

SEND INFORMATION

for parent carers and families

Somerset Parent Carer Forum

Somerset Choices

SENDIAS PALS

CAOT *Resource Team*

Somerset Direct

Short Breaks Team

Healthwatch

The Unstoppables

Libraries

getset

Somerset Supporter Service

Independent supporter service



Why this Directory?

This booklet has been requested by parents as a single document that covers the information, advice and support services available for children, young people with special educational needs and/or disability (SEND) and their parent carers and families.

The booklet has contact details for various SEND specific services in Somerset to help you find the right service for your needs.

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Local Offer with Somerset Choices Children and Families

The Children and Families Act and the Local Offer within Somerset Choices.

All local authorities must provide a website about local services available across education, health and social care for any children and young people in their area with SEND aged 0-25. This is called the Local Offer and includes information about SEND services and how to access them.

The Local Offer is reviewed at least annually. The review takes account of feedback from children, young people, parent carers and service providers. This feedback may come through the website or through other participation and consultation. The review also takes account of the priorities identified in the Children and Young People's Plan for Somerset and the SEND Strategy which has been jointly developed with a wide range of agencies that attend the SEND Strategy Board and who are monitoring and scrutinising the effectiveness of our Local Offer at regular meetings.

The information and services on this website are for all children and young people with special educational needs and / or disability that the local authority is responsible for, including those who have Education, Health and Care (EHC) plans.

Your local library can support you in using Somerset Choices and will be able to print information for you to take away or show you how the website works.



 0300 123 2224

 SENDreforms@somerset.gov.uk

 www.somersetchoices.org.uk/

Somerset Direct

Somerset Direct, Children's Team provide a front line service to professionals and members of the public for Somerset. The teams deal with a wide range of enquiries relating to children's services, incorporating early years, education and children's social care.

A team of trained advisors endeavour to resolve queries at first point of contact where possible, alternatively the team can advise and signpost to the relevant department.

 0300 123 2224

 childrens@somerset.gov.uk

 www.somerset.gov.uk



Special Educational Needs and Disability Information, Advice and Support Service (SENDIAS)

Somerset SENDIAS is a free, confidential and impartial service offering information, advice and support about special educational needs and disability (SEND) for parent carers, children and young people (up to age 25).

It offers:

- a website and leaflets
- a phone line for general enquiries
- advice for the education, health and care needs assessment and plans
- one to one support with gathering, understanding and interpreting information, report and letter writing and to prepare for meetings
- signposting to alternative and additional sources of advice, information and support locally and nationally

It is a local authority requirement to design and commission this service with children, young people and parent carers. SENDIAS works to national quality standards to meet the local needs of children and young people enabling them to participate fully in decisions about the SEND services they receive.



**Special Educational Needs and Disability
Information, Advice and Support**

 01823 355578

 info@somersetSEND.org.uk

 www.somersetSEND.org.uk

Independent Supporter Services

Independent Support is a national programme. In Somerset it is provided through Careers South West and Somerset SENDIAS Service working together.

Families may receive help from an independent supporter who will be recruited locally and who will have received legal training to help you go through the Education Health and Care plan(EHCp) process.

An Independent Supporter can support children, young people and parent carers who are

- requesting an assessment for an EHC plan
- converting from a Statement of Educational Need or a Learning Difficulty Assessment to an EHC plan

In addition, Independent Supporters can offer information and support on The Local Offer and Personal Budgets.

What do I do if I would like this support?

You can contact us on:

The logo for Independent Support features the words "independent" and "support" in a bold, purple, sans-serif font. The text is centered and framed by two thick, yellow, curved lines that form a partial circle around the text.

**independent
support**

 01823 282955

 SomersetIndependentSupport@
cswgroup.co.uk

 www.cswgroup.co.uk/independent-support-service/

Somerset Parent Carer Forum

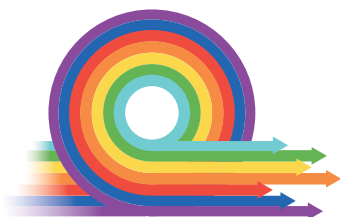
Somerset Parent Carer Forum is an independent Community Interest Company (CIC) made up of parent carers that provide a local forum for parent carers of children and young people with SEND. Parent Carer Forums are representative local groups of parent carers of children and young people with disabilities who work alongside local authorities, education, health and other service providers to ensure they plan, deliver and monitor the needs of children and families.

Members are connected by their experiences, passion and commitment and work to make sure that parent carers are part of the decision making about local services and priorities.

Members share information and views on services for children and young people.

Membership provides:

- regular newsletters
- social media support
- support groups and drop ins
- website
- invitation to meet with families at local groups and events
- a voice in services delivered locally and nationally



Somerset Parent Carer Forum

 01458 259384 or 07543 680365

 help@somersetparentcarerforum.org.uk

 www.somersetparentcarerforum.org.uk

The Unstoppables Young Person Forum

The Unstoppables Forum has been set up to capture the voice of children and young people with SEND. The Unstoppables represent the views of children and young people (aged 13-25) by providing feedback and supporting young people to participate in decision making about how services are developed and improved. The Forum meets monthly and welcomes new members and representatives.

Young people can:

- join The Unstoppable's young people's forum who meet on the first Saturday of every month to consult on upcoming topics, have their say and learn new skills.
- join the open Facebook page for upcoming events, news and ways to get involved online www.facebook.com/sendparticipationteam. Parent carers are also invited to "like" this page.

The Unstoppables are supported by the SEND Engagement and Participation Team which includes two young person's champions. The team work across a network of local youth groups, schools' councils and alongside other participation groups to help ensure that the views of children and young people with SEND are heard in Somerset.



 01823 359868

 sendparticipationteam@somerset.gov.uk

 [www: facebook.com/
sendparticipationteam.com](http://www.facebook.com/sendparticipationteam.com)

Somerset County Council's Short Break Resource Team

Local authorities must provide a range of short breaks for disabled children, young people and their families and prepare a statement giving details of the local range of services and how they can be accessed. This short breaks statement must be published on the Local Offer and regularly reviewed. Under the Care Act local authorities must also provide information, advice and support on care and support provision and how to access it.

Somerset County Council's Resource Team offers three services to support children and young people with a disability or additional need. These services are:-

Somerset Supporter Service

Childrens Autism Outreach Team (CAOT)

Short Breaks Team

All of these services can be accessed by contacting Somerset Direct.



 0300 123 2224

 @somerset direct

 www.somerset.gov.uk

Somerset Supporter Service

The purpose of the Somerset Supporter Service is to provide help and support to children and young people aged 0-18 years with severe learning and physical difficulties.

Support can take place either in the family home or by accessing the local area, enabling the young person to engage in purposeful activities. The service employs people to work with an individual in a group setting, out in the community or on a one to one basis.

This service may be provided after an assessment has identified that a young person needs additional support to access and participate in social and community life.

To request further information about this service, please call Somerset Direct.



 0300 123 2224

 @somerset direct

 www.somerset.gov.uk

Children's Autism Outreach Team (CAOT)

CAOT work with parents and their children with a diagnosis of Autism aged 0-13 years. The team:

- help parent carers understand their child's autism
- support and empower parent carers and children and young people with autism
- provide strategies where needed
- increase social opportunities

As a result of an identified need following a diagnosis of autism, CAOT can provide support, advice and strategies in and out of the home.

CAOT facilitates the Barnardo's Cygnet programme. This training is for parent carers and professionals to learn more about and understand autism.

CAOT provides activities for children and young people with autism that would otherwise be inaccessible for many families without the expert support and advice. These include clubs for children and their families across the county a monthly coffee morning, as well as activities during the school holidays.

To request further information about this service please contact Somerset Direct.



 0300 123 2224

 @somerset direct

 www.somerset.gov.uk

Short Breaks Team

The Short Breaks Team help and support children and young people 0-18 years with a disability or additional needs and their families, to try out new things, have fun and access their local community.

They provide

- Inclusive school holiday activities for children and young people with a disability or additional needs and family days out
- Regular club opportunities for children and young people aged 0 – 18 years
- Regular newsletter and activity calendar to provide information on accessible short breaks across Somerset.
- If your child or young person has one or more of the following: a disability; requires special educational needs support; or is in receipt of Disability Living Allowance you can access time limited one to one support for your family to identify your short break needs or support to identify local opportunities and access funding.

For a referral pack, please contact Somerset Direct.



 0300 123 2224

 @somerset direct

 www.somerset.gov.uk

getset Children's Centre Service

getset is part of SCC's early help offer. Recognising that the right help at the right time in the right place can make a big difference in the longer term, getset help families overcome small challenges before they become big ones.

getset includes children's centres which provide a range of universal support and opportunities for 0-4 year olds and their families, on topics including child development, behaviour management, healthy lifestyles and accessing work and training.

getset work with partners such as health, schools, childcare providers, district councils, housing associations and charities to offer a range of extra support depending on what people want and need in their local area.

getset also provides targeted support for families with 5 to 19 year olds following an Early Help Assessment, completed by a professional already working with a child or family.

The targeted service aims to help individuals and families make lasting change and develop the resilience to successfully deal with future challenges.

To find out more about the help and support available from getset Services contact a member of staff in your local centre:

getset Mendip 01458 833017

getset Sedgemoor 01278 446771

getset South Somerset 01935 475938

getset Taunton & West Somerset 01823 322508

 0300 123 2224

 @somerset direct

 www.somerset.gov.uk



getset

Libraries

Libraries in Somerset are great places to visit to learn and play. They have lots of activities for children and families.

It doesn't matter how old, or young, there's something for everyone in a Somerset library

- Books
- Ebooks
- Eaudio
- Free Wi-Fi
- Free public access computers
- Storytimes
- UKOnline sessions - computer courses to learn basic computing skills
- Online information resources

All for free

To find out information specific to special educational needs and disabilities there is also:

- **Autism Collection**
Books and DVDs about autism providing support for people with autism, their families, carers and friends.
- **Children and Young People's Books on Prescription**
A collection of books offering support and advice on a wide-range of mental health issues such as anxiety, depression, eating disorders and self-harm, and difficult life pressures, like bullying and exams.

To find about all events in libraries at
www.somerset.gov.uk/libraryevents

If unable to get to a library, contact can still be made with the library service by:-

 0300 1232224

 generalenquiries@somerset.gov.uk

 www.somerset.gov.uk



Somerset
LIBRARIES

NHS Choices

NHS Choices is the UK's biggest health website and has a wealth of information that can help young people and parent carers.

There are various sections including an A-Z of conditions and treatments, a live well section, care and support, health news and how to find services.

 0300 1232224

 generalenquiries@somerset.gov.uk

 www.nhs.uk/pages/home.aspx



Healthwatch

Healthwatch works on behalf of the whole of the community, children, young people and adults and needs people to tell it what's going on in the health services in the area.

Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.



 01823 751403

 info@healthwatchsomerset.co.uk

 healthwatchsomerset.co.uk

Young Healthwatch

Healthwatch works on behalf of the whole of the community, children, young people and adults and needs people to tell it what's going on in the health services in the area.

Healthwatch can tell services about patient experiences of care and hold them to account; it can also enter and view services such as care homes and hospitals, observe what is happening and report back to commissioners.

Healthwatch have youth workers working in the following ways.

- collecting children and young people's issues and experiences so that we can understand what they think about their care.
- tell services about children and young people's experiences of care and hold them to account
- provide information and signposting to local services so that children and young people know where they can go to get help.
- work with children and young people to tell their own story, so that they have the opportunity to directly tell decision makers what they think

Young Healthwatch is independent, transparent and accountable – they have statutory powers and the national influence of Healthwatch England behind them, so that they can make children and young people's views count.



 01823 751403

 info@healthwatchsomerset.co.uk

 healthwatchsomerset.co.uk

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service (PALS) offers confidential advice, support and information on health-related matters. They provide a point of contact for patients, their families and their carers. The PALS team can provide information, answer questions and resolve problems quickly, in an informal way. Each healthcare provider will have their own PALS team on site, so either ask at reception or search their website for contact details.

Alternatively if you have a concern, complaint or wish to leave a compliment you can contact the following organisations:

- if it relates to primary care services such as GPs, dentists, opticians or pharmacy services, contact NHS England. More information can be found on their website at: www.england.nhs.uk/contact-us/complaint/
- if it relates to care or treatment you have received from a hospital, you should contact the PALS/complaints team at that hospital, to seek their advice. More details will be available on their individual websites
- if it relates to services provided by the mental health service, contact Somerset Partnership NHS Foundation Trust. More information can be found on their website at: www.sompar.nhs.uk/contact-us/
- alternatively, if there are a number of providers involved, or if you prefer, you can contact Somerset Clinical Commissioning Group, who commission healthcare for the residents of Somerset. More information can be found on their website at: www.somersetccg.nhs.uk/contact-us/

PALS *We're here to help!*

 0300 1232224

 generalenquiries@somerset.gov.uk

 www.somerset.gov.uk

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