Web: [www.hcpt.org](http://www.hcpt.org)

For details of all holidays contact:

#### Special Needs & Disability Advisor CHSS

SSAFA Forces Help  
19 Queen Elizabeth Street  
London  
SE1 2LP  
Tel: 0207 463 9234  
Fax: 0207 463 9261



# 5

# SPECIAL EDUCATIONAL NEEDS

## INTRODUCTION

If you are concerned about the progress your child is making at school (if your child is pre school see below) it is important that you speak to your child's teacher. Children develop at different rates and your child's teacher may feel that there is nothing unusual about your child. The teacher will be able to reassure you however, he/she may share your concerns and will be able to explain what they are doing to monitor and help your child make progress. You should also be given some indication of the time scale to which the teacher is working. If the teacher needs extra advice or help to support your child they may discuss your child's needs with the Special Educational Needs Co-ordinator (SENCO) and/or Headteacher of the school and agree a plan of action to meet your child's needs. Again they should notify you of a reasonable timescale for this. Where this level of support is provided it is known as School Action and your child will be the subject of an Individual Education Plan which should set out clear targets for progress.

If the school cannot provide all of the support which your child needs the SENCO will seek advice from the LEA support services such as

the Educational Psychologist or Learning Support Department who will provide additional support to the teacher and the school on how best to meet your child's needs. This level of support is known as School Action Plus and will usually be sufficient to overcome most difficulties. The support at School Action or School Action Plus may be given for just a short period of time or it may continue to be given whilst it is felt by you and your child's teacher that they are benefiting from the additional help.

If at some point you or the teacher feels that your child is not making sufficient progress with the level of support available at School Action Plus they may request the LEA to carry out a statutory assessment of your child's needs. Some children, who have long term profound special needs may be statutorily assessed before or as soon as they start school.

## ASSESSING YOUR CHILD'S SPECIAL NEEDS

Your LEA has a duty to assess all children who have Special Educational Needs (SEN). CEAS will be informed if your child is to be assessed. The LEA has a legal duty to assess children from the age of two, although you can request this earlier if you think your child has Special Educational Needs. Your social



worker, doctor or health visitor is the best person to talk to if you would like your child assessed before s/he is two years old.

If the LEA (or SCE, if you are overseas) has decided to assess your child's needs, they must write to you, telling you this. This is called a Statutory Assessment. They must also:

- Inform you of the procedure to be followed in making an assessment.
- Give the name of the officer from whom further information may be obtained.
- Explain your right to make representation within 29 days.

If you do not want your child to be assessed, you can object but your objections may be dismissed. However, most parents find the assessment very useful. For the assessment, it is necessary for the LEA (SCE overseas) to gather information or advice with health and educational professionals, such as the paediatrician, psychologist, speech therapist, social worker and physiotherapist. S/he may also see other professionals with specific areas of expertise in particular areas of disability. If your child is already at school, his/her teachers will also be consulted. You and the views of your child must be taken into account.



The assessment might take place at your home, in school, in a hospital, or in your local child development centre.

You have a right to attend any of these sessions and it is important for you to attend as many as you can to make your views on your child's education known. You know more than anyone about your child's ability to cope with everyday tasks such as feeding and going to the toilet and the sort of education you want. To find out more about the educational facilities in your area, try talking to parents of slightly older children and ask the LEA for information on the local schools.

You have the legal right and are encouraged to give the assessment team a written report of your views. This is called the parental contribution. You can also collect information and written reports from independent experts if you want to support your views. Ask your social worker, other professional or SCE to help if you don't feel confident about this.

If the Local Authority decides that your child does have Special Educational Needs, you will be sent a proposed Statement. (For this reason, the assessment process itself is sometimes known as 'Statementing'). This is called a Record of Needs in Scotland.

The exact form of the draft Statement you will receive varies from authority to authority, but it must:

- Include names and address(es) of child and his or her parents.
- Specify your child's educational needs.
- Specify the special educational provision which the Authority thinks is appropriate and identify the forms of support and resources that your child needs.
- Specify how the provision is to be monitored and reviewed.
- If education other than at school is considered appropriate, to give particulars of that provision.
- Specify any non-educational provision to be made by the education, health or social service in order that the children can benefit from the proposed special educational provision.
- Include all the representations, evidence, advice and information taken into account in the Statement.

At this stage, it will not name a school but you will receive a form to complete, asking you to express a preference for a school. The LEA should aim to provide that placement.

You will be asked to inform the Educational Officer who sent the proposed Statement of any queries or comments you may have. You have the right to request a meeting to discuss your views and you should also seek advice from CEAS.

When the final Statement is made, you will receive a copy. If you disagree with it, you may wish to get a second opinion from another professional (e.g. educational psychologist or speech therapist) and, if you want, lodge an appeal with the Special Educational Needs Tribunal whose decision is binding. This does not apply when posted overseas, you will be informed by SCE about their arrangements. The LEA must tell you of your rights to appeal and the address of your regional tribunal when they send your child's Statement. If you want to appeal, you should seek expert guidance and the following organisations will offer free advice:

#### CEAS

Trenchard Lines

Upavon

Pewsey

Wiltshire

Tel: 01980 618244

Email: [mod.sce.uk@gtnet.gov.uk](mailto:mod.sce.uk@gtnet.gov.uk)

Gives advice to Service families who have children with Special Needs.

#### Parent Partnership Network for SEN

8 Wakely Street

London

Tel: 0207 843 6058

Web: [www.parentpartnership.org.uk](http://www.parentpartnership.org.uk)

#### Advisory Centre for Education (ACE) Ltd

Unit 1C Aberdeen Studios

22-24 Highbury Grove

London

N5 2DQ

Tel: 0207 354 8321 / 0207 704 3397 /

0207 354 8321 2 – 5pm

Exclusions: 0207 704 9822 2 – 5pm

Fax: 0207 354 9069

Email: [ace-ed@easynet.co.uk](mailto:ace-ed@easynet.co.uk)

Runs a free telephone advice line every afternoon. ACE also publishes a very useful guide on Special Education which is easy to understand and reasonably priced.





Throughout the assessment process, you will have to make your views known and submit your comments within certain time limits. Look out for these and get your response in on time or you will lose out.

Statements are reviewed annually, in order to monitor a child's developing and changing needs and you have the right to attend the review. Parents and professionals may also request a full re-assessment if they think that the child's needs have changed sufficiently.

Under the 1996 Education Act, schools in England and Wales must follow the aims and objectives of Code of Practice which sets out a clear framework for identifying and supporting all pupils with Special Educational Needs.

Although services exist in overseas Commands for children with Special Needs, they are not as comprehensive as those provided in the UK. It may not be possible to meet your child's needs in a service children's school. You should register your child with CEAS to ensure that appropriate advice and support is given at the time of posting.



### The Code of Practice

The Special Educational Needs Code of Practice came into effect on the 1st January 2002. Local Education Authorities, schools and early education settings have a duty to take regard of this code when fulfilling their statutory duties towards children with special educational needs. The code provides guidance in making effective decisions but it does not, and could not, tell them what to do in each individual case.

The Code of Practice builds on existing good practice and recognises that:

- Pupils with SEN should have all their needs met.
- Pupils should normally have their SEN needs met within mainstream schools and Early Years settings.
- The views of the child should always be sought and taken into account.
- Parents have a vital role to play.
- Pupils with SEN should have full access to a broad and balanced curriculum.

LEAs must support pupils with SEN through **School Action** and **School Action Plus**.

For School Action the school will meet the child's needs through the resources it has available. For School Action Plus the school will receive the help of outside agencies to meet the child's needs.

In summary the Code gives greater emphasis on:

- Mainstream inclusion.
- Strengthening Parent Partnership Services.
- Parental access to independent mediation and dispute resolution.
- Early identification and intervention of SEN.
- Listening to parents and children.
- Clarity and specificity in statements of SEN.
- Meeting timescales for statutory processes.
- Monitoring and review of SEN provision.
- Clear information and publication for parents and pupils.



## EARLY YEARS SERVICES

There is a range of pre-school services for children with Additional Needs. However, in many areas, places are in short supply. If you want a certain kind of early years education for your child, you might have to be very determined.

In some areas portage teaching is available. This is an extensive home based teaching plan that can start when a child is a few months old. Portage workers will visit your home to teach you ways to help your child to develop. For more information speak to your Health Visitor or write to:

### National Portage Association

PO Box 3075  
Yeovil  
Somerset  
BA21 3JE  
Tel: 01935 471641  
Fax : 01935 471641  
Web: [www.portage.org.uk](http://www.portage.org.uk)  
General enquires: [info@portage.org.uk](mailto:info@portage.org.uk)

'Opportunity groups' are groups within ordinary playgroups where usually about half the children have Additional Needs. There are usually many parents present and they

find that contact with other parents in these groups is very useful.

There are also many ordinary playgroups that welcome and can cater for children with Additional Needs. Here, there will rarely be more than two or three children with Additional Needs. Your area may also offer a variety of 'mother and toddler' or 'drop-in' groups, almost all of which will welcome children with Additional Needs. Some parents don't want to attend these because their child may well be the only one with a disability. Bear this in mind but remember that most people will offer support and friendship, particularly if you 'open up' with them.

For more information on playgroups, contact:

**Tri-Service Early Years'  
Development Officer**  
Headquarters AWS  
Erskine Barracks  
Wilton  
Salisbury  
Wilts  
SP2 OAG  
Tel: 01722 463563

## WHAT KIND OF SCHOOL

By law, Local Education Authorities (LEAs), wherever possible, arrange for the education of children with Additional Needs within ordinary schools. In LEA schools this could mean:

- Full inclusion in a mainstream school without any special resources or extra help, but possibly with some individual curriculum planning.
- Full inclusion with some additional resources, for help with getting around, eating, writing, using the toilet etc.
- Attending a special unit within the school and joining in specially selected activities at the main school.
- A special school for children with special education needs.
- A special care unit within a school for children with Additional Needs.
- A hospital-based unit with a special school attached.

LEAs make many different arrangements for children with special needs and you can find out what is available in your area from your Local Education Office. Addresses and contact numbers are available from CEAS.

Choosing the right school, whether mainstream or special, will depend on your child's personality, how s/he is affected by his/her Additional Needs, and the facilities the school can offer. Of course, you will also take into account the general reputation of the school and the sort of social environment it has. If your personal circumstances make it difficult for you to cope at home, you might also like to think about residential education and claim the continuos educational allowance.



### CHILDREN'S EDUCATION ADVISORY SERVICE

- CEAS Provides advice and support on all matters relating to the education of Service children, this includes: a helpline for immediate advice and information:

#### **CEAS Helpline**

Tel: 01980 618244

- Advice on the provision for Special Educational Needs in the UK and overseas. CEAS can also put you in touch with Local Education Authorities in the UK to help you find the right school for your child.
- Liaison on behalf of parents between drafting or posting staff and Local Education Authorities to ensure that the child can attend an appropriate school wherever the parents are posted.
- Guidance on legislation which affects children with Special Education Needs.
- An information pack on the Assessment process and the details of other organisations that may support you.

- Free escorts 4 times a year for children with Additional Needs when travelling to or from overseas school holidays. They can also authorise free travel for parents to attend case conferences and interviews as well as to escort their child for the purposes of admission into boarding school or other establishment that caters for his/her Special Educational Needs. You will need to consult CEAS before making any arrangements.
- Authorising the Special Education Needs Allowance (SENA) towards boarding school fees.

To take advantage of these services, you should register your child with CEAS by contacting them at:

#### **CEAS**

Building 190  
Trenchard Lines  
Upavon  
Pewsey  
Wiltshire  
SN9 6BE

Tel: 01980 618244  
Fax: 01980 618 245



# 6

# LOCAL INFORMATION FOR OVERSEAS COMMANDS

**Resources available for families of children with Additional Needs in Cyprus and other Overseas Commands.**

## INTRODUCTION

Cyprus is situated at the eastern end of the Mediterranean. The summers are hot and humid with temperatures between 30 – 38 Centigrade (85 – 100 Fahrenheit). It is not unusual to have cloudless skies from Easter until nearly Christmas. The winters are much cooler with storms and torrential downpours.

Most of the housing is built with the hot weather in mind so it can be very cold during the winter. Open fires (logs) and mobile gas heaters provide the heating, whilst open doors and windows and electric fans attempt to keep the houses cool in the summer.

Most of the accommodation is in married quarters on the Garrison/Station but there are some families accommodated in hirings (usually flats) in the Republic of Cyprus and the Sovereign Base Area (SBA).

## SCHOOLS

A posting to Cyprus will be in either the Eastern Sovereign Base Area (ESBA) near Larnaca, or the Western Sovereign Base Area (WSBA) near Limassol. Both Sovereign Base Areas have a secondary school, local primary schools, nurseries and crèches. There is also a United Nations detachment at Nicosia but there are no facilities for children of primary school age and secondary school age children must travel to King Richard School, Dhekelia in the ESBA, journey time of approximately 50 mins each way. All schools are on summer hours through the year, starting around 07:30am and closing at lunchtime between 12.30 and 1.30pm, depending on the age of the children. During the summer months families can take advantage of the good weather to enjoy outdoor sports and activities but, for some parents and children, the heat can be overpowering.

## FACILITIES AND RESOURCES FOR CHILDREN WITH SPECIAL NEEDS

### Early Years Settings

It is not possible to provide a full range of facilities for pre-school children with Additional Needs in Cyprus. Nevertheless the Medical

agencies, SSAFA Forces Help, Speech and Language Therapists, Educational Psychologist and Child Guidance Social Worker work closely together to meet their parents as far as possible. Children will be offered a place in a SCE early years setting the term after the child reaches the age of 3 years.

### Schools – Service Children's Education

Each school has a Service Children's Education teacher, who is responsible for co-ordinating the help required by children with Additional Needs. Children with Special Educational Needs (SEN) are being helped within their classrooms by the use of extra resources. The children may also receive individual support or undertake work in small groups in either their classrooms or, if necessary, in the Additional Needs area.

### Facilities and Resources for Children with Special Needs

In order to help children who have special educational needs, SCE schools adopt a graduated response that encompasses an array of strategies. This approach recognises that there is a continuum of special educational needs and, where necessary, brings increasing expertise to bear on the difficulties that your child may be experiencing.



Each school has a Special Educational Needs Co-ordinator (SENCO) who is responsible for co-ordinating the support required by children with special educational needs. The SENCO will ensure that the records, of steps taken to meet the children's needs, are properly kept and available as needed.

Most children with special educational needs will be at the 'school action' level of support. This is where the child needs interventions additional to or different from those provided as part of the school's usual differentiated curriculum. A child is placed at 'school action plus' when external support services, both those provided by SCE (e.g. Educational Psychologist) and by outside agencies (e.g. Speech & Language Therapist) have been asked for advice about your child. In a very small number of cases SCE will need to make a statutory assessment of special educational needs and then consider whether or not to issue a statement.

The SENCO will provide advice to other teachers about ways of helping your child and will advise the class teacher about writing an Individual Education Plan (IEP) for your child.

The class teacher and SENCO will monitor your child's progress and liaise with other agencies which support the school.

Sometimes pupils will be given additional help in the classroom individually or in a group by a Learning Support Assistant or the SENCO. Schools can apply for additional support for children at School Action Plus. If agreed funding is made available for extra support hours from a central SCE fund. Each of the Sovereign Base Areas has some enhanced staffing to enable them to meet the needs of children who require a higher level of additional help.

This provision means that an inclusive approach to education is offered to pupils in Cyprus. However, it must be kept in mind that the full range of facilities and resources available in the UK are not available in Cyprus and it is likely that if a pupil has needs, which necessitate placement in a special school in the UK, it is unlikely that their needs could be met within SCE. If in doubt, a request should be made to CEAS as described in the earlier section. The parent of any child with a statement or School Action Plus (the old COP stage 3) needs to contact CEAS to establish if the child's needs can be met before accepting a posting to Cyprus.

It is therefore important that CEAS is notified immediately that a child is identified as having Additional Needs in order that relevant information can be sent to Headquarters SCE when a posting to Cyprus is being considered. This information will enable the various agencies that are likely to be involved with your child to decide whether his/her Additional Needs can be catered for on the island.

Every effort is made to meet the child's additional needs in order that the Service person and his/her family can take advantage of a posting to Cyprus.

However, if a child with additional needs arrives unannounced or a child already on the island is identified as having additional needs and there are not the facilities available to meet his/her needs, the following courses of action may need to be considered:

- CEAS will be able to advise on the possibility of residential schooling in the UK.
- Non Service parent and child/children return to the UK.
- The whole family is repatriated to the UK.

#### The Educational Psychology and Child Guidance Service

The EP and CGS is based on the top floor of B Block in Episkopi. It is staffed by an Area Educational Psychologist and Child Guidance Social Worker, who work with school and early years facilities across the island. The AEP and SSW will respond to requests from parents and from teachers or other agencies, who have concerns about a child's learning, social or emotional development and who have parental support for seeking advice. Collocated, and working closely with the AEP and SSW, is the Principal Speech and Language Therapist.

The AEP and SSW visit all of the schools on a regular basis and the SSW offers a drop in service for parents in each area. AEP and SSW also offer a Telephone Consultation Service. They work closely with all other agencies that have a role with children with additional needs. You can contact the Area Educational Psychologist or Senior Social Worker at:

#### Service Children's Education

Education Psychology and Child Guidance Service  
Block B  
Episkopi  
BFPO 53  
Or by phone on Episkopi Mil 3208 and civil 963208

#### SPEECH AND LANGUAGE THERAPY

The Speech and Language Therapy Service is staffed by two full-time Speech and Language Therapists. The Principal is situated in the Western Sovereign Base Area, in HQ Educational and Training Services HQ ETS. The service covers children of all ages with communication difficulties including those with Special Educational Needs. The majority are seen in their local school or nursery.

Children are seen for assessment and therapy. This may be via 1:1 or group work as appropriate with the therapist or a learning support assistant. The speech and language therapists may also contribute to the child's Individual Education Plan and develop strategies to improve communication in the classroom. Parents are encouraged to attend planning and liaison meetings for their child and to carry out activities at home as appropriate.



## MEDICAL SERVICES

In the WSBA, there are fully staffed Medical Centres at Akrotiri and Episkopi. Those in the ESBA are located at Dhekelia and Ayios Nikalaos. There are also Dental Centres in all the above locations.

An important point to remember about the primary and secondary care medical and dental facilities is that there is no provision to provide **free** treatment for visitors. It is imperative that adequate medical insurance cover is obtained.

If you or any of your family have a particular chronic or unusual medical problem it would be advisable to consult with your Unit medical officer/GP to ensure that facilities are available in Cyprus to treat your condition before departing UK.

## THE PRINCESS MARY'S ROYAL AIR FORCE HOSPITAL AKROTIRI (TPMH)

The Princess Mary's Hospital (TPMH) is situated on the Akrotiri peninsula about 4 miles away from the main station at RAF Akrotiri. TPMH provides secondary medical care to all Service personnel; UK based civilians and dependants in Cyprus. TPMH is an independent Unit of the Defence Secondary Care Agency.

It is important to note that whilst the Medical care is of a high standard, the Cypriot Health Care System is different from the NHS in both cultural attitudes and nursing facilities. Personnel must be aware that if family members are admitted to the local hospitals, parents may be expected to participate in the nursing care of their child. In order to support families, TPMH offers the liaison service of a paediatric nurse and welfare worker to visit any children in local hospitals on a regular basis, however, TPMH nursing staff are not allowed to work in local hospitals.

Local Cypriot Health Care support is also provided in ENT and Ophthalmology. In addition, radiology and scanning facilities are utilised when necessary.

## SSAFA FORCES HELP

### Midwives

SSAFA Forces Help employ midwives within the hospital and community setting working together with military and civilian colleagues. Command Health Care Services are currently under review in line with Government Legislation and Health Policy.

### Health Visitors

Six Health Visitors have responsibility for the Community Health of Service families in Cyprus. There are three in the WSBA and three in the ESBA. All Health Visitors can be contacted at the local medical centres and they work closely with the Medical Officers.

The Health Visitors will monitor the development of your child and give advice according to his/her specific needs. Some Health Visitors are trained in the Portage System. However, there is no formalised portage service.

### School Nurses

There are two School Nurses within the command. They liaise with all members of the multi-disciplinary Health and Educational Support Teams as appropriate to support children with Additional Needs.

## Social Workers

There are five Social Workers in Cyprus: four social workers and a social work team manager covering all geographical areas to meet and support all welfare issues through BFC. They are able to advise on such matters as housing, aids and adaptations, financial assistance and benefits for families, and many other practical matters. They can also offer counselling and sympathetic support when needed.

## SSAFA FH

Is also supported in Cyprus by a Special Needs and Disability Advisor who is based in London, but who has world-wide responsibility for children with Additional Needs or a Disability.

## Army Welfare Service

There are 2 Army Welfare Workers in Cyprus: 1 for Dhekelia Garrison and 1 for Episkopi. They provide confidential, professional help and advice and assistance with any personal or family issue.

## ACCEPTING A POST IN CYPRUS

Additional factors, which can influence a family's decision about accepting a post to Cyprus, include:

- a) Minimal specialist support for pre-school children with special needs.
- b) Lack of respite care.
- c) Minimal access to support groups.
- d) Some children with special needs may require return visits to the UK for follow-up appointments or treatment.
- e) Unfortunately Cyprus has a lack of support of specialist therapies/support services i.e. play therapy, family support, occupational therapy and paediatric physiotherapist.

## USEFUL ADDRESSES AND TELEPHONE NUMBERS

### Eastern Sovereign Base Area

Medical Centre	Cyprus Military Tel No
<b>MRS Dhekelia</b>	
BFPO 58	
Families Reception / Appointments	<b>4446</b>
SSAFA - FH Health Visitor	<b>4859</b>
SSAFA - FH Social Worker	<b>4453</b>
<b>Medical Centre Ayios Nikolaos</b>	
BFPO 59	
Reception	<b>7594</b>
SSAFA - FH Health Visitor	<b>7597</b>
<b>Army Welfare Service</b>	
BFPO 58, Dhekelia	<b>4435</b>

### Western Sovereign Base Area

Station Medical Centre
RAF Akrotiri, BFPO 57
Reception
SSAFA - FH Health Visitor
SSAFA - FH Social Worker

### Medical Centre Episkopi

BFPO 53	
Reception	<b>3255</b>
SSAFA - FH Health Visitor	<b>3860</b>
SSAFA - FH Social Worker	<b>2064</b>

### Army Welfare Service

BFPO 53, Episkopi	<b>2009</b>
-------------------	-------------

### SSAFA Forces Help HQ

Assistant Director	<b>00 3572 5963 900 / 3675</b>
SSAFA Forces Help HQ	Fax: 3335
BFPO 53	
adssafa@cytaney.com.cy	

### Team Manager/Personal Welfare Service

Social Work Office	<b>2064</b>
E Block	

British Forces	
Episkopi Support Unit	<b>00 3572 5962 064</b>
BFPO 53	Fax: 3335

### Personal Welfare Service

Social Work Office	<b>5130</b>
Station Medical Centre:	<b>00 3572 5275 130</b>
RAF Akrotiri, BFPO 57	

### Personal Welfare Service

Social Work Office	<b>4453</b>
Amenities Centre	<b>00 3572 4744 453</b>

Dhekelia, BFPO 58	
-------------------	--

### Principal Speech Language Therapist

HQ ETS, HQ BF Cyprus	<b>3746</b>
Episkopi, BFPO 53	

### Service Children's Education (Cyprus)

SAEO (C)	<b>00 3575 2639 78</b>
HQ SCE (Cyprus Branch)	

Episkopi, BFPO 53



## UNITED KINGDOM SUPPORT COMMAND (GERMANY) (UKSC(G))

### Introduction

HQ UKSC(G) provides infrastructure support to an area that includes the Rhine and European Support Group's (RESG) area of responsibility, formations and units within the European central geographical area of Germany and the low countries extending to the North, Stavanger; to the South, Naples; to the West Lisbon; and to the East Turkey. Gibraltar is not included. Therefore, the term 'UKSC(G)' within this section will cover all areas, unless a location or area is specifically quoted.

Responsibility for the provision of support for the Disabled and Special Needs (D&SN) within UKSC(G) Command is that of G1, HQ UKSC(G).

### Provision of Support

In overseas commands the MOD strives to provide support and facilities for personnel (tri-Service, Civil Service and their dependants) that are comparable to those available in the UK. Whilst every effort is made to make suitable provision for those D&SN dependants it may not be possible to achieve this, particularly for those with complex circumstances.

Factors that affect the full provision of services include:

- The size and geographical spread of the community.
  - Local variations in specific specialist support and the recruiting specialists.
  - Size and consistency of demand for support services.
  - Cost, having regard to the overall benefit to the community.
- D&SN provision will be further limited for personnel taking up employment in the more isolated areas or areas away from the main British Forces community bases.
- Tri-Service and Civil Service Instructions**
- Single Service policy instructions regarding the responsibilities of individuals to formally register D&SN dependants can be found in the following documents:

- Army Personnel - Army General and Administrative Instruction chapter 108 (includes an annex on British Forces Germany (BFG), which has subsequently included RESG and thus the title 'UKSC(G)' is now used).
- RAF Personnel - AP 3992 Vol 2 Leaflet 2411 (Service personnel and their dependants with D&SN).

### Scope of Disabled and Special Needs Provision in UKSC(G)

In the UK provision for the D&SN is increasingly provided within community-based services or 'out-reach' services. As an example in education there has been a reduction in special schools with an emphasis on 'inclusion' though the provision of specialist services in mainstream settings. Therefore, parents may not regard services delivered locally in UK as D&SN provision. Similar community-based services are available for adults with disabilities or long-term medical conditions with close links between the statutory and voluntary sector. There is particular emphasis and financial support to enable D&SN adults to access employment. In UKSC(G) there are significant limits to the levels of specialised educational, medical and social services support provided by the MOD. Due to the limitations, assessments must be carried out on all D&SN dependants to determine whether support is available within the Command.

### DISABLED AND SPECIAL NEEDS ASSESSMENT

#### D&SN Assessment Prior to Arrival

Each D&SN case is unique and no matter how simple or complex the disability the provision will vary in each case. Therefore, a DSN assessment will decide whether the individual's needs can be adequately supported in UKSC(G). An assessments must be carried out before a family moves to their new unit and with sufficient time to consider alternatives should HQ UKSC(G) not be able to provide the support required. Firm arrangements for the family to move to their new unit should not be made until such time as HQ UKSC(G) completes its assessment.

All requests for an assessment are to be passed to SO3 G1PS HQ UKSC(G). The exception to this rule is for dependants registered with the Children's Education Advisory Service (CEAS). The request for an assessment is addressed by the head of household to CEAS who in turn inform SO3 G1 PS HQ UKSC(G). In both situations SO3 G1 PS HQ UKSC(G) promulgates the result of the assessment and the Command's recommendation.

## D&SN Assessment After Arrival in UKSC(G) Without Prior Notification

In the event of D&SN dependants arriving in UKSC(G), without prior notification, an assessment of the specific requirement will be carried out at the earliest opportunity. It may well be the case that temporary support or services will be provided during the assessment period. If adequate support cannot be provided the Command will consider returning the family or individual to the UK.

G1 Com Sp HQ UKSC(G) is responsible for monitoring and applying Command policy in such D&SN cases.

## D&SN Assessment Whilst Personnel are Residing in UKSC(G)

Service or civilian personnel with dependants that are diagnosed as D&SN whilst residing in UKSC(G) will have an assessment carried out at the earliest opportunity. Should it not be possible to adequately support the D&SN the Command will consider returning the family or individual to the UK.

## MEDICAL

### Medical Provision

Medical support is provided in nearly all areas of UKSC(G) by British Forces Germany Health Service (BFG HS). Personnel posted to an area away from the main concentration of British Forces communities should make contact with their future unit to ascertain who provides the medical support. D&SN assessments will be initiated through either HQ UKSC(G) or CEAS.

Every effort is made to arrange appropriate medical care for D&SN dependants. However, there are significant limits to the specialised support provided, e.g. Occupational Therapy (both adult and children), Clinical Psychology, Child and Adolescent Mental Health Services, Paediatric Physiotherapy and Community Paediatric support, when compared to community services in UK. It is vital that timely and accurate notification of D&SN requirements, of both children and adults, is forwarded to SO3 G1 PS HQ UKSC(G) to enable an assessment of the need against service provision to be carried out.

Advice may be obtained by contacting one of the following:

- Your Unit Medical Officer or future Unit's Medical Officer.
- Headquarters BFG HS.
- Your local SSAFA Forces Help Health Visitor or Social Worker.
- The Community Paediatric Nurse that covers your present area or future unit's area.
- Your local Army Welfare Worker or Youth and Community Officer.

### In-Patient Facilities

In-patient treatment for children is usually provided at designated German hospitals, or local hospitals in other areas, unless specialist treatment in the UK is needed.

### Out-Patient Facilities

If your child needs regular outpatient care, this will be available via your local medical centre or medical provider in other areas. Most areas of Germany and the low countries are also provided with a regular visiting Community Paediatric Service, which is based in Paderborn.

### Speech and Language Therapy (SLT)

Limited SLT is available in the larger British Forces community bases of UKSC(G) - for those children requiring help in this area.

## Education Resources Available for Children with Special Educational Needs (SEN)

School Children's Education (SCE) provides education resources to the main concentration of British Forces communities within UKSC(G). To ascertain what level of education provision is available, personnel should refer to JSP 342, The Education of Service Children, which lists all SCE schools. At areas where SCE does not provide education resources parents are advised to seek advice from their future unit administrator.

Wherever possible, children with SEN will be catered for within mainstream provision alongside others of their own age. This is in accordance with guidance from the Department for Education and Skills (DfES), and the most recent changes in legislation.

Due to the scale and geographical dispersal of SCE schools world-wide it is not possible to replicate all of the specialist services that would normally be available to children attending schools in the UK. For this reason, parents are strongly advised to contact CEAS and obtain information about local provision as soon as possible once there is news of an overseas posting. Local schools and inclusion support services at the posting destination will then be contacted for further advice.

### Pre-School Children (0-3 years)

The AWS co-ordinate 0-3 day-care provision across Germany and all groups throughout the Command maintain inclusion policies and will attempt to facilitate placements for all children regardless of their D&SN. There are also registered childminders with particular experience or skills in caring for children with additional needs. Further details can be obtained from your local Army Welfare Service Child Care Administrator, Garrison Welfare Support Officer or Youth and Community Officer.

### Early Years Setting

The Foundation Stage of Education replaces 'nursery' 'pre-school', and 'reception' and defines a distinct programme for children aged 3-5 years. SCE establishments began implementing this element of Government policy for all 3-5 year olds from January 2001. From September 2002 children at the Foundation Stages (FS1 and FS2) were incorporated within the management of schools.

The SCE Educational Psychology and Child Guidance Service can also be contacted for advice if you have concerns about your child's development or behaviour. Appointments can usually be arranged

through your child's school, but you can also contact your local centre directly for advice.

### Foundation Stage 2 (Age 5+)

SCE aims to meet the needs of all children within as normal a setting as possible. Almost all SCE schools have extra teaching resources for this purpose. Schools also have access to training facilities, and support from a range of specialist services that provide professional advice.

### Primary and Secondary Education

If a child has exceptional needs that cannot be met from the resources and support available within the school, the Head Teacher can apply for additional funding. Schools can do this by contacting the SEN Panel at HQ SCE; this is done with the minimum of formality, to avoid delays.

Further SCE resources are also provided at local area level to support inclusion of children with the most complex needs. SCE schools will be in line with UK practice, and designed to enable all schools to meet individual pupil needs within the mainstream setting.

Parents of secondary age children attending boarding schools in the UK can apply for an additional grant (Special Educational Needs



Allowance (SENA)) to contribute towards the cost of additional tuition required by pupils with SEN. Further details can be obtained from CEAS

#### **Post School – 19 +**

Vocational Training Services (VTS), British Forces Germany, provide Life Skills training courses to young adults aged 16-23. The current programme provides NVQ's in administration and the OCR Certificate - Preparation for Employment. In addition, supporting vocational courses are available providing skills in teamwork, communication problem solving, personal development, etc. There are no specialised facilities for D&SN dependants, therefore a request for an assessment would be essential before considering a VTS course.

- For further information on services for children with SEN , please see the **Special Educational Needs** chapter of this booklet.

#### **Child Guidance Centres**

To support special needs provision in BFG there are four Child Guidance Centres located at Fallingbostel, Paderborn, Osnabruck and Rheindahlen: there is also a Centre at Episkopi on Cyprus. They are staffed by Senior Educational Psychologists and Senior Social Workers. They work primarily with schools and parents, but link up with all the other Health and Welfare agencies. Parents with children of any age (0-19yrs) can access the Child Guidance Service directly or via one of the other agencies.

#### **BRITISH FORCES SOCIAL WORK SERVICE (BFSWS)**

#### **Professional Staff**

The BFG HS and BFSWS employ Health Visitors, Community Midwives, Community Psychiatric Nurses and Practice Nurses, BFSWS Social Work Practitioners, Additional Needs and Disability Co-ordinator, and Senior Social Workers throughout UKSC(G) can offer advice on all aspects of childcare. BFSWS professional staff can be contacted through the Unit Medical Officer once you arrive in UKSC(G).

#### **Respite Care**

The BFSWS provide Respite Care using trained and approved Foster Carers within the UKSC(G) area of responsibilities. Information regarding Respite Care is available from your local BFSWS Social Work Practitioner, Additional Needs and Disability Co-ordinator or Health Visitor.

#### **Social Work Services**

Social Work professionals can be contacted prior to your move via SSAFA Forces Help Head of Service BFSWS who can ensure that staff are aware of your arrival. Alternatively you can contact BFSWS direct on your arrival in BFG. Contact:

#### **Central Referral Team**

Tel: 004 9 524 184 303 9 / 304 0

Fax: 200 04

For further information about Support Services available to help you please see the **Getting to know the Professionals** chapter in this booklet.

#### **ADDITIONAL SUPPORT SERVICES**

#### **Army Welfare Service**

AWS provide confidential, professional help and advice and assistance with any personal or family issue. In addition AWS Community Support provides or facilitates young people's activities with learning opportunities. AWS CS operate under a policy of inclusiveness for all children and young people whatever their needs.

#### **Portage (0-3 years of age)**

Portage is a home-visiting educational service for the families of pre-school children with SEN. The programme makes use of National Portage Association (NPA) checklists, used to prioritise learning goals (behavioural objectives) and 'task analysis' techniques to identify weekly teaching targets. At present the St Francis Trust Portage Service is available for 0-3 year olds with SEN in some areas of Germany. It is advisable for parents of D&SN dependants, who require Portage, to seek advice on whether it is available in the area they are to reside. For further information contact the Portage Administrator (see page 56 for contact details).

**ConnX (Connexions Service in the UK)**  
ConnX-BFG is not a service but is about ensuring the right strategies are in place for our young people to reach their future potential. It aims to raise the aspirations, participation and achievements of 13-23 year old entitled dependants in BFG. Issues can be raised with the ConnX Co-ordinator, who will be able to offer access to relevant sources of information, advice and guidance, including qualified Careers Advisers and links back to the Connexions service in the UK who can provide support for 13-19 year olds moving back there.

### USEFUL ADDRESSES

#### **SO3 G1 PS**

G1 Branch

HQ UKSC(G)

Tel: (Civ) **0049 216 147 23120** /  
(Mil) **948 72 312 0**

#### **SO3 G1 Com Sp**

G1 Branch

HQ UKSC(G)

Tel: (Civ) **0049 216 147 24895** /  
(Mil) **948 72 489 5**

#### **Head of Service**

British Forces Social Work Service  
SSAFA Forces Help  
HQ UKSC(G)  
BFPO 140

Tel: **0049 216 147 24751**

#### **Assistant Education Officer**

(SEN/PR)

HQ SCE

Wegberg Military Complex  
BFPO 40

Tel: **0049 216 147 2287**

#### **Ops Director/DNQA HQ BFG HS**

SSAFA Forces Help or SO2 Nursing BFG HS  
HQ BFG Health Service  
British Forces Health Service Complex  
BFPO 40  
Tel: **0049 216 190 82277**

#### **Army Welfare Service**

The Roundhouse  
BFPO 30  
Tel: Hohne Mil **2890**

#### **Army Welfare Service**

Block 9  
Barker Barracks  
BFPO 22  
Tel: Paderborn Mil **3862**

#### **Army Welfare Service**

RESG  
Building 139  
BFPO 40  
Tel: Rheindahlen Mil **3603**

#### **Army Welfare Service**

Block 6 (Woolwich Wheel)  
Woolwich Bks  
BFPO 36  
Tel: Gütersloh Mil **3321**

#### **ConneX-BFG**

G1 Branch  
HQ UKSC(G)  
BFPO 140  
Tel: Rheindahlen Mil **3850** or **4867**

#### **Portage Administrator**

St Francis Special Needs and Portage Trust  
BFG HS Wegberg  
BFPO 40  
Tel: **02161 558373**

## GIBRALTAR

### Introduction

There are limited facilities in Gibraltar to support children with additional needs and their families. The Command is supported by medical and educational services as well as SSAFA Forces Help Health Visitors and the SSAFA Forces Help/NPFS social work service.

The services available are reviewed on a regular basis to ensure that they continue to meet the needs of the population. However, support is limited so it is recommended that you contact the Command and SCE as soon as possible to establish whether your child's needs can be met.

### Hospital Facilities

There is a locum Paediatrician and visiting Visual/Hearing specialists who visit 2/4 times a year.

### Speech and Language Therapy

There is an extremely limited Speech Therapy Service available but it is not possible to cater for children with serious speech and language disorders.

### Pre-school Children

There are no specialist playgroups for children with additional needs. It is advisable to contact SSAFA FH Senior Social Work Practitioner prior to posting if you feel your child may require special help in pre-school groups.

### School Aged Children – Primary

Wherever possible schooling is provided for children whose Special Education Needs can be met within the mainstream classroom.

### School Aged Children – Secondary

Service children receive their secondary education in the local comprehensive schools and provision for children with SEN is limited.



It is advisable to seek advice prior to posting.  
Further information is available from:

**OIC J SLC**

Rooke

BFPO 52

Tel: 003 50 542 60

**Child Guidance**

There are no resident facilities available.

Visits from child guidance Social Worker/  
Educational Psychologists take place three  
times a year. During their visits they work  
with parents, schools, playgroups, Medical  
Services and SSAFA -FH.

**CONTACTS**

**SSAFA FH /Senior Social Work Practitioner**

Royal Naval Hospital

Gibraltar

BFPO 52

Tel: 003 50 554 80 / 595 4

Health Visitor: 003 50 557 41 / 58

Email: [ssafagib@yahoo.co.uk](mailto:ssafagib@yahoo.co.uk)

- time difference + 1hr

**Head of Midwifery and Community  
Health Service**

Royal Naval Hospital

BFPO 52

Tel: 003 50 552 54

Email: [kathyglad@mednet.mod.uk](mailto:kathyglad@mednet.mod.uk)

**CEAS**

Building 190

Trenchard Lines

Upavon

Pewsey

Wiltshire

SN9 6BE

Tel: (Civ) 01980 618244 / (Mil) 943 44 824 4

Fax: (Civ) 01980 618245 / (Mil) 943 44 824 5

Email: [enquires.ceas@gtnet.gov.uk](mailto:enquires.ceas@gtnet.gov.uk)

**OTHER OVERSEAS COMMANDS**

**Nepal**

**Community Nurse Practitioner**

SSAFA FH Medical Centre

HQ BGN

Nepal

BFPO 04

Tel: 009 77 155 335 21

Email: [medbgn@mos.com.np](mailto:medbgn@mos.com.np)

- time difference + 6 hours

**Batus**

**SSAFA Forces Help**

Family Medical Centre

BATUS

BFPO 14

Tel: 001 40 354 455 72

Fax: 001 40 354 455 41

Email: [ssafanurse@BATUS.net](mailto:ssafanurse@BATUS.net)

- time difference - 7 hours

**Army Welfare Service**

BATUS Main

BFPO 14

Tel: 001 40 354 447 90

**Brunei**

**SSAFA Forces Help**

Medical Reception Station

HQ Brunei Garrison

BFPO 11

Tel/Fax: 00 673 322 780 4

**Through Garrison operator**

Tel: 006 73 322 410 1 then ask for:

**Coordinator/Senior Social work practitioner**

Ext: 371 7 / 331 7

Email: [ssafaseocialwork@brunet.bn](mailto:ssafaseocialwork@brunet.bn)

**Health Visitor**

Ext: 378 1

Email: [ssafahealthvis@brunet.bn](mailto:ssafahealthvis@brunet.bn)

**Senior Practice Nurse**

Ext: 378 1

**Midwife**

Ext: 322 6

Email: [ssafamidwife@brunet.bn](mailto:ssafamidwife@brunet.bn)

**Lisbon**

**SSAFA Forces Help**

Medical Centre

UK Support Unit

HQ Joint Command

Lisbon BFPO 6

**Health Visitor**

Tel: 003 51 214 404 320

**Nursing Officer in Charge**

Tel: 003 51 916 986 572



