

Hertfordshire County Council – making Hertfordshire a better place to live by providing:

- Care for older people
- Support for schools, pupils and parents
- Support for carers
- Fire and rescue
- Fostering and adoption
- Support for people with disabilities
- Libraries
- Admission to schools
- Road maintenance and safety
- Protecting adults and children at risk
- Trading standards and consumer protection
- Household waste and recycling centres

This leaflet is also available on tape and in large print.

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DEVE 3808

For other information on county council services, including Children, Schools and Families, take a look at our website [www.hertsdirect.org](http://www.hertsdirect.org) or contact our customer service centre on 01438 737500 or 01923 471500

# Disabled Children and their Families

## When we can help

Design ref : CG5029 - b



This leaflet is about services for disabled children. If you do not understand it you can contact the Customer Service Centre. The telephone number is on the back of this leaflet. (01438 737500)

## Italian

Questo opuscolo descrive i servizi a disposizione dei bambini disabili. Per maggiori chiarimenti o spiegazioni, contatti il Customer Service Centre al numero telefonico che appare sul retro dell'opuscolo.

## Bengali

এই প্রচারপত্রটি ডিজিবেল্ড অর্থাৎ বিকলাঙ্গ বাচ্চাদের জন্য বিভিন্ন ধরনের সেবা ব্যবস্থা সম্পর্কে। আপনি যদি এই প্রচারপত্রটি না বুঝেন, তাহলে কাস্টমার সার্ভিস সেন্টারের সাথে যোগাযোগ করতে পারেন। এই প্রচারপত্রটির পেছনের পৃষ্ঠায় তাদের ফোন নম্বর রয়েছে।

## Panjabi

ਇਹ ਪਤ੍ਰਿਕਾ ਅਸਮਰਥਤਾ ਵਾਲੇ ਬੱਚਿਆਂ ਦੇ ਲਈ ਸੇਵਾਵਾਂ ਦੇ ਬਾਰੇ ਵਿਚ ਹੈ। ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਸਮਝ ਵਿਚ ਨਹੀਂ ਆਉਂਦਾ ਤਾਂ ਤੁਸੀਂ ਕਸਟਮਰ ਸਰਵਿਸ ਸੈਂਟਰ ਨੂੰ ਸੰਪਰਕ ਕਰ ਸਕਦੇ ਹੋ। ਟੈਲੀਫੋਨ ਨੰਬਰ ਇਸ ਪਤ੍ਰਿਕਾ ਦੇ ਪਿੱਛੇ ਦਿੱਤਾ ਗਿਆ ਹੈ।

## Urdu

یہ لیفلیٹ معذوریاں رکھنے والے بچوں کے لئے سروسز کے بارے میں ہے۔

اگر آپ کو یہ سمجھ میں نہ آئے تو آپ کسٹمر سروس سینٹر سے رابطہ کر سکتے ہیں۔ ان کا ٹیلیفون نمبر اس لیفلیٹ کی پشت پر دیا گیا ہے۔

## Chinese

本活頁介紹殘疾兒童服務

如果你不能理解活頁內容請與顧客服務中心聯絡，電話號碼在活頁背面。

# Disabled Children and Their Families

## A Guide To Who Qualifies for Support From Hertfordshire Children, Schools and Families Service.

**D**isabled children have the same rights as other children. They should be able to grow up with the same opportunities to lead fulfilling lives.

Some children, whose disabilities are not very severe, can manage everyday life with help from their families and friends. Others, whose disabilities are more severe, need a great deal of help and care.

Children, Schools and Families (CSF) offers information, advice and, where necessary, practical help when a child's daily living is substantially effected by a physical disability, sight or hearing impairments, a learning disability, a communication disorder (including autism) or chronic physical illness.

As we have to work within a set budget we may not be able to provide all the help that people ask for. We always assess needs before we arrange services and we give priority as fairly as we can to those who are in the greatest need of support.

The grids on pages 8-11 show how we work out when we can arrange help for disabled children and their families.

Disabled children need to develop social skills and be as independent as they can. This means they may need opportunities to enjoy activities separately from their families.

Parents sometimes need regular support and help because they find there are not enough hours in the day to look after their disabled child and still give their other children the attention they need.

Others can usually manage but need support from time to time to enable them to take a break from the pressures of full time caring or to help them cope in an emergency.

When we assess the needs of disabled children we take into account the needs of their parents and other children in their immediate family.

We will arrange and fund services when there is a risk to a child's health or development, or where the demands of coping with a child's disability put the health and welfare of the immediate family at significant risk.

### **For example we would arrange support when:**

- A severely disabled baby screams all the time because of a medical condition and his parents need regular breaks to help them cope.
- A parent cannot wash, dress or toilet their disabled child because a back injury prevents them from lifting, and no other family members can help.

- It is impossible for a parent to attend to a child who needs complex specialised feeding and see that other children in the family dress, have breakfast and get to school.
- The pressures of coping with a child's very challenging behaviour put a parent's mental health under severe stress.
- Physically disabled youngsters cannot take part in mainstream activities because of their special needs, and they do not have social activities outside school and their immediate families.
- Parents do not have time together as a couple because they cannot find a babysitter or childminder willing and able to cope with their child's complex care needs.

We do not arrange and fund support for disabled children and their families when there is little risk to their health and development.

### **We would NOT provide support when:**

- A child is leading as normal a life as possible and taking part in the same activities as other children in the same age group.
- The family can cope easily with the child's care needs.
- Managing the child's care does not limit the development and activities of other children in the family or significantly affect the parents' personal and social lives.

We will always offer advice and information about other sources of support when disabled children and their families do not qualify for help provided by a CSF Social Work Team.

We know how difficult it can be to fit family life around care needs of a disabled child. If we cannot provide support we will tell parents about other organisations who may be able to help if, for example:

- A couple can never both watch their child's Saturday morning sports matches because one of them has to stay with their disabled child.
- A mother does not have time to herself outside school hours because she has no-one else to look after her disabled child.
- Other children in the family miss out because the care needs of the disabled child make it difficult to arrange activities outside home and school.

The Hertfordshire County Council Customer Service Centre has information about local services and voluntary groups for disabled children and their families. Our staff can also put parents in touch with play schemes and out of school clubs which provide social and leisure opportunities for disabled children and/or their brothers and sisters.

People who do not at present qualify for support provided by a CSF social work team may qualify for help in the future.

We know that needs and situations change. When people do not qualify for CSF support, we ask them to contact us again if their situation changes or their difficulties increase, so that we can reassess their needs.

## Customer Service Centre

The Customer Service Centre can provide information and should be contacted if you wish to request any of our services.

Phone: **01438 737500**

Callers from 01923 or 0208 dialling codes may wish to call 01923 471500 in order to be charged at local call rates.

## Having your say

Your views help us to develop and improve services. We welcome comments, whether they are compliments or complaints.

If you are unhappy about anything, you should first speak to the social worker concerned, or their manager, to see if the problem can be sorted out. If after this, you are still not happy you have the right to make a formal complaint. Our Conciliation and Appeals Unit can give you advice.

Our leaflet 'Listening to your Comments, Compliments and Complaints' explains what to do if you want to make a complaint.

AREAS OF NEED	ELIGIBLE FOR SERVICES/SUPPORT	ELIGIBLE FOR SERVICES/SUPPORT	ELIGIBLE FOR SERVICES/SUPPORT	NOT ELIGIBLE FOR SERVICES BUT MAY BE REFERRED TO OTHER SOURCES OF HELP	NOT ELIGIBLE FOR SUPPORT
	A	B	C	D	E
	<p>Services required to prevent immediate risk of significant impairment which might directly affect child's growth, development, physical or mental well being</p> <p>OR to prevent the need for long term accommodation</p>	<p>Child very vulnerable to risk of significant impairment of health or development OR to need for long term accommodation</p>	<p>Child requires services to prevent impairment of health or development and/or alleviate stress in the family which may lead to risk in A or B</p>	<p>Child requires support to access services to broaden experiences and/or prevent build up of stress in family</p>	<p>Child leading life as normally as possible and additional care needs easily met by family</p>
<p>Disabled child's care needs and social or emotional development</p>	<p>Child's essential care or medical needs or need for emotional development and stimulation cannot be met</p> <p>AND/OR results in need for long term accommodation</p>	<p>Child's level of care needs results in likely impairment of their health or development</p>	<p>Child's level of care needs results in them being unable to participate in community activities which leads to an impairment of their social or emotional development</p>	<p>Child's level of care needs limit their participation in community activities and their development would benefit from additional social and leisure activities</p>	
<p>Siblings needs</p>	<p>Siblings essential needs cannot be met because of disabled child's special care needs resulting in likely impairment of their health or development</p>	<p>Parents cannot meet all of the siblings essential needs</p>	<p>Child's care needs significantly restrict siblings personal or social lives</p>	<p>Child's care needs are restricting siblings opportunities</p>	<p>Child's care needs do not significantly impact on siblings opportunities</p>

AREAS OF NEED	ELIGIBLE FOR SERVICES/SUPPORT	ELIGIBLE FOR SERVICES/SUPPORT	ELIGIBLE FOR SERVICES/SUPPORT	NOT ELIGIBLE FOR SERVICES BUT MAY BE REFERRED TO OTHER SOURCES OF HELP	NOT ELIGIBLE FOR SUPPORT
	A	B	C	D	E
Parents/carers needs	Parents mental or physical health prevents them meeting their child's essential needs OR Substantial risk of family breakdown	Can only meet their child's essential needs at significant cost to their own physical or mental health OR Serious risk of family breakdown	Parents need to provide significant care to other dependants who would otherwise be at risk OR Child's care needs are significantly impacting on parents personal or social lives	Child's care needs are impacting on parents personal or social lives	Child's care needs do not significantly impact on parents' personal or social lives
Parenting/caring capacity	Parents cannot provide adequate parental care without provision of services	Parents cannot provide care to meet child's needs	Parents can provide reasonable care but need support to provide more specialist parenting/caring	Parents can provide reasonable care but may benefit from advice/information	Parents can provide reasonable care within existing support networks
Family and environmental factors	A number of factors or barriers significantly hinder family functioning e.g. more than one disabled child, income, housing, ethnic background	A number of factors or barriers seriously hinder family functioning	Some factors or barriers hinders family's social integration	Advice and/or information needed to overcome barriers experienced by family	No factors or barriers impact on family functioning

**NOTE:** Once the main criteria are agreed, we propose to:

1. Develop an assessment checklist, in line with the National Assessment Framework, to use in addition to the Carers Assessment
2. Develop guidelines for bands of provision to use as an aid to allocation of services