



















**Services in Hertfordshire and the UK for families of young people  
with Additional Needs**



<b><u>Parent courses, workshops and support</u></b>	
	Add-vance; a voluntary organisation providing support for children, adults and families on issues relating to Autism and ADHD. They offer courses and workshops designed to help parents and carers build on existing skills to support their children. They provide a monthly support group, a Facebook support group and a telephone helpline, 01727 833 963. <a href="http://www.add-vance.org">www.add-vance.org</a> .
	Angels; a voluntary, parent led group to support parents and carers of children with ADHD and autistic spectrum disorders in Hertfordshire. They offer groups for support, sharing ideas, difficulties and concerns. Angels can be contacted on <a href="mailto:info@angelssupportgroup.org.uk">info@angelssupportgroup.org.uk</a>
	DSPL is a Hertfordshire-wide partnership approach where parents, carers, staff in early years settings and schools, further education colleges, local authority officers and representatives from other agencies work together as part of an Area Group, to ensure there is a range of provision and support services available in their local community. Explore your local DSPL group as services vary across the county. <a href="http://www.thegrid.org.uk/learning/sen/whole_school/dspl/">www.thegrid.org.uk/learning/sen/whole_school/dspl/</a>
	Families in Focus provide free parenting courses in Hertfordshire. They also offer parent and carer groups where they can discuss the impact of disability on siblings and explore strategies to help siblings understand and manage behaviours that challenge. More information can be found on their website: <a href="http://www.familiesinfocus.co.uk">www.familiesinfocus.co.uk</a> or by calling 01442 219720.
	Families Feeling Safe - Herts Protective Behaviour Service: "a practical and down to earth programme for mums, dads and carers of children and teenagers 0-19 years old. It can enable mums, dads and carers to help their children to build self-esteem and confidence, improve their well-being and have strategies and ideas to keep themselves feeling safe". They can also advise about what protective behaviour support can be accessed through your child's School Partnership. <a href="http://www.familiesfeelingsafe.co.uk">www.familiesfeelingsafe.co.uk</a> . Tel: 01438 728 653.
	H.A.R.C; (Hertfordshire Autism Resource Centre) in Hatfield, which is the Hertfordshire branch of the National Autistic Society and is run by volunteer members who are all parents of people with a diagnosis of autism. HARC provides support to individuals and their families, of all ages, who are finding difficulty in identifying support for their children following a diagnosis of autism. <a href="http://www.harc-online.org.uk">www.harc-online.org.uk</a> . Tel: 07836-667394.
	PACT for Autism (Parents and Children Together): Provides services including a Parent Helpline, monthly meetings with guest speakers, online forum and signposting. Also offer access to regular sport and leisure activities for children and their siblings, including trampolining and swimming. Telephone: 01279 430 300. Email: <a href="mailto:info@pactforautism.org.uk">info@pactforautism.org.uk</a> Website: <a href="http://www.pactforautism.org.uk">www.pactforautism.org.uk</a>
	SPACE - Support group for parents/carers of children with ASD, ADHD and related conditions. Groups are held in Buntingford, Cheshunt, Hatfield, Hertford, Hoddesdon, Ware and Welwyn. Groups have regular professional speakers, workshops, seminars and social events. SPACE has a library of books and resources available for lending.
	Strengthening Families Strengthening Communities parenting course: Parenting course for parents of children aged 8-16 years old. The course can be completed online or face to face. More information can be found on the website: <a href="https://www.hertfordshire.gov.uk/services/schools-and-education/childcare-and-advice-for-parents/parents-and-family-support/strengthening-families-parenting-course.aspx">https://www.hertfordshire.gov.uk/services/schools-and-education/childcare-and-advice-for-parents/parents-and-family-support/strengthening-families-parenting-course.aspx</a>
	Hertfordshire Practical Parenting: Providing support to families with children and young people. More information can be found on their website:



















	<a href="https://www.hertfordshireppp.co.uk/">https://www.hertfordshireppp.co.uk/</a>
	<p>Hertfordshire Family Centre Service: Provide information and support to families with children (11 &amp; under) with special educational needs and disabilities, including school nursing, support with speech and language, and parental courses. More information can be found on their website: <a href="https://www.hertsfamilycentres.org/family-centres.aspx">https://www.hertsfamilycentres.org/family-centres.aspx</a> Telephone: 0300 123 7572.</p>
	<p>Family Action: Provides guidance and support for children and their families who are experiencing poverty, disadvantage, mental health difficulties, and/or have a learning disability. More information can be found on their website: <a href="https://www.family-action.org.uk/">https://www.family-action.org.uk/</a></p> <p>Family Action also provide a free Family Line service to those experiencing complex family issues, have particular parenting questions and require emotional and listening support.</p>
	<p>Supporting links provide parenting courses, workshops and 1:1 mentoring. For more information see website: <a href="https://www.supportinglinks.co.uk/index.html">https://www.supportinglinks.co.uk/index.html</a></p>
	<b>Carer support and information for parents</b>
	<p>Carers in Hertfordshire: offer support and information to unpaid family and friends who look after someone. They can be contacted on 01992 586969 or their website is <a href="http://www.carersinherts.org.uk">www.carersinherts.org.uk</a>. They also offer support for Young Carers.</p>
	<p>Cerebra: A national charity providing help and information for children with neurodevelopmental conditions, including autism and intellectual disability. Offers a free library with an extensive collection of books. Offers advice from professionals in their Sleep Service. The Innovation service helps identify or create unique equipment for children with disabilities. Tel: 0800 328 1159, Web: <a href="http://www.cerebra.org.uk">www.cerebra.org.uk</a></p>
	<p>Contact provides information, advice and support to families of children with disabilities across the UK. They bring families together so they can support each other and have a medical advisory panel to assist in providing medical information to families with disabled children. Their website includes fact sheets and information about a range of concerns. They can be contacted on 0808 808 3555 and offer an interpreting service in over 120 different language to callers using landline telephones in the UK. <a href="https://www.contact.org.uk/">https://www.contact.org.uk/</a></p>
	<p>Family Lives, a charity who provide professional, non-judgemental support and advice about all aspects of family life including child development, issues with school and behaviours and parenting/relationship support. Telephone: 0808 800 2222. <a href="https://www.familylives.org.uk/">https://www.familylives.org.uk/</a></p>
	<p>Hertfordshire Additional Needs Database (HAND): A council-run service which provides information on benefits, activities, support groups etc. for parents or carers of children aged 0-19 with additional needs (including ASD and LD). Provides parents or carers with the opportunity to influence the planning of services within Hertfordshire. Membership provides concessions to some leisure facilities within Herts. Tel: 01992 556 984. Web: <a href="http://www.hertsdirect.org/hand">www.hertsdirect.org/hand</a>, Email: <a href="mailto:hand@hertfordshire.gov.uk">hand@hertfordshire.gov.uk</a></p>
	<p>Hertfordshire Mind Network. Hertfordshire Mind Carer's Service run local groups to meet other carers and support carer's mental wellbeing. They also run carer's pottery classes and offer counselling. <a href="http://www.hertfordshiremind.org/services/carers-services">www.hertfordshiremind.org/services/carers-services</a>.</p>
	<p>National Autistic Society (NAS) provide information, advice and support for people with autistic spectrum disorders and their families. Their website includes factsheets and information about a range of concerns including behavioural, toileting and sleeping concerns in the context of autism. They also offer an Autism Helpline which provides impartial, confidential information and advice for people with ASD and their families and carers. <a href="http://www.autism.org.uk/">http://www.autism.org.uk/</a></p>





	Scope: Support families of children with cerebral palsy and can provide written information about difficulties, such as toilet and sleep training. They can be contacted on 0808 800 3333. Further information can also be found on their website: <a href="http://www.scope.org.uk">http://www.scope.org.uk</a> .
	Family Fund; the UK's largest provider of grants to families raising children and young people with disabilities. They can be contacted on 01904 621115 or more information can be found on their website, <a href="http://www.familyfund.org.uk">www.familyfund.org.uk</a> .
	SENDIAS is a single point of access for parents and carers of children and young people with special educational needs or disabilities (SEND) to access SEND information, advice and support. Support offers include understanding processes; accessing services (including community-based SEND services); preparing for meetings and accessing webinars for advice on specific subjects such as an Education, Health and Care Plans. Telephone: 01992 555847. <a href="mailto:sendiass@hertfordshire.gov.uk">sendiass@hertfordshire.gov.uk</a> . Monday-Thursday 09:30-3pm and Friday 09:30-2pm.
	Lending SPACE is an equipment library that can lend out sensory, practical and educational resources to families who live in Hertfordshire with children and young people with additional needs. More information can be found by emailing <a href="mailto:lendingospace.herts@gmail.com">lendingospace.herts@gmail.com</a>
	SOS!SEN: "Offer a free, friendly, independent and confidential telephone helpline for parents and others looking for information and advice on Special Educational Needs and Disability (SEND)." <a href="http://www.sossen.org.uk/index.php">http://www.sossen.org.uk/index.php</a>
	Mencap: Offer advice around many aspects of supporting someone with a learning disability. Offer children's play schemes, such as Noah's Ark and young adult social groups in some areas of Hertfordshire: <a href="http://hertsmencap.info/welcome.html">http://hertsmencap.info/welcome.html</a>
	Downright Excellent (DEX) provides vital support to children and young people aged 0-17 with Down syndrome and their families, including communication and life skills, essential therapies, educational play, fun and social activities such as music, keep fit, science workshops, plus invaluable training and support for parents and carers, siblings and schools. <a href="https://downrightexcellent.org/">https://downrightexcellent.org/</a>
	Kids is a national charity that offers information and support for parents and carers of disabled children and young people aged 0-19. The support offered includes: Drop-in crèches and nurseries for the under 5s, and youth clubs, short breaks and residential stays for young adults. For further information please visit their website at <a href="http://www.kids.org.uk">www.kids.org.uk</a>

<b>Physical and Mental Health</b>	
	<p>Mental Health Support Teams (MHSTs) are early intervention Mental Health support teams based in schools and colleges. MHSTs provide guided self-help interventions for parent/carers and children &amp; young people for mild-moderate mental health difficulties and challenging behaviours. These may be short-term individual or group interventions, as well as workshops and signposting to other services. The MHST also works with schools to consider their Whole school approach to mental wellbeing.</p> <p>It is a new initiative to increase access to mental health services for children and young people so MHSTs are not currently available in all schools.</p> <p>In Hertfordshire the MHST in SEN schools provides this support to some SEN schools, adapting the approach for children with additional needs. The MHST in SEN schools provides consultation to MHSTs in mainstream schools to support those children with additional needs still in mainstream schooling. The MHST is SEN schools in hosted by PALMS.</p> <p>Ask your child's school whether they have an MHST as referrals are made by education staff.</p>
	Children's Speech and Language Therapy (Hertfordshire Community NHS Trust). They offer assessment, diagnosis and treatment for children with a range of









	speech, language, communication and feeding difficulties. <a href="http://www.hertschs.nhs.uk/services/children/childrens_speech_language_therapy/">www.hertschs.nhs.uk/services/children/childrens_speech_language_therapy/</a> .
	Children's Occupational Therapy (Hertfordshire Community NHS Trust). Provide a specialist assessment, treatment and advice service for children who have a physical disability or a condition that impacts on their development and functional daily activities at home or school. <a href="http://www.hertschs.nhs.uk/services/children/ChildrensOccupationalTherapy/default.aspx">www.hertschs.nhs.uk/services/children/ChildrensOccupationalTherapy/default.aspx</a> .
	Paediatrician who may be able to provide further support and advice regarding the current difficulties.
	Health Visitors (Hertfordshire Community NHS Trust), who offer support under the remit of parenting children with additional needs (under 5 years of age) to help meet the family's current needs. <a href="http://www.hertschs.nhs.uk/services/children/health_visiting/default.aspx">www.hertschs.nhs.uk/services/children/health_visiting/default.aspx</a>
	School Nurse, who may be able to provide further support and advice regarding the current difficulties.
	Single Point of Access (SPA) in Hertfordshire, who can be contacted when there are concerns regarding a young person's emotional wellbeing. They also accept self-referrals from parents with regards to these concerns. SPA can be contacted on 0300 777 0707 between 0800 and 1900 hours or on 01438 843322 between 1700 and 0800 hours. SPA will screen the referral and consider which service in Hertfordshire will be most appropriate to support a young person's needs. This may include a referral to local specialist CAMHS or to the Step2 service.
	Hertfordshire Wellbeing Service: For ages 16 and over: "offer free, confidential talking therapy and practical support for people experiencing a wide range of very common emotional difficulties such as, anxiety, worry, low mood, depression and stress. We also provide support for carers and people who are struggling with the reality of living with long term physical health conditions. <a href="http://talkwellbeing.co.uk/">http://talkwellbeing.co.uk/</a>
	Health for Kids: School Nurse run website with lots of information about physical and emotional wellbeing for children. <a href="https://www.healthforkids.co.uk/hertfordshire/">https://www.healthforkids.co.uk/hertfordshire/</a>
	Health for Teens: School Nurse run website with lots of information about physical and emotional wellbeing for teenagers. <a href="https://www.healthforteens.co.uk/hertfordshire/?setlocation=true">https://www.healthforteens.co.uk/hertfordshire/?setlocation=true</a> ChatHealth. Young people aged 11 to 19 can text 07480 635050 to ask for confidential help on a range of issues.
	Counselling in Schools service: Counselling and therapy services within schools provided through Safe Space. The school will need to agree to fund and request this service. Web: <a href="http://www.thegrid.org.uk/info/welfare/counselling/">http://www.thegrid.org.uk/info/welfare/counselling/</a>
	Brief therapy "is a free to access service for young people in Hertfordshire aged 11-19 years (up to 25 years for those with learning difficulties or disabilities). Young people can self-refer. Brief Therapy is short term, solution focused approach, concentrating on the future, rather than the past and problems." <a href="http://www.thegrid.org.uk/info/welfare/counselling/brief_therapy.shtml">http://www.thegrid.org.uk/info/welfare/counselling/brief_therapy.shtml</a>
	Young Minds: Information about mental health difficulties for young people. <a href="https://youngminds.org.uk/">https://youngminds.org.uk/</a> Parents helpline: 0808 802 5544 (Monday to Friday 9.30am – 4pm, free for mobiles and landlines)
	Kooth: "Free, safe and anonymous online support for young people" Monday – Friday 12pm – 10pm Saturday – Sunday 6pm – 10pm". Online counselling support for young people in Hertfordshire. <a href="https://kooth.com/">https://kooth.com/</a>
	Beezee bodies: support around weight and lifestyle for children and their families. <a href="http://beezeebodies.com/">http://beezeebodies.com/</a>
	Ollie Foundation: Charity offering support, information and training on suicide awareness, intervention and prevention. More information can be found on their website: <a href="https://theolliefoundation.org/">https://theolliefoundation.org/</a>

	NESSie offers face-to-face and online video art therapies and counselling to children, young adults and their families. They also work in school and community settings and specialise in ASD, ADHD, anxiety and trauma. For more information visit: <a href="https://nessieined.com/">https://nessieined.com/</a>
	The Butterfly Room supports children, young people and adults with ASD and/or ADHD who are experiencing anxiety, panic disorders, OCD, challenging behaviour, emotion regulation difficulties, TICS and psychosis. More information can be found on their website: <a href="http://www.thebutterflyroom.org/about.html">http://www.thebutterflyroom.org/about.html</a>
	YCT is a charity that provides counselling and therapeutic support to children and young people aged 5-25 in West Essex and aged 11-19 in Hertfordshire. YCT in West Essex also includes play therapy, anxiety groups, creative art groups and support for young people and their families who have been assessed or received a diagnosis of Autism. More information can be found on their website: <a href="https://yctsupport.com/">https://yctsupport.com/</a>
	Signpost counselling provides 1:1 counselling across South and West Hertfordshire for young people aged 13-18, 10-12 with parental consent and 19-24 who cannot access Adult Mental Health Services. More information can be found on their website: <a href="https://www.signpostcounselling.org.uk/one-to-one-counselling/">https://www.signpostcounselling.org.uk/one-to-one-counselling/</a>




### **Bereavement**

	Stand-by-me offers information, advice and support to help children, young people and their families living in North Hertfordshire understand and manage their grief. <a href="http://stand-by-me.org.uk/">http://stand-by-me.org.uk/</a>
	Bereavement Matters provides a service to help and support adults, children, young people and their families, in the St Albans District, from any culture who have experienced bereavement or loss which is impacting on their health, well-being or ability to function in their daily life. <a href="http://www.sabn.org.uk/">http://www.sabn.org.uk/</a>
	Cruise offers support, advice and information to children, young people and adults with bereavement. Their helpline is open 24 hours a day. More information can be found on their website <a href="https://www.cruise.org.uk/get-help/local-services/eastern-england/hertfordshire">https://www.cruise.org.uk/get-help/local-services/eastern-england/hertfordshire</a>







### **Toileting**

	ERIC (Education and Resources for Improving Childhood Continence); a service that works to improve the quality of life of children, young people and their families who suffer from the consequences of wetting and soiling difficulties. ERIC can be contacted on 0845 370 8008 or their website, <a href="http://www.eric.org.uk">www.eric.org.uk</a> has lots of useful information.
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### **Education**

	Autism Education Trust (AET) and The DEN: AET is a national website focused on improving education for individuals with ASD. The website has comprehensive information for parents and educational professionals, with resources available for purchasing. Tel: 0207 903 3650. Web: <a href="http://www.autismeducationtrust.org.uk">www.autismeducationtrust.org.uk</a> . Email: <a href="mailto:info@autismeducationtrust.org.uk">info@autismeducationtrust.org.uk</a> . The DEN is part of the AET website and is designed for older children with ASD to access information relating to health, law, money, friendships, travelling etc. Web: <a href="http://www.autismeducationtrust.org.uk/the-den.aspx">www.autismeducationtrust.org.uk/the-den.aspx</a>
	Aspergers 4 Herts: A website which signposts to services that may be appropriate for children, teenagers & adults affected by Asperger's. Web: <a href="http://www.aspergers4herts.org">www.aspergers4herts.org</a>
	Integrated Services for Learning (ISL) is a multi-professional service working across Hertfordshire to support schools, settings and families to improve outcomes for children and young people with additional and special educational needs. ISL includes a range of different teams including the:



	<ul style="list-style-type: none"><li>• Communication and Autism Team (who are specifically commissioned to work in schools with children and young people with a diagnosis of autism).</li><li>• The Early Years Action Group (who offer visits in the home and/or pre-school and offer support to children aged 0-5 with special educational needs and/or disabilities).</li></ul> <p>Referrals are typically made by schools and can be made via the Hertfordshire Service Request Form. The central number for contacting the relevant team is 0300 1234 043.</p>
	<p>Special Educational Needs and Disability Information Advice and Support Service (SENDIASS; formally Parent Partnership Service): Provides impartial and confidential information, advice and support to parents, carers and young people with Special Educational Needs and Disabilities (SEND).</p> <p><a href="http://www.hertfordshire.gov.uk/microsites/local-offer/support/sendiaass.aspx">www.hertfordshire.gov.uk/microsites/local-offer/support/sendiaass.aspx</a></p>
	<p>Independent Parental Special Educational Advice (IPSEA): a charity which offers free and independent legally based information, advice and support to get the right education for children with special educational needs and disabilities. They provide training on the SEN legal framework to parents, professionals and other organisations. Web: <a href="https://www.ipsea.org.uk/home">https://www.ipsea.org.uk/home</a></p>
	<p><b>Social Care, respite and home support</b></p>
	<p>SEND local offer: Information on the services and activities available for children with additional needs in Hertfordshire:</p> <p><a href="https://www.hertfordshire.gov.uk/microsites/local-offer/the-hertfordshire-local-offer.aspx">https://www.hertfordshire.gov.uk/microsites/local-offer/the-hertfordshire-local-offer.aspx</a></p> <p>SEND local offer provides short breaks for children and young people with special educational needs. This offers play and social opportunities for the child and young person and also respite for the family. Some of these play schemes include Noah's Ark, Jubilee House Trust, Action for Children, Potential Kids, Phoneix Group, North Herts CSV, SNAP, Watford Mencap, SEN Venture and Shared Care.</p>
	<p>Families First is the name for organisations in Hertfordshire who work together to help you with any problems you or your family may be facing, before things might get worse. Most of the Families First teams are not social workers – they work in 'early help'. More information about the support available in Hertfordshire can be found on their website:</p> <p><a href="https://directory.hertfordshire.gov.uk/kb5/hertfordshire/directory/familiesfirst.page?familiesfirstchannel=0">https://directory.hertfordshire.gov.uk/kb5/hertfordshire/directory/familiesfirst.page?familiesfirstchannel=0</a></p>
	<p>CHIPS: CHIPS stands for Children's Integrated Play schemes. They offer play and social opportunities for children with additional needs aged 3 to 19 living in East Hertfordshire and the Borough of Broxbourne. CHIPS also has a teen group and a support group for parents. <a href="https://chipsplay.org/">https://chipsplay.org/</a></p>
	<p>Hertfordshire Children's Services, particularly if your concerns escalate regarding the safety of the young person and/or others. They can be contacted on 0300 123 4043 and they have a duty team who are able to respond to calls out of hours. Furthermore, should you think that your child is at immediate risk of harming themselves or others, the police, the GP and A&amp;E should be contacted for immediate support.</p>
	<p>Hertfordshire Community Learning Disability Teams (18+): a County Council run service, including Social workers, Learning Disability nurses, community care officers and Health support workers. They work with adults aged 18 and over who have a learning disability and are often not able to manage without the appropriate levels of support. They can be contacted on 0300 123 4040.</p>
	<p>Home start: Home start offers one-to-one and group support to families with young children who may benefit from practical or emotional help. A diagnosis of ASD or LD is not necessary to access this service. Tel: 01438 36 7788. Web: <a href="http://home-startherts.org.uk">http://home-startherts.org.uk</a></p>
	<p>Turning Point: Turning point offers support and advice to families and individuals with learning disabilities, substance misuse and mental health. More information</p>



	about the support available in Hertfordshire can be found on their website: <a href="https://www.turning-point.co.uk/">https://www.turning-point.co.uk/</a>
	<b><u>Social / Mentoring</u></b>
	The Mentor Scheme; a service for young people aged 11-19 years and up to the age of 25 years for young people with learning difficulties and/or disabilities in Hertfordshire. Emma Greenwood from the Mentor Scheme can be contacted on 01992 588796/07880 903206.
	Spectrum Girls: Add-vance runs a social group for girls with Autism or ADHD and their families. It provides girls and their families with the opportunity to find pen-pals, online friends and to attend monthly social events. For more information visit the website: <a href="http://www.add-vance.org">www.add-vance.org</a> .
	Youth Connexions, who can provide advice and support for school leavers and anyone looking for employment training or opportunities. They also run mentoring groups and 1:1 mentoring sessions. For more information visit: <a href="https://www.youthconnexions-hertfordshire.org">https://www.youthconnexions-hertfordshire.org</a> .
<b>Building Better Opportunities in Hertfordshire</b>	Building Better Opportunities (BBO) programme provides 1:1 mentoring support to help gain employment, attend college and achieve your full potential. They offer support with CV writing and improving skills, help applying and preparing for job interviews, help finding courses and training and help work out training or job goals. Youth Futures Programme offers 1:1 support to young people (aged 15-19; up to 25 if you have a disability) who are not currently in employment, education or training. STRIVE programme offers help to 19 + who are unemployed to move into employment. To find out more phone, 01992 556183 or email the team, <a href="mailto:BBO@hertfordshire.gov.uk">BBO@hertfordshire.gov.uk</a>