



Dear Parent/Carers,

Families have told us that navigating the SEND systems and processes can be a difficult and anxious time. There may be things you would like advice and support with or things that could be put in place to support your child/young person. To help with this, we have worked with services and partner organisations who support parent carers to create a list of services and information below. So as not to overwhelm, we have kept the list to essential information that would benefit all parent carers. We would encourage you to speak to your child's school Special Education Needs Co-ordinator (SENCO) for advice and support and your child's General Practitioner (GP), if required.

### **For all children and young people with SEND, no specific eligibility criteria**

**The West Sussex Local Offer:** a hub of information, advice and guidance about the support and services available locally to children and young people aged 0-25 years with special educational needs and/or disabilities (SEND) and their families. The information and services are for all children and young people with SEND that the local authority is responsible for, whether or not they have an Education, Health and Care Plan (EHCP), to help families to make the best decisions. There is a search box on to help you to find what you are looking for.

<https://www.local-offer.org/>

**SEND Information, Advice and Support Service (SENDIAS):** provides impartial information and advice related to national SEND law, guidance and supports young people who have SEND (special educational needs and/or disabilities) for those aged 0-25 and their parent carers in navigating the education system. For more information about the service, see their 'what to expect from us document,' under 'What happens when I contact SENDIAS.' <https://westsussexsendias.org/>

**West Sussex Parent Carer Forum ( WSPCF):** an independent charity run by parent carers. The Forum's core purpose is to ensure parent carers views in West Sussex help to make sure services reflect the needs of local families. WSPCF provide a range of information, support and training that include chances for you to meet up with other parent carers, attend workshops to get information and are also there to answer any questions or signpost you to the right place.

<https://www.wspcf.org.uk/>

**Reaching Families:** a parent-carer led charity which aims to support parents and families of children and young people with SEND in their daily lives, in particular through the delivery of information, training and peer support. They are particularly known for their Factsheets, designed to provide parent carers with bite size information to help get you started in understanding your child's condition. They also offer a befriending service, 'Umbrellas' support groups, and benefits advice.

<https://www.reachingfamilies.org.uk/>

**Single Point of Access (SPoA):** if you have concerns about a child's emotional and mental well-being, the West Sussex Single Point of Access (SPoA) is a dedicated service which provides a simplified single route to access specialist emotional wellbeing and mental health support. The SPoA helps direct you to the right service, eliminating the need to refer to multiple services.



<https://www.sussexcamhs.nhs.uk/our-services/service-finder/west-sussex-single-point-advice-spoa>

If you are concerned for the immediate safety of your child, take them to the nearest Accident and Emergency (A&E) Department. If you are unable to get them there, telephone 999 and request an ambulance.

For general wellbeing support and advice: <https://e-wellbeing.co.uk/>

**Contact:** a national charity that offers support, information, and advice to parent carers. They have a wealth of online resources and a helpline. <https://contact.org.uk/>

#### **Useful telephone and text services**

- Young Minds Parent Helpline 0808 802 5544 (Monday – Friday, 9.30am-4pm)
- Samaritans 116 123 (24 hours a day, seven days a week)
- Help with self-harm: text SHOUT to 85258 (24 hours a day, seven days a week)
- Young Minds Crisis Manager: text YM to 85258 (24 hours a day, seven days a week)
- Please also talk to your child's school Senior Mental Health Lead about support that may be available in school.

#### **Services and support with eligibility criteria**

**Disability related benefits:** Disability Living Allowance (DLA), Personal Independence Payments (PIP) and Carer's Allowance. Eligibility for these benefits is assessed on your child/young person's needs and they do not need a diagnosis or EHCP to apply. Reaching Families and Carer's Support West Sussex offer benefits advice and support with making an application.

<https://www.gov.uk/disability-living-allowance-children>   <https://www.gov.uk/pip>  
<https://www.gov.uk/carers-allowance>

**Disability Register:** your child/young person may be eligible to join the West Sussex Disability Register, run by the West Sussex Library Service. Families on the register receive a regular newsletter full of useful information and details of SEND friendly activities and events. Signing up to the register helps influence and plan services to meet the needs of local families.

<https://yourvoice.westsussex.gov.uk/disability-register-0-25>

**The Young Carers Family Service (YCFS):** work alongside other professionals, services and organisations to support young carers and their families in West Sussex.

<https://www.westsussex.gov.uk/education-children-and-families/young-carers/>

**Short Breaks:** offers children and young people with SEND, activities that benefit them and that they enjoy, whilst allowing you to also get a break from your caring role. Short Breaks can include holiday playschemes, youth clubs, drama groups and activities for the whole family to enjoy together. Eligibility criteria - under 18 years with additional needs and/or disabilities; live in West Sussex and are in receipt of either the middle or high care component of Disability Living Allowance (DLA) or the standard or enhanced rate of Personal Independence Payment (PIP) or have equivalent needs.



[https://westsussex.local-offer.org/information\\_pages/125-short-breaks](https://westsussex.local-offer.org/information_pages/125-short-breaks)

**Carers Support West Sussex:** provides a service to people across West Sussex who are supporting family, friends, parents or partners with additional needs and have two Specialist Support Workers working with parent carers of children under 19. <https://www.carerssupport.org.uk>

**Discounts and grants for people with SEND and their Carers:** information and links to a range of discount and concession cards for people with SEND and information on cards available for carers. [https://westsussex.local-offer.org/information\\_pages/667-discounts-and-grants-for-people-with-send-and-their-carers](https://westsussex.local-offer.org/information_pages/667-discounts-and-grants-for-people-with-send-and-their-carers)

**Educational Psychology Telephone Service:** you can book a telephone consultation with an Educational Psychologist where you have a question or concern about learning or behaviour in addition to worries about wellbeing and emotions. It will be an opportunity to engage in joint problem solving in order to identify what next steps can be taken to help your child. Outcomes from telephone consultations could include the recommendations of supportive strategies that can be tried at home or at school, or signposting to additional information, training, and other avenues of support. Please note the Educational Psychologist will not be able to access information or provide further information about your child's education health care needs assessment.

[https://westsussex.local-offer.org/information\\_pages/609-educational-psychology-telephone-consultation-service](https://westsussex.local-offer.org/information_pages/609-educational-psychology-telephone-consultation-service)

**Integrated Front Door (IFD):** offers advice and support for children with disabilities through a single and consistent point of access to advice, guidance and decision-making about the right level of help needed to keep each child safe, achieve change or receive the right support if they have a particular need. <https://www.westsussex.gov.uk/education-children-and-families/keeping-children-safe/request-support-or-raise-a-concern-about-a-child/>

We wish your family well and hope you find this information helpful.

Kind Regards

Children and Young People and Learning

WSSC