

Choice
Wellbeing Service



RAINBOW Guide

GATESHEAD'S GUIDE TO SEND SUPPORT BY
PARENT CARERS FOR PARENT CARERS

2025/2026

Hello!

Hello and welcome to the Rainbow Guide, our go-to guide for parent carers by parent carers!

Firstly, we know how difficult it may be for you right now, so we wanted to say, we get it, and although we don't know you yet, we hope our paths cross in the future.

Secondly, Gateshead is full of lovely little groups, organisations, and support services that offer a wonderful network to support people like you and I. Whether these are commissioned services, passionate people, or parent carers who have set out to help others.

We wanted this booklet to be at hand, to be a light in a possibly dark time, and a reminder that we, among others are here.

With Love & understanding,

Another parent carer

"You'll never find a rainbow if you're looking down." - Charlie Chaplin



Choice

WELLBEING SERVICE



About Us

CWS was established in February 2023 by parent carers, for parent carers. We wanted to ensure that individuals caring for children with additional needs, with or without a diagnosis, had the option of support.

What We Do –

- Offer a non judgemental space for those caring for children with additional needs, with or without diagnosis.
- Support parent carers to care for themselves, whatever that looks like.
- We offer a support for practitioners and more to gain education.
- We offer an impartial advice and guidance where possible.
- A safe space for mental health support, including counselling, holistic support service with our wellbeing practitioners, and information in the form of guides.

What We Don't Do –

- We can't affect any decisions made by other organisations or services in the area.
- We can't write supporting letters, or fill in paperwork FOR you.
- We can advocate for change, but we can't be YOUR voice.
- We do NOT pigeon hole, we want your experience here to be individual to you.
- We can't change the weather, and we don't hold a magic wand.

You can find more information about our service

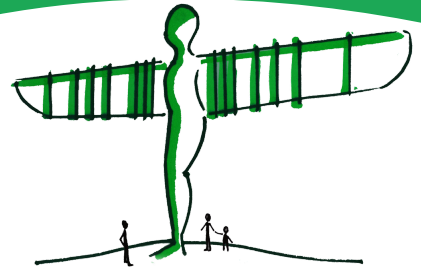
at:

www.choicewellbeingsservice.org

or

Via Facebook [@choicewellbeingsservice](https://www.facebook.com/choicewellbeingsservice)





Gateshead Parent Carer Forum is an organised volunteer group of parents and carers of disabled children and young people who have a variety of special educational needs and disabilities living across the Gateshead borough.

**Gateshead Parent
Carer Forum**

Our aim is to support parents and carers of children and young people with SEND in our community, we do that by coming together in a relaxed atmosphere, having a drop in coffee morning, information sessions with invited speakers and training events.

We also aim to make sure that services within Gateshead meet the needs of disabled/SEN children and their families. We do this by gathering the views of local families and by working closely with our local authority, health, education and social care professionals, as well as other agencies to provide active parent participation on a strategic level to help influence and shape the development and delivery of the services our children, young people and families access. We will highlight where local services, processes and commissioners are working well, or challenge when changes or improvements need to be made.



**You can find more
information here:**



**or email:
info@gatesheadparentcarerforum.co.uk**

Gateshead LOCAL OFFER



The Gateshead Local Offer brings together information for children and young people aged 0-25 years with special educational needs and disabilities (SEND) and their families.

This includes information about services and support, and advice and guidance on education, health, social care and transport.

Use the QR code to go to their website:



The Designated Clinical Officer (DCO)

—

Acts as a single point of contact for parents/carers, partner agencies and professionals to raise queries and concerns related to NHS health services and SEND. To contact email dawn.robson4@nhs.net or nencicb-ng.sendhealthteam@nhs.net, or telephone 07342081199.

The Designated Social Care Officer (DSCO)

—

Acts as a point of contact for parents/carers, partner agencies and professionals to support the resolution of queries and concerns related to the quality and interaction of Early Help, Social Care and SEND services. To contact email taraodonnell@gateshead.gov.uk, or call 0191 433 3826.



SEND activities directory

The Gateshead SEND activities directory has been developed to provide free and impartial information to families about activities suitable for those with Special Educational Needs and Disabilities (SEND) within the local and surrounding area and offered online. Use the QR code for more info!

Activities include:

- Arts and crafts
- Cinema
- Climbing
- Holidays
- Music
- Outdoor activities
- Sports
- Support groups
- Swimming
- Therapy groups



The Portage Service is part of a 0-5 Service within Education, Schools and Inclusion. It is primarily a home-based teaching service for pre-school children (aged 0-3) with complex special educational needs and disabilities (SEND) and their families living in the Gateshead area. Portage only works into Gateshead homes, pre-school, and educational settings.

The Gateshead Council Portage Service is certified and registered with the National Portage Association and is classified as 5*, all Portage practice is based on the Portage Model – family focus, child-led play, and targeted interventions, both 1-1 and in groups. The team consists of a Lead Practitioner, two senior Portage workers, four Portage workers and three specialist teaching assistants.

What We Do:

- Work with families to help them develop a quality of life and experience, for themselves and their young children.
- Provide home intervention and transition support into nursery settings.
- Offer Portage Groups, some in collaboration with Physio/SLT and OT.
- Deliver Attention Autism: A time limited block of intervention delivered in nursery settings in partnership with SLT.
- Provide Educational Advice as part of the statutory assessment process.
- Offer ongoing advice and guidance around individual children to both PVI and educational settings (this can increase prior to and during the transition process). This may include a weekly session to model appropriate strategies and approaches.
- Providing signposting and assisting with applications where the need arises e.g., DLA, charitable applications for toys and equipment.
- Working jointly with colleagues in Child development Clinic and providing information to inform ASD pathway.
- Facilitate training for parents i.e. Early Communication training/Portage approach, Makaton etc.

What We Do Not Do:

- Provide intervention and assessment for children and families with an address outside of Gateshead.
- Provide children with a medical diagnosis.

**For more
information visit
the 0-5 Hub
using the QR
code:**



The Early Years Specialist Teaching Team provides specialist advice, recommendations and interventions for identified children in Gateshead pre-school settings, including PVI's (private, voluntary and independent), childminders as well as school nurseries. The team supports setting practitioners in

meeting the needs of children who have a significantly greater difficulty in learning than the majority of others of the same age. The Early Years Team liaises with a multi-disciplinary network which may include health, social care, and education professionals to provide holistic assessment of the child's needs.

What We Do:

- Offer ongoing assessment and advice around individual children to both PVI, childminders and educational settings.
- Agree individualised learning outcomes with practitioners.
- Offer time limited specialist teaching assistant intervention for modelling and coaching of recommended strategies.
- Deliver Attention Autism alongside setting staff, within a block of targeted intervention when appropriate.
- Provide Educational Advice as part of the statutory assessment process.
- Work jointly with colleagues in Child development Clinic and providing information to inform ASD pathway.
- Facilitate training for parents i.e. Early Bird Programme.
- Deliver training to settings.
- Work collaboratively with the Educational Psychology Service.
- Liaise with parents and health and education professionals at SEN meetings, as arranged by setting staff.
- Offer transition advice through meetings arranged by nursery.
- Offer a point of contact for schools when children are transferring to Reception until October half term, dependent on criteria.

What We Do Not Do:

- Offer home visits or home intervention
- Work with children attending a setting outside of Gateshead.
- Provide children with a medical diagnosis.

Referral to the Early Years Specialist Teaching Team can be made by either the nursery practitioner, health visitor or parent using the QR code



Gateshead has an Area SENCo team of two full-time equivalent Area SENCos, which consists of three teachers and specialists in SEND. The principal focus of their role is to support all early years settings and schools in Gateshead around the early identification and intervention for children with SEND. Schools, childminders, and early years settings in Gateshead can seek advice from the Area SENCo team at the first signs of a concern.

The Area SENCos aim to offer each PVI setting a termly monitoring visit. Schools, childminders, settings, and schools can request visits for advice regarding individual children at any time. There is no referral process – childminders, schools and settings just need to contact their attached Area SENCo by email to request a visit. Advice by telephone is also available at all times.

The Area SENCo Team Do:

- Support settings and schools in Gateshead to meet the needs of children with SEND as soon as possible through observational assessment, advice, and guidance.
- Providing day-to-day support to practitioners and early years SENCos in the implementation of the Code of Practice.
- Facilitate strong links between school or setting and education, health, and social services.
- Delivering high-quality training to teachers, practitioners, and childminders to support children with SEND.
- Providing guidance and support for referrals to additional services.

The Area SENCo Team Do Not Do:

- Offer a referral system for individual children or provide written reports on individual children.
- Provide advice and support for children who live in Gateshead but attend a setting or school in another local authority.
- Provide advice for individual children's Education, Health, and Care Plans.
- Offer direct teaching support to individual children.
- Complete referrals to other agencies for children.



**For more information
on the area SENCo
team, use the QR code**



Gateshead's Family Hubs provide a welcoming space for families and the wider community. Our Family Hubs support families from conception to the age of two to give all children the best start in life;

- Maternity services
- Health and wellbeing clinics
- Infant feeding support
- Activities to support children's development and help prepare them to start School and nursery.

We also provide activities for children aged 5-17 years;

- Short breaks
- Holiday activities and food
- Neurodivergent youth club
- SEND Lego club

Our facilities include indoor and outdoor play areas and sensory rooms. We also have a Toy Library providing free and low-cost loan of toys, games and sensory equipment. More than forty partners from health, education, social care and community, voluntary and faith organisations are providing activities and services at Gateshead Family Hubs. This includes;

- Daisy Chain multi agency drop ins and parent support groups
- Child development team
- Portage
- Positive behaviour support sessions

Our Family Voice parent and carer panels meet at all nine Family Hubs to help shape our activities and services. We also offer a virtual Start for Life and Family if you are unable to attend one of our centres.

Registration is free, and you can register on our website, by contacting us direct or by visiting your local Family Hub in person. We will send you a welcome pack with more information about activities and services available.

**If you want to know
where your nearest
family hub is and what
they have on offer, use
the QR code**



(0191) 433 6310
familyhubs@gateshead.gov.uk
www.gateshead.gov.uk/familyhubs

Early Help Service



Our Early Help Service is a team of family support workers providing direct, practical help and advice to families with dependent children who may be experiencing difficulties with parenting, family relationships, managing a budget, household routines, child behaviours and school attendance and getting the right help from other professionals.

They provide three main routes to help families get back on track, including:

Family Hubs – available in nine communities across the borough, see previous page for details

Family Intervention and Lead Practitioner support – for families requiring extra help. Referrals are typically made by a practitioner already supporting your family – see QR code for details.



They also offer a wide range of free advice and support to help you manage a calm, stable family life.

Healthy Relationships Pathway

These group programmes are aimed at improving family relationships.

All programmes are delivered at a range of community venues, including our Family Hub sites. Refreshments are provided at all venues, with certificates for programme completion. Support for travel costs is also available if you are on a low income.



To contact the team:
Phone (Monday to Friday) 0191 433 5129 or
0771 269 9753
parenting@gateshead.gov.uk



GATESHEAD SEND YOUTH FORUM

Make your voice heard!

Do you want to have a say in how we support children and young people with additional needs in Gateshead?

If you are 14-25 years old and have an interest in improving the lives of local young people with additional needs, you can get involved with Gateshead Council's SEND Youth Forum.

The Forum meets regularly throughout the year and has been involved in lots of exciting projects. For more information contact alexthompson@gateshead.gov.uk, visit <https://gateshead-localoffer.org/gateshead-send-young-peoples-forum/> or scan the QR code!

What does the forum do?

- Discuss issues that affect people with SEND
- Make recommendations to improve SEND services
- Work alongside decision makers to voice their experiences and feedback
- Act as a link between SEND young people and the decision makers



Email
alexthompson@gateshead.gov.uk
if you'd like to join and have your say!



Gateshead Special Educational Needs Inclusion Team (SENIT)

The Special Education Needs Inclusion Team (SENIT) is the service which provides SEND outreach across Gateshead to . The service is composed of two specialist teams who provide advice, guidance, support and intervention to enable children and young people to make good progress.

The **High Incidence Needs Team (HINT)** provides support to schools for children and young people with special educational needs and disabilities that are higher in prevalence, or seen more often. These include autism and complex social communication needs, speech and language needs, social emotional and mental health needs and specific learning difficulties. Children and young people do not need to have a diagnosis to receive support from HINT.

Please also note that HINT does not provide diagnoses.

Contact us: HINTEnquiries@gateshead.gov.uk

The **Low Incidence Needs Team (LINT)** provides support to schools/settings and families for children and young people aged 0-25 with special educational needs and disabilities that are lower in prevalence, or seen less often. These include hearing impairment, vision impairment, multi-sensory impairment and physical/medical needs.

LINT provide services which may include home teaching for pre-school children and teaching support for school-age children and young people, information and advice on a child or young person's sensory impairment or physical/medical needs and its implications, support with hearing/vision assessments and technologies, assistance with access to specialist equipment, teaching in sign language and Braille if appropriate and supporting access to participation in leisure and social activities outside of school.

Contact us: LINTEnquiries@gateshead.gov.uk



Gateshead Special Educational Needs and Disabilities (SEND) Team

The SEND team works closely with parents, young people, education settings, social care and health services to undertake Education, Health and Care Needs Assessments (EHCNA), issuing

Education, Health and Care Plans (EHCP) and overseeing the annual review of all EHCP's.

The SEND Team consists of caseworkers and annual review officers who act as the main point of advice and contact for young people with EHCP's. This includes panel processes and decisions, consultations with settings and attending/chairing reviews.

Within the SEND Team there are also Quality Assurance Officers who provide advice and guidance on processes and procedures, explore and support to develop actions when there has been a relationship breakdown between the parent/carer and school, monitor attendance and exclusions, monitor timescales and quality assure EHCP's.

Contact us on:

0191 433 3626 or senteam@gateshead.gov.uk

Gateshead Education Support Service

The Education Support Service ensures that children and young people in Gateshead are provided with a suitable education provision. We support all children in Gateshead to access a place in a school in Gateshead that can meet their needs. When a child or young person has difficulties accessing their school we may provide additional support.

This can include:

- Advice and support for parents who elect to home educate their child.
- Alternative provision for children who are unable to attend school due to health needs.
- Alternative provision for children who are permanently excluded from school.
- Fair access support for vulnerable children and young people who transfer schools.
- Support for children who have English as an additional language.

We work with families and schools to enable children and young people to remain in school, as this is the best place for most children and young people to thrive and achieve their full potential. All schools should support children to attend school, but when all options are exhausted, our service can help.

Contact us here:

educationsupportservice@gateshead.gov.uk



Gateshead Educational Psychology Service

Gateshead Educational Psychology Service supports schools, settings and families to ensure that all children and young people, including those with special educational needs and disabilities, have the opportunity to fulfil their potential and thrive.

We aim to raise attainment, promote emotional well-being and achieve positive outcomes through the application of psychology to teaching, learning and mental health and wellbeing.

We are part of the Education, Schools, and Inclusion Service within Gateshead Council.

What is an Educational Psychologist?

An Educational Psychologist is someone who applies their knowledge of psychology to help understand the strengths and needs of the child or young person. We work closely with schools, nurseries, families, children and young people, and other services within Gateshead.

How do Educational Psychologists work?

Every case will be unique, and our involvement may include:

- Consultation with parents/carers, the child or young person, and setting staff
- Observations of the young person in setting
- Assessments – working directly with children and young people to gather their views and complete assessments using a range of resources, toys, games and/or tools
- Verbal recommendations
- Written recommendations
- Discussions around intervention, support and progress
- Signposting to other agencies
- Multi-agency meetings
- Training for setting staff

How does an Educational Psychologist become involved?

If you are concerned about your child's progress or inclusion in school and want to explore involvement from an Educational Psychologist, you must discuss this with the Special Educational Needs Co-ordinator (SENCo) in the school or setting. We cannot accept referrals directly from parents/carers.

Contact us here:

enquiriesps@gateshead.gov.uk



Learning and Skills SEND Provision

We are Learning and Skills, one of the North East's leading providers of post-16 educational services across the region. We have a specialist post-16 SEND provision based at our learning centre in Birtley.

What we offer:

- A provision designed to support both young people (16-24) and adults (19+) with learning difficulties and/or disabilities to access education in a safe and inclusive learning environment.
- A curriculum based around the Preparing for Adulthood outcomes with real opportunities for learners to prepare for the next stage of their life, whether that is work, independent living or further learning.
- Lots of support and encouragement for young people to achieve their goals and progress onto their next steps.
- Support from a fabulous team of experienced Tutors and Classroom Support Assistants

A choice of three different pathways:

1. Steps to Work – a programme designed to prepare young people to take their next steps towards independence be that onto a Supported Internship programme, an apprenticeship, further education or training, paid employment or volunteering.

2. Supported Internships – a specialised programme that aims to support young people with SEND to gain the skills and experience needed to progress into paid employment.

3. Personal Development – access to a range of personal development courses to explore hobbies and interests and gain new skills and knowledge.

What we don't offer:

- Our teaching and support staff are unable to administer medication or carry our personal care tasks.
- Medical or therapeutic interventions such as occupational therapy or speech and language therapy.
- At this time our provision is unable to support young people and adults with Profound and Multiple Learning Disabilities.

We would encourage anyone wanting to find out more to get in touch and arrange a visit to the centre, where we can discuss our provision and how suitable it is for your needs.

Call us on: 0191 433 8646

Email: learningskills@gateshead.gov.uk

or use the QR code to visit our website





WHO ARE WE?

WE ARE YOUR GO TO POINT FOR ALL THINGS EDUCATION FOR CHILDREN IN OUR CARE!

The role of the Virtual School is to ensure we are supporting young people in care to access the best quality education, achieve the best outcomes they can and make incredible progress. We also offer support, advice and guidance to carers and professionals of those children who have a social worker, those in a kinship or special guardianship arrangement and those children previously looked after.

Support we can offer:

- Support and guidance in personal education planning meetings.
- Support with school meetings.
- Free training for schools, professionals and carers around trauma informed practice.
- Drop in appointments to support schools and social workers.
- Carers and parents of previously looked after children can contact us for support around their children's education.
- Traded Thrive approach training for schools and professionals.

Helpful resources

Scan here to explore our helpful padlet with a wealth of information and support for your children.



- 📍 Gateshead Civic Centre, Regent Street, NE8 1HH
- 🌐 <https://servicesforschoolsnortheast.org.uk/Page/38563>
- ✉ virtualschooladmin@gateshead.gov.uk





Transitions Team

The Transition Team work with young people and their carers who have received support from children's services and/or are likely to need social care support after the young person reaches 18. To be eligible for a referral a young person will need to have an identified need for care and support under the Care Act (2014) due to either a Physical Disability, Diagnosed Mental Disorder, Learning Disability/and or Autism.

As part of the Transitions Team, a transitions team representative currently attends Year 9 and Year 12 EHCP reviews where they can provide information and advice regarding preventative, universal and specialist services. They attend information events at special schools, signpost to health colleagues and offer information around self-referrals for a transitions assessment to those who may have eligible, adult care and support needs, but who are not currently open to Children's Services.

As part of completing an assessment, the transitions team will adopt a strengths-based approach which will focus on what a young person can do, rather than what they can't do. The team will look to explore ways to support a young person's well-being, resilience, psychological and emotional needs whilst considering how to support and promote independence and positive risk taking.

The young person may have to pay for some of the services they receive as an adult. This will depend on their income and how much help they need. They will be asked to complete a financial assessment. Their transition worker can give them advice and support with this.

**For further information on transitions,
please use the QR code to take you to the
Gateshead Transitions page**





Transitions Team

The team focuses on:

- Active involvement of young people and their families in the planning and decision-process concerning their future.
- Raising aspirations for young people through a focus on key areas such as transition, employment, independent living, community participation, relationships, health and wellbeing.
- Providing information and advocacy when required to ensure that young people are able to express their views and are supported to take part in decision-making.

The team are unable to offer:

- Packages of support for young people under the age 18.
- Make decisions relating to education placements and/or funding.

For those young people who are already receiving children's services, their social worker will make a referral to the Transitions Team following their 16th birthday. Alternatively, those young people who are not receiving Children's Services can make a self-referral online by visiting our care assessments page.

Other professionals may also refer a young person for an assessment with the young person's consent by contacting 0191 4337033 or online by visiting our care assessments page.

Transitions Team Duty – transitionteam@gateshead.gov.uk / 0191 4332159

**Please use the QR to check out
Stepping Up, created to help support
and guide you from early years to
adulthood**



Home to School Transport



It is a parent or carer's responsibility to ensure their child gets to and from school safely every day, including those with additional needs.

We provide support with home to school travel in cases where we consider it necessary following an assessment.

Pupils with Additional Needs

In a small number of cases, pupils may need help because they have additional needs. These may include school pupils with:

- special educational needs (with or without a statement or education, health and care plan)
- a physical disability (temporary or permanent)
- a medical/psychological condition (temporary or permanent)
- other special needs, including family circumstance

The home to school transport policy and application forms for school-age pupils can be found here <https://gateshead-localoffer.org/home-to-school-transport/> or use the QR code:



Once completed this form can be saved and emailed to **travelcare@gateshead.gov.uk**, or posted to the address at the end of the form. Alternatively should you require a paper copy of the application form, please contact the team on **0191 4337484**.

Post 16 transport

We provide support with travel to eligible learners aged 16 and over to their place of study to promote participation, where we deem it necessary as set out in our Post 16 Travel Policy.

Find more information on the policy for post 16 transport here <https://gateshead-localoffer.org/post-16-home-to-school-and-college-transport/> or use the QR code



Disabled Children's Team

The Disabled Children's Team (DCT) provides emotional and practical social care support to meet the needs of children who have substantial, long-term disabilities which have a profound impact on their lives. Our vision is for families with disabled children to have the support they need to live ordinary lives as a matter of course.

The services we can provide to families of children and young people with disabilities assessed as a 'child in need' include:

- short breaks – during the day or overnight
- support to enable a disabled child to access community-based leisure activities
- support in the home with the care of a disabled child
- support to access adaptations and special equipment

The team works closely with other services for disabled children to ensure families experience a joined up service.

Referral to the team

A referral to the team can be made by anyone, including the families, a GP or a Health Visitor. All initial enquiries and referrals should be made to the Integrated Referral Team on 0191 433 2653 and ask to speak to the duty social worker. All enquires related to open cases should be directed to your allocated social worker.

When a referral to the team is received, a Social Worker will be allocated to undertake the Assessment of Need. Following this Assessment, a decision will be made as to whether the child or young adult is eligible to receive a service from the Team.



Disabled Children's Team



To ensure that our services are targeting the appropriate children and young adults, we apply an Eligibility Criteria following an Assessment. The intention of these criteria is to ensure that we do not simply consider the diagnosis that a child or young adult may have; we will also look at the effects their disability has on their day to day life.

1. Be aged between 0 and 18 and be ordinarily resident in Gateshead.
2. Have complex needs (in addition to any behavioural problems that may be present), or have a serious or life threatening illness.
3. There must be evidence that the child or young adult's additional needs impact significantly on their ability to enjoy ordinary day to day activities.
4. The child or young adult must require a much greater level of day to day care to meet their needs than would usually be required for a person of that age.
5. They must require a significantly higher level of support in at least three of the following areas than would usually be required for their age:
 - a) Personal care and supervision
 - b) Education or employment
 - c) Access to social activities
 - d) Communication
 - e) The physical environment
 - f) Condition management
6. The child or young adult's condition is life limiting, or expected to last 6 months or more.

Contact us:

Integrated Referral and Assessment Team (IRAT)
Civic Centre
Gateshead
NE8 1HH

0191 433 2653



Your Growing Healthy Team are here for all children and young people, providing support, encouraging healthy lifestyles and protecting those who are most vulnerable.

Gateshead 0-19 Service is a Universal service open to all children and families in Gateshead.

0-5 years -Health Visitors offer 5 mandated contacts to all families. This allows us to assess children throughout their preschool years. We will offer additional intervention from our Early Years Practitioners as necessary. We will refer to partner agencies if further assessment or diagnosis is required

5-19 Years -School Nurses. Referrals are accepted from parents, schools and partner agencies for intervention from our school nurse service. As part of our school nurse team, we have a small team who work specifically with Children and Young People with SEND needs.

We will refer to partner agencies if needed

What we can support you with:

- Toileting issues
- Behaviour including sensory worries
- Emotional dysregulation
- Sleep issues

Our SEND Team deliver Health Promotion into the Special Schools offering 1-1 support as well as classroom-based Health Promotion

We also deliver Virtual workshops for sleep and Toileting

For more information, please download our APP Scan the QR code or search for 'Children's Health Service HDFT App' www.hdftchildrenshealthservice.co.uk



**Mental health support for children
and young people
Your guide to Children and Young People's Service
(CYPS)
and Single Point of Access (SPA)**

Children and Young People's Service (CYPS)

Introduction to CYPS

We support children and young people across Newcastle and Gateshead. This includes those living in difficult and challenging circumstances.

We work with those aged 0 to 18 years who:

- present with mental health difficulties
- present with a learning disability

The support we offer will depend on your needs. It can include things like:

- assessment and support for complex mental health issues
- neurodevelopmental assessments
- needs based, holistic assessments to find you the right support
- a choice of therapies and psychological approaches
- ADHD medication
- a full support package for young people who are almost 18 years old and may need
- more support after they move into adult services

**Use the QR code to see the CYPS
welcome guide for parent carer,
which is full of more useful
information**



CYPS contact details:

**Phone: 0191 246 6913
Freephone: 0800 652 2864
Email: NGCYPS@cntw.nhs.uk**



Is CYPS the right service for me?

There are certain treatments we cannot offer. This means CYPS is not the right service for everyone.

Treatments we cannot offer include:

First line interventions for mental health

For first line interventions, go to Getting Help services:

Phone: 0303 123 1147

Open: Monday to Friday, 9am to 5pm

Support for Autism Spectrum Disorder (ASD) after your diagnosis

We do not offer support for ASD after your diagnosis. But we can signpost you to services that will.

ADHD treatment without medicine

All our ADHD treatment plans involve the use of medicines.

Sleep or Melatonin

We cannot take referrals for sleep or Melatonin alone.

Referrals for a learning disability assessment or cognitive assessment

Single Point of Access (SPA)

Introduction to SPA

We act as the central hub for under 18's mental health services across Newcastle and Gateshead. We are a caring service, committed to giving you the best support. We manage non-emergency referrals for:

- children's and young people's mental health services
- local voluntary sector organisations

Our team includes people from many different professions. We make sure children, young people and families receive the right support at the right time.

Our focus is:

- finding the right service to refer you to
- pointing you toward other useful services
- giving advice



What will Single Point of Access help me with?

There are many things our service can support you with. But sometimes people come to us when another service would be better.

This is not always a bad thing. We may be able to refer you to the service you need. So, it is still better to ask if you are unsure.

To help you, we made a list of the most common reasons people come to us.

We have split it into 2 halves.

- 5 things we can help you with.
- 5 things that other services can help you with.

5 things that we can help you with

- Review your referral to find the best options for you.
- Give advice and guidance for professionals, families, carers and young people.
- Point you toward other services, if specialist mental health support isn't needed.
- Arrange mental health assessments.
- Work with schools, GPs, and other agencies to ensure joined up care.

5 things other services can help you with.

- We do not provide therapy or counselling sessions. But we can refer you to someone who does.
- Crisis intervention or Emergency mental health support. Please contact 999 or local crisis teams.
- Adult mental health services. We only support those under age 18.
- Long term support. We only assess you and refer you to the right support.
- Diagnosis of neurodevelopmental conditions except ADHD and autism. But we can help you find a service that does.



Make a referral

Who can make a referral?

A professional who works with a child, young person or their family can make a referral.

This includes professionals like teachers, GPs, social workers and health visitors.

You can also refer yourself.

There are 2 ways to make a referral:

- in writing, by letter
- by telephone to the Single Point of Access

How to write to us:

By Email: NGSPAadmin@CNTW.NHS.UK

By letter (If you live in Gateshead):

Bensham Hospital, Fontwell Drive, Bensham, Gateshead, NE8 4YL

By letter (If you live in Newcastle):

Benton House, 136 Sandyford Road, Sandyford, Newcastle, NE2 1QE

How to call us:

Phone: 0303 123 1145

Open: Monday to Friday, 9:00am to 5:00pm

Use the QR code to access the self-referral forms

SPA contact details:

Phone: 0300 123 1147

Email: NGSPAadmin@cntw.nhs.uk





Gateshead Health

NHS Foundation Trust

Pre-School Autism Assessment Clinic

The Autism Assessment Team brings together professionals with specialist experience in assessing pre-school children for possible Autism Spectrum Disorder. Children may be seen by a Paediatrician, Speech and Language Therapist, Autism Care Co-ordinator, Health Visitor and Specialist Teacher / Portage.

Who do we see?

This service sees children who are above the age of 2 years to before the start of their Reception year at school. They must be registered with a Gateshead GP and be experiencing social-communication difficulties. We do not assess children for ADHD in this clinic.

How to be seen

Your child's Health Visitor or education setting can make a referral to the Gateshead 0-4 Referral Meeting, where it will be considered by the Autism Assessment Team.

The outcome of this referral will be communicated to you. If your child is accepted by the Autism Team, further details of the assessment will be provided to you. This may include the following, depending on your child's needs;

- A clinic appointment with you and your child
- A nursery or school visit
- Other specialist assessments if required.

Contact Details

0191 445 2700

ghnt.cdtadmin@nhs.net

Monday to Friday (excluding Bank Holidays)

9am – 5pm



The Children's Community Nursing Team provided Nursing care within the community setting from birth to 19 years old (within education). The team consists of 9 qualified Children's Nurses. Student Children's Nurses may also become part of the team during their training and attend the family home and meetings with other members of the CCNT. Our service runs 365 days of the year, weekdays 08:00-20:00, weekends and bank holidays 08:30-17:00.

We receive referrals from hospitals all over the country but also accept referrals from G.P. practices and the wider multi-disciplinary Team. Referrals are accepted for patients who are registered within a Gateshead based G.P. and who live within Gateshead.

The aim of the Children's Community Nursing Team is to provide high standard Nursing care relevant to the child/young person, to prevent hospital admission and to facilitate early discharge from hospital. We provide nursing intervention for acute episodes as well as long term care for patients with life long illness.

We provide a range of nursing care services at a variety of different settings including: Health Centre's, Family Homes, Nursery, School, Playgroups, Respite Care Facilities, Residential care homes, Clinics, Play Schemes and Kids clubs.

We carry out routine planned daily work but also receive unplanned work throughout the day such as feeding devices dislodging, urgent clinical assessments and strategy meetings. Routine planned work can include:

- Catheter care
- Wound Care
- Enteral feeding support and care
- Portacath and CVC/PICC Line Care
- Tracheostomy care
- Oxygen saturation monitoring/weaning
- Intravenous antibiotics administration and infusions
- Intramuscular/subcutaneous injections
- Phlebotomy
- Discharge planning meetings
- Child protection/ LAC Reviews
- Parent/carer training
- External services training e.g. Child care providers.
- Palliative care
- Home support packages/continuing health care/referrals to other services
- Clinical Assessments/Vital observation monitoring
- Team Meetings
- Student Mentorship
- Nursing care and support in the Gateshead Special Schools
- Palivizumab Clinic
- TSH Clinic

Contact us:

CCN Team mobile: 07790934372

Low Fell clinic reception 0191 2834660



The service consists of a team of specialist children's nurses who support individuals with bladder and bowel problems, where primary advice and intervention by GP, health visitor, school nurse or other health professional has not been successful. We offer a confidential, friendly service, undertake a comprehensive assessment, which may include investigations such as stool samples, urinalysis, ultrasound scans, physical and abdominal examinations. We provide a programme specific to the child or young person's condition in order to promote continence. This may include self-help advice, medication, equipment or toileting aids.

Who do we see?

We see children and young people aged 1-19 years, who are registered with a Gateshead GP who commonly have concerns such as:

- Constipation
- Soiling
- Stool withholding
- Day time wetting (over 5 years old)
- Nocturnal enuresis (bedwetting)
- Overactive bladder (urine urgency/ frequency)
- Those needing specialist support to achieve their toilet training developmental skill

Referral into the service is only via a health professional such as your GP or Health Visitor.

Each referral is triaged to ensure the child and young person's condition meets Children's Bladder and Bowel Service criteria. If the service criteria is not met, you will be informed by letter and given information detailing alternate services and support.

How to contact the service

Telephone 0191 445 8417

**Opening Hours – Monday to Friday (excludes Bank
Holidays) 8:30 am – 4:00 pm**

Email ghnt.qegatesheadbb@nhs.net





Gateshead Health

NHS Foundation Trust

Children's Occupational Therapy

Children's occupational therapists work in partnership with children and young people, their families, carers and supporting professionals. The main focus of occupational therapy is to empower and support children and young people to live their lives as independently as possible within the context of their family unit and community.

Gateshead Children's Occupational Therapy Service helps children and young people aged 0-18 years who are registered with a Gateshead GP participate and manage in their everyday tasks and activities to support development, health and wellbeing by providing specialist interventions.

How To Be Seen By This Service

Your health visitor, school nurse or portage team may be able to give you some preliminary advice around your child's needs. If your child requires further support, referrals into the specialist Children's Occupational Therapy Service are accepted from GPs, Social Workers, Health, and Education professionals. Referrals to the team are triaged and appointments arranged with parents and carers to discuss areas of strength and difficulty.

What To Expect At Your Appointment

The occupational therapist will discuss strategies, programmes, and equipment specific to the child or young person and their supporting adults. Intervention may include a variety of settings such as home, respite, nursery, and school.

Assessment may include one or more of the following depending on need and the type of challenges identified:

- a home visit
- a nursery or school visit
- a clinic appointment
- a group session (with children with similar needs)

Our clinics and groups are held at:
Dunston Health Centre, Dunston Bank, Dunston, Gateshead, NE11 9PY

Contacting the service

Telephone 0191 445 5579

Monday to Friday 8:30 am – 4:30 pm

ghnt.communitychildrensoccupationaltherapy@nhs.net



Children's (or paediatric) physiotherapists provide treatment and care to babies, children, and young people from birth to 19 years. They have specialist skills, expert knowledge and experience of childhood development and disabilities.

A children's physiotherapist will assess a child's range of movement, strength and current level of function, to identify areas of difficulty or weakness.

Who do we see?

This service sees children and young people aged 1-19 years, who are registered with a Gateshead GP who commonly have concerns such as:

- Children with 'Developmental Delay'
- Children with neuromuscular disorders such as Cerebral Palsy, Spina Bifida, - Muscular Dystrophy
- Children under 5 years of age with muscular skeletal conditions including intoeing gait, 'knock knees', and tip toe walking.

How To Be Seen By This Service

Your health visitor, school nurse, other health professional or portage team may be able to give you some preliminary advice around your child's needs. If your child requires further support, referrals into the specialist Children's Physiotherapy Service are accepted from health professionals such as a GP, Health Visitor or Paediatric Consultant.

What To Expect At Your Appointment

Once your referral has been triaged you will receive an assessment appointment. Assessment may include one or more of the following depending on need identified:

- a home visit
- a nursery or school visit
- a clinic appointment
- a group session (with children with similar needs)

Contact Us

Telephone 0191 445 3124

Monday – Friday 8:00 am – 5:00 pm

Email ghnt.paeds.physio@nhs.net





Gateshead Health

NHS Foundation Trust

Children's Speech and Language Therapy

The Speech and Language Therapy (SLT) Service aims to maximise the communication potential of children and young people aged 0-19 years with speech, language and communication needs.

The team also provides assessment and support to families to ensure their child can maintain safe and effective eating, drinking and swallowing to ensure healthy growth and wellbeing.

Who Do We See?

The service sees children and young people aged 0-19 years who are registered with a Gateshead GP, who commonly have concerns such:

- Paediatric eating and drinking difficulties
- Difficulties with functional communication (can children and young people make their wants / needs known?)
- Language delays and disorders
- Speech sound delays and disorders
- Hearing Impairment (where it has impacted on the child's speech, language and communication skills)
- Stammering / dysfluency
- Selective Mutism
- Voice disorders

What To Expect At Your Appointment

Once your referral has been triaged you will receive an assessment appointment.

This may include one of the following depending upon the need identified:

- A home visit
- A nursery or school visit
- A clinic appointment

Contact Us

0191 4456667

ghnt.bensham.salt@nhs.net

Monday to Friday (excluding Bank Holidays)

8:00 am – 5:00 pm





South Tyneside and Sunderland
NHS Foundation Trust

Wheelchair Services

The Gateshead Wheelchair Service provides manual and powered wheelchairs, buggies and specialist seating services to children and adults with mobility problems.

The overall aim of the service is to increase an individual's mobility, independence and quality of life. At the wheelchair assessment an individual's lifestyle needs are taken into consideration along with their medical conditions and the most appropriate equipment for their needs is provided.

If an individual wishes to choose an alternative wheelchair, we offer a voucher scheme, to enable them to purchase a wheelchair of their choice.

Wheelchairs provided by the service are maintained and repaired by Ross Care.

Who is the service for?

The service is for children and adults who are registered with a Gateshead GP who have a permanent disability affecting their mobility.

The Wheelchair service is not suitable for people who require outdoor-only powered mobility, or those who are living in a nursing home / residential home and require a wheelchair for transit use only.

Referrals

We accept referrals from GPs and other health or social care professionals. Patients already known to the service are able to re-refer themselves via phone, post or email.

Following a referral, we will notify you of your appointment by letter or telephone. If the date and/or time is not convenient, please contact us and we will rearrange it for a more suitable time.

Patients' relatives, carers or therapists are very welcome to attend the clinic as this is often useful when patients find it difficult to communicate.

Contact Us

Telephone: 0191 497 1599, Option 2.

Email: stsft.ges-orders@nhs.net

For repairs please contact Ross Care on 0191 4155151



The SENDIASS Service provides independent impartial advice to parents/carers with a child aged 0–25 years old with special educational needs (SEN). We provide advice to young people aged 16–25 years old about their SEN too. We also offer support with health and social care.



Gateshead's SENDIASS service is provided by Barnardo's Disability and Inclusion Support Service on behalf of Gateshead Council and Health (the ICB).

What we do:

Information – You may find the answer to some of your questions through the information on our web pages. If you can't find the answers to your questions, you can get in touch by email or phone, or text, you choose what works for you.

Advice – We provide impartial advice and information to enable you to make your own choices.

Support – We can help you by listening to your views and concerns and working with you to explore options. We can help you with preparation for meetings, with letters, forms and reports and support you to have the confidence to express your views.

Our webpages include a variety of information to help you navigate through SEN processes or if face to face support is required our team has SENDIASS Officers and a children & Young people's worker & Independent Parental Supporters (trained volunteers who provide impartial support and advice).

Education – We can talk to you about any questions or concerns you may have in relation to your child's special educational needs, including choice of education setting. We can discuss with you how to raise your concerns and help you to find positive ways to communicate with school and the local authority.

Rights—We provide information and can help you to understand what the law says and what your rights are, enabling you to make informed choices.

Who can contact SENDIASS:

- You the parent/carers or young person over 16
- Schools
- Health Visitors
- Any other person working with you

Supporters can contact SENDIASS on your behalf but we would need your consent

**How to get in touch:
For further information about the service please contact:**

<https://www.barnardosendiass.org.uk/gateshead-sendiass/>

**Email:
DAISS@barnardos.org.uk**



**citizens
advice**

Gateshead



Citizens advice are an independent local charity who put the needs of the clients at the heart of what they do and actively work to ensure they have a positive impact on their lives.

If you have or care for someone, with a neurodivergent condition, whether diagnosed or suspected, they now have a project specifically set up to offer support and guidance.

The Living With Neurodiversity project was established to provide support to individuals and families affected by suspected or diagnosed neurodiverse conditions.

We specifically support those with a local connection to Gateshead, whether they live, work, or study here.

Our services include:

- Benefit form filling
- Benefit challenges and appeals
- Housing issues
- Debt support, and more



Contact them here:

**Call their local advice line: 0808 278 7902
or their living with neurodiversity line: 0191 490 4348**

**Or for more information use the QR code to access their
website**

or visit [facebook.com/lwncitizensadvicegateshead/](https://www.facebook.com/lwncitizensadvicegateshead/)



I work for the Department for Work and Pensions as a Support for Schools Advisor, based at Gateshead Jobcentre Plus. I'm part of a team of four who support schools and colleges, both mainstream and SEND, in the Northeast region from Sunderland up to Berwick (and possibly expanding to Durham shortly!). Our role is to help students to understand what skills they have, what skills employers want, and what opportunities are available.

We provide a free, impartial, flexible and completely bespoke service supporting schools and colleges with their careers programme and helping meet the Gatsby benchmarks 2,3,4,5,6, & 7.

All of our sessions are designed to encourage student engagement and development and are all directly related to employment by creating a link to their career path.

We help with:

- CV skills
- Interview preparation
- Apprenticeship awareness
 - Mock interviews
- Team building sessions

Staff CPD

We would be more than happy to upskill staff members on a variety of topics including:

- Labour Market information
 - Post 16 Options
 - Apprenticeships
 - Disability Confident
- Access to work scheme

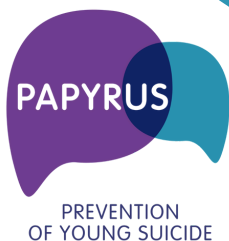
These are just a few subjects we could cover.

Parental engagement

We can support with parental engagement, offering the following support:

- Apprenticeship awareness
- Current labour market information sessions
 - Parent's evenings
- Parent coffee mornings
 - Post 16 & 18 options

Contact me via: Stephen.tough1@dwp.gov.uk



PAPYRUS Prevention of Young Suicide is a suicide prevention charity for those 35 years and under to support those affected by thoughts of suicide. Since 1997 PAPYRUS has continued to listen and learn from the experience of those personally touched by young suicide. Today PAPYRUS works in many ways to prevent young suicide.

Our service offers:

- 24/7 support through phone, text, live chat or email, with other support through BSL (8am–8pm)
- Short term support for those with thoughts of suicide
- Support for anyone of any age worried about anyone with thoughts of suicide
- Language line in which callers can speak to our advisers in over 200 languages
- A safe space to talk to human advisors and the ability to create a personalised suicide safety plan with what works for the caller e.g. words, pictures, text size or colour.

Our service does not provide:

- Long-term or counselling support
- In-person support
- Not available through WhatsApp
- We do not take referrals or call people
- We do not share the safety plans with health care professionals

HOPELINE247: HOPELINE247 is a 24/7 service in which people can get in contact if:

They are 35 or under and are experiencing thoughts of suicide
They are any age and worried about anyone with thoughts of suicide
They are any age and are a working professional who has experienced a disclosure and need to debrief

HOPELINE247 is available via:

Call: 0800 068 4141

Text: 88247

Email: pat@papyrus-uk.org

Webchat: HOPELINE247 | Papyrus

BSL (8AM–8PM): HOPELINE247 British

Sign Language Support | Papyrus.

HOPELINE is at no extra cost other than standard network rates.

HOPELINE247
0800 068 41 41



**For more information, check out
out website here:**



Creating opportunities for youngsters to thrive

North East Sight Matters objectives are charitable and combine a level of independent and life skills training, to sight impaired children and young people, whilst encouraging social interaction and exciting activities to promote independence, challenges, and confidence-building.

We organise family events and activities to encourage support networks and friendships plus opportunities that may not otherwise be accessible or available to this group.

What We Do -

- Offer a range of exciting activities to children and their families affected by sight loss
- Develop ongoing programmes of skills and social activities to improve self-confidence, increase support networks, form friendships and provide opportunities for young sight impaired people
- Plan, develop and deliver informative and practical competence training so that children and young people can learn appropriate, safe, and adapted methods of valuable life skills
- Arranging social and informative events for parents/carers and professionals
- Provide training to a range of organisations and individuals

To access our services, children and young people can be referred by a parent/carer or a professional. If you are over 16, you can refer yourself.

All children and young people wishing to access our services must meet the following criteria:

A child or young person must be registered
Severely Sight Impaired/Blind or Sight
Impaired/Partially Sighted or be Registrable

The child or young person must reside in the area
covered by North East Sight Matters.
(Northumberland, Tyne & Wear, Co. Durham and
Tees Valley)



Contact Us:

Tel: 07811956381

Email:

team@northeastsightmattersltd.co.uk





SPACE Pilot

SPACE Pilot is a social prescribing partnership between Ways to Wellness and the Great North Children's Hospital.

Our specialist Link Workers offer non-medical support to complement the work of your child's medical team. We support the whole family, including parents and siblings. We focus on "what matters to you", by using action planning and goal setting guided by you and your child.

We can link your family to support, activities and services in the community that can help to improve your confidence, wellbeing and support you to achieve your goals.

What we do:

- Identify appropriate support groups, activities and specialist services tailored to your circumstances.
- Provide support to attend community groups and activities and link you into online support.
- Ongoing emotional support, confidence building and referrals to specialist counselling.
- Practical support and problem solving relating to the home, school, work, leisure and travel.
- Advocacy, attending meetings, liaising with wider care team.
- Referrals into services offering support around housing, benefits, grants and carers rights.

What we can't do:

- We can't take referrals for children who don't meet the eligibility criteria.
- We can't fill out DLA forms, but we can refer you to other services who can help.
- We can't influence waiting list times; however, we can support whilst you wait.

We can work with the families of children who meet the following eligibility criteria:

- Great North Children's Hospital inpatients and day patients.
- Aged 0-17 years old.
- With a long-term complex medical condition, who have multiple healthcare professionals involved in their long term follow up.
- Living in Newcastle/Gateshead/North Tyneside/Northumberland.



If you would like to learn more about the project, please visit:

<https://www.waystowellness.org.uk/patient-space-pilot>

To refer please email:

nuth.spacepilot@nhs.net





north east autism society

Founded in 1980 by a group of parents who came together to establish Thornhill Park School in Sunderland, the North East Autism Society grew out of a desire to provide a better standard of education for autistic children.

Having remortgaged their homes to purchase the building, our founders were dedicated to helping autistic young people fulfil their potential – and that commitment remains at the heart of everything we do.

What we do

- We run Parent and toddler groups
- We have available Autism support hubs to help individuals and families
- Activists project
- Closed Facebook group for families to offer support and guidance to one another within a closed trusted space

Our family development service provides support for autistic people and their families across the North-east pre, during and post diagnosis.

Our mission is to provide the right support, at the right time, and in the right way to ensure the best outcomes.

Contact us via:

Head Office – 0191 4109974 / info@ne-as.org.uk

**Website – <https://www.ne-as.org.uk/>
or via social media platforms,
closed facebook page –**

**[North East Autism Society – Family
Networking](#)**



The Chronicle Sunshine Fund is a local North East charity that provides specialist and adapted equipment to children aged 0-19 living with disabilities, additional needs, chronic and terminal illness. The types of equipment we can fund are not available through statutory services like the Local Authority or NHS; yet they are vital to the daily life of our Sunshine kids. These specific pieces of equipment enrich quality of life for not only the children, but their wider families and communities.

We are immensely proud to make a difference to the lives of local disabled children and their families through funding life-changing, specialist and adapted equipment; however, our support and service goes far beyond this.

What we do

- We can help you apply for equipment that otherwise could not be funded by the NHS
- We create multiple events throughout the year for families to get involved in.
- We have the junior and mini GNR that is ran every year to raise vital funds for Sunshine Fund
- We offer opportunities to get involved and volunteer!

What we don't do

- We do not means test or ask for any financial information on our application forms.
- We don't support individuals outside of the Tyne and Wear, Northumberland. and County Durham area.
- We do not deny individuals, charities, and community groups from making applications with us.

For more information go to:

www.thesunshinefund.org

or Call us on:

Families and Applications line

07593 298541

Main Office

0191 201 6289



The Toby Henderson Trust

The Doorway to Early Action in Autism

The Toby Henderson Trust (THT) is an independently funded charity supporting autistic children, young people and adults, their families and carers in the North East of England.

We provide relevant, appropriate and accessible support for autistic young people from two years into adulthood, whilst also empowering parents, families and carers by sharing knowledge, experience and understanding. We acknowledge that yours or your child's situation is unique and we encourage you to contact us to discuss how we can offer individual support.

Things we do:

- * Private Assessment and diagnosis of autism for children , Young People & Adults
- * Specialist autism family support service for parents/carers
- * Specialist online and face to face support groups for parents/carers
- *Rolling programme of free webinars covering a range of topics specific to autism for parents/carers
- *Private hire of Toby's magical Garden

Things we don't do:

- * Outreach and enabling
- *Respite services
- *Home visits
- * Assessment and diagnosis of ADHD
- * We are not a mental health care provider



**Toby House, Earth Balance,
Bedlington, Northumberland,
NE22 7AD**

**Telephone: 03003653055
Website: www.ttht.co.uk**



healthwatch

Gateshead

Healthwatch Gateshead is here to get your views on health and social care. When we know what matters to you, we can improve health and social care services, together. We also offer practical support and information to help people access local health and social care services.

5 things we offer:

- Articles and guides about accessing health and social care services
 - An information helpline
- Regular in-person drop-in sessions around Gateshead
 - Surveys about local services
- A channel to share your experiences of health and social care

5 things we don't offer:

- Legal advice
- Health advice
 - Case work
- Information about private healthcare
 - Advocacy services

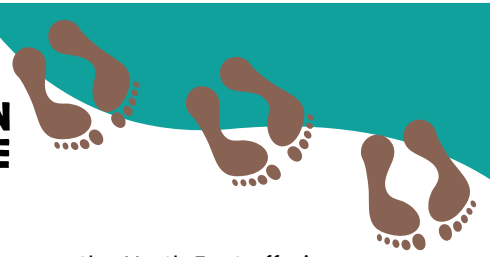
Contact

Website: <https://www.healthwatchgateshead.co.uk>

Email: info@healthwatchgateshead.co.uk

Phone (10am-4pm, Monday-Thursday): 08000 385 116

STOMPING GROUNDS NE



We are a lived experience charity working across the North East offering Therapeutic, trauma informed and neuro-affirming forest school for children and young people. We work from woodlands and wild spaces, in groups and 1-1, and with children of all ages. We offer alternative provision throughout the week for those who are struggling to access formal education. We have holiday clubs throughout the school holidays. We have a Kindergarten for children aged 2-5. And we offer family sessions so that parents and carers can get involved too. Our sessions are based on the forest school model so often include den building, campfire cooking, greenwoodwork and nature exploration.

What we offer:

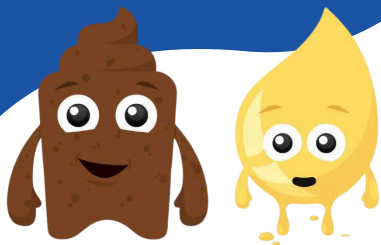
- 1-1 and group sessions for children and young people who are unable to access formal education
- Family sessions with play therapists and occupational therapists as part of our ReFraming Autism project
- A safe and nurturing space where children and families can connect with each other, nature, and themselves.
- Full time Early Years Funded spaces for 2-5 year olds at our Kindergarten at Gibside
- Holiday clubs for children aged 5+ to explore nature during the school holidays

What we can't offer:

- We can't offer overnight camps
- We can't provide transport
- We can't provide home visits, although we can support with transitions
- We can't single handedly change the system, but we can be a part of it that actually works!

Contact us here:
admin@stomping-
grounds.org
01915402680
stomping-grounds.org





The Children's Bowel & Bladder Charity

ERIC (Education and Resources for Improving Childhood Continence), also known as ERIC, is a national charity in the UK that focuses on improving children's bowel and bladder health. We offer information, support, and resources to children, young people, families, and professionals, addressing various continence issues like bedwetting, soiling, constipation, and daytime wetting.

What we offer:

- A helpline service for families to talk to an expertly trained childhood continence advisor.
- A website with information on potty training, childhood bowel problems (constipation and soiling), daytime bladder problems, bedwetting and downloadable resources.
- An online shop supplying a comprehensive range of life-transforming continence products.
- Paediatric continence training courses for health professionals across the UK to raise standards of continence care.
- Potty training workshops for parents, carers and those working with pre-schoolers to help the child achieve independent toileting skills.
- Campaigns to raise awareness of the causes and treatment of children's bowel and bladder problems, to improve national paediatric continence services and the support available to children in education settings and the NHS.

For helpful resources and information for children with additional needs, use the QR code to visit the website



Contact us:
Helpline - 0845 370 8008
email info@eric.org.uk
<https://www.facebook.com/ERIC.UK1>



As the leading medical negligence firm in the UK, we understand that if your child lives with a disability or has suffered from a serious injury or illness, the emotional and physical impact can be life changing. We can help you access the best medical care, rehabilitation and compensation. All families should have access to the right legal and financial support to ensure their child's needs are addressed - we can offer help and advice every step of the way.

Our expert legal and financial teams can offer guidance and advice on;

- Medical negligence including birth injuries, cerebral palsy and maternal injuries
- Education and healthcare plans
- Family law
- Welfare benefits guidance and advice
- Future planning including financial assessments, deputyships and trusts

We'll never:

- Turn you away, without giving you advice - if you don't have grounds for a legal claim, we will still do our best to sign post you to alternative services that can support you
- Need you to visit our offices if you don't wish to - we're happy to arrange home visits or appointments via telephone or video call, if this is what you find most comfortable
- Speak to you in legal jargon - we'll explain everything in plain English and be transparent throughout your journey with us



Our client, Zach and his mum, Claire

Contact us for a free no obligation chat, to find out how we can help you and your family.



Lauren Bullock
Associate Solicitor

lauren.bullock@irwinmitchell.com

DDI: 0191 4340707

Phone: 0370 1500 100 Extension: 340707

www.IrwinMitchell.com



The Caregivers Connected service offers support to all those caring for someone residing in Gateshead. It is delivered by Carers Federation. This service is free to access and is funded by Gateshead Council and the North East and North Cumbria Integrated Care Board (ICB).

What we offer:

- Advice, support and guidance
- Carer Groups and Activities
- Benefits Advice
- Young Carer Needs Assessments and Adult Care Assessments
- Volunteering Opportunities

What we can't offer:

- Paid carers to care for the cared for person
- We can only provide benefits support on certain benefits – Carer's Allowance, PIP, DLA and Attendance Allowance.
- Assessments and diagnosis of any conditions.
- We unable to offer emergency services for families or individuals in urgent need.
- Day care respite services for the cared for person

Contact Us:

Freephone: 0808 8010350

Email: info@CaregiversConnectedGateshead.co.uk

Website: CaregiversConnectedGateshead.co.uk

Visit our website using the QR code:



BALTIC

Baltic Centre for Contemporary Art is situated on the South Bank of the River Tyne in Gateshead, next to the Millennium Bridge. The main entrance is located beneath street level on Baltic Square, with steps and a ramp leading to it from South Shore Road.

Baltic has six floors, including galleries, a shop, eating area and café. There are lifts to all floors, and there will always be a member of Baltic Crew on each floor to assist you.

What we offer:

- Changing places toilets
- Exhibition & building social stories
- Sensory bags
- Ear defenders
- Quiet hours

Five things you can't offer

- Assistance dogs only
- Dedicated Quiet Space (although we will always try if you ask)
- Changes to sound & lighting in our exhibitions (although we can do this in most galleries if requested or scheduled)
- Walking stools & seating with armrests (we always have seating but not always as comfortable as we would like)
- We have glass lifts & our stairs are open, metal & can be noisy, if you need a quieter route please ask.

If you have any questions or would like to chat about your visit before coming, you can email us on myexperience@balticmill.com or call us on 0191 478 1810 or visit our website using the QR code:





Gateshead Autism Hubs offer parents and carers of autistic children and young people (0-25 years) information, advice and support on a range of challenges that can impact autistic young people and their families.

The Hubs provide:

- Multi-agency drop-in sessions
- Parent support groups
- Training for parents, carers, and professionals
- Information and signposting on related co occurring conditions, such as: FASD, ADHD, Sensory Differences, Social and Communication Differences, Mental Health, and Learning Disabilities.
- Gateshead Autism Hubs have a Facebook group (opens new window) for information sharing. The Hubs welcome parents and carers of autistic children, professionals and practitioners, autistic individuals and anyone with an interest in autism. You do not need to be a Gateshead resident to join. Please join the group to access information and resources.

Gateshead Autism Hubs are free to access for parents and carers.
An autism diagnosis is not required to access support.

Self referral: Parents/carers can contact the team directly via email, attending a drop in or filling in the form on our website.
<https://www.daisychainproject.co.uk/contact-gateshead-autism-hubs/>

Email: gatesheadautismhubs@daisychainproject.co.uk

Professional referral: Any service or professional working with a family can refer by **emailing** gatesheadautismhubs@daisychainproject.co.uk. If you'd rather not contact us directly you can ask school, your health visitor or any other professionals involved in your family's care to share your details with us, then we will contact you.



As a leading specialist provision for autistic people, we offer the opportunity to develop a wide range of skills so that you leave us equipped to thrive in the workplace, continue your studies, make better choices or simply live a more independent life.

Our College is lively, diverse and vibrant and meets the needs of a wide range of autistic learners. We offer each learner a bespoke, innovative and creative curriculum. All of our planned activities and learning sessions are designed to be engaging, enjoyable, individualised and challenging.

We aim to develop the whole person and blend our autism specific core curriculum with a broad range of academic subjects. We offer a range of CQC registered residential accommodation to meet the varied needs and requirements of service users.

ESPA's Social Hub is based in venues across the North East of England. The Social Hub facilitates fun, meaningful and fulfilling social activities which enable opportunities for adults with autism to develop and practice life skills.

5 things our service doesn't provide:

- We can't offer a pre-16 curriculum.
- We cannot deliver level 3 in-house qualifications, but we can provide support for young people alongside partnership placements with local GFEs.
- We cannot provide educational opportunities for autistic young people without an EHCP.
- We are an autism specialist service and therefore would expect a diagnosis of autism, or in some other conditions with autistic traits.

5 things we provide:

- An individualised specialist autism post-16 curriculum featuring Social Communication, Emotional Literacy, Multi-Disciplinary Team and Positive Behaviour Support from pre-entry level to level 2.
- Full-time and part-time day & residential placements available
- Four College sites across the North East; two in Sunderland, one in Teesside and one in Newcastle.
- Vocational opportunities Enterprise, Work Experience and Supported Internships
- Social Hub provision across the North East facilitating meaningful and fulfilling social activities to develop and practice life skills.

**For more information, please contact our Admissions Department :
admission@espa.org.uk**

**Funding: Michael Smith
email: mike.smith@espa.org.uk**

**Admissions Co-ordinator: Allison Hardy
allison.hardy@espa.org.uk
Tel: 0191 510 2611**





Sensory Worx is a leading sensory and specialist occupational therapy service for adults, children, and young people. We are based in County Durham and operate throughout the whole of the North of the UK. Sensory Worx is passionate about improving understanding of developmental and sensory issues in families, amongst professionals and across the community generally.

Our aim is to:

"Provide the highest quality, supportive therapy services to allow our customers to achieve their potential, gain quality of life, access the support they need at the right time."

Services Provided:

- **Specialist Sensory Assessments:** Our assessment package and sensory solutions, incorporating Sensory Integration Therapy ensures personalised support every step of the way.
- **Training, Coaching & Support:** From generic to bespoke training, we cover various topics including sensory processing awareness raising, practical support for staff in the classroom, sensory circuits, and more.
- **Sensory Therapy:** Our team offers play-based interventions and successful Talking Mats therapy to address sensory needs effectively.
- **Educational Consultation:** Partnering with schools, we empower children with additional needs to access learning effectively.

Frequently Asked, Not Provided:

- Assessment and medical diagnoses for Autism and ADHD.

Get in touch:

www.sensoryworx.com

0191 592 0007

sensoryworx@outlook.com

Find us on Facebook





Fledglings is a not-for-profit one-stop shop dedicated to providing innovative solutions for disabled children and adults. We offer a carefully curated range of products designed to support independence, inclusion, and quality of life. From sensory toys to adaptive equipment, our mission is to help families and carers find the resources they need. If you can't find what you're looking for, just ask—our friendly team is here to help. Together, we're creating a more inclusive world, one solution at a time.

What we offer:

- Specialist Products: A wide range of adaptive and sensory products designed to support children and adults with disabilities, including sensory toys, mobility aids, and educational resources.
- Personalised Support: A dedicated team to help families and carers find tailored solutions, ensuring individual needs are met.
 - Innovative Solutions: Unique and hard-to-find items that address everyday challenges, fostering independence and inclusion.
 - Inclusive Expertise: Products and advice informed by real-life experiences, supporting individuals with SEND, ALN, and other additional needs
- Community Focus: As a not-for-profit, Fledglings reinvests into the community, helping families access essential resources while promoting sustainability and inclusivity.

What we can't offer:

- Medical Equipment: Fledglings does not provide clinical or medical-grade equipment such as wheelchairs or hospital beds.
- In-Home Services: Fledglings does not offer in-home care, therapy, or professional assessments.
- Emergency Support: Fledglings does not provide crisis or emergency services for families or individuals in urgent need.
- Repair Services: Fledglings does not offer repair or maintenance services for items purchased, such as sensory equipment or toys.
- Mainstream Products: Fledglings avoids stocking generic, mainstream items that can be easily found in high street shops or general online retailers.

**Contact: Lisa Spann -
www.fledglings.org.uk
Enquiries@fledglings.org.uk
0203 319 9772**





SCIENCE FOR ALL

For 25 years, Life Science Centre has inspired everyone to explore and enjoy science, discover amazing things about the world and have loads of fun doing it.

Life offers free tickets for carers, visual stories so visitors can know what to expect ahead of their visit, and sensory backpacks for a £10 refundable deposit, which include ear defenders and fidget toys.

On the second Sunday of each month, Life has Relaxed Sunday Sessions from 10.00am – 12:00pm, especially for visitors with additional sensory needs.

Examples of adaptations include hand dryers and some loud exhibits being turned off, and show doors being left open in case people need to pop out.

More information on our relaxed sessions can be found using the QR code or visiting <https://www.life.org.uk/whats-on/relaxed-sunday-sessions/>



For more information on home education days use the QR code or visit <https://www.life.org.uk/whats-on/home-education-days/>



Home Education Days have been designed for home educated children to benefit from our curriculum-linked workshops, which reflect current and relevant STEM themes and topics.

Children experience working like scientists in a lab setting which they would not have access to at home. Families can also explore the science centre at leisure rather than having a 'school style' schedule to follow.

Any questions? Feel free to get in touch via
info@life.org.uk or 01912438210





Family Fund

Helping disabled children

Family Fund is the UK's largest grant-making charity. We support families raising a disabled or seriously ill child or young person, and living on a low income, with grants and practical services alongside providing ways for them to share their experiences.

What we do:

We give grants for of essential items such as kitchen appliances, furniture, bedding, tablets and more

We provide eligible families raising a child under three years old with a car-leasing package.

We support young adults with grants to enhance their life and increase their independence

We offer services and practical workshops and e-courses to parents and carers



What we can't offer:

Help with the cost of energy bills

Support with home improvements

Grants for boiler replacement

Driving lessons for parents

Find out more:

www.familyfund.org.uk

www.facebook.com/familyfund

lyfund

Get in touch:

01904 550055



contact

*For families
with disabled children*

Contact a Family is a UK charity that provides information, advice, and support to families of disabled children. They also campaign for better support for families with disabled children.

What they offer

Support

- Help with issues like welfare rights, education, short breaks, and local services

Information

- Provide information about benefits, early years support, and health and medical information



Advice

- Offer advice on issues like money and debt, family life, work, and childcare

Campaigning

- Work to end poverty, disadvantage, and isolation for families with disabled children

Online communities

- Connect families with each other through online communities on Facebook, Twitter, and LinkedIn

Listening Ear

- Offer 1-1 telephone appointments for parents and carers looking for emotional support.

Call the free helpline on 0808 808 3555



Smile Through Sport is a disability sport charity, founded by Paralympian Stephen Miller MBE, to provide events, sessions and education to improve the health and wellbeing of people with Special Educational Needs and Disabilities throughout the North East of England. We provide a range of services for organisations, individuals and families. We endeavour to ensure disabled people can participate in sport and physical activity in a safe and non-judgmental environment.



What we do:

- We deliver weekly term-time activity sessions and holiday activity sessions for 8-19 year olds.
- We deliver a Stay & Play session for babies and toddlers aged 0-5 years, providing a safe space for young children to play, learn and explore whilst giving parent/carers time to chat and have a cuppa!
- We work in partnership with other organisations to provide taster sessions, festivals, as well as working with SEN schools to deliver lunch time or after school clubs.
- We provide training courses and CPD to enable other businesses, charities and organisations to engage disabled people into sessions or services.
- We continue to develop our services and create new opportunities so join our social media channels to keep up to date with the latest provision.

What we don't do:

- We don't expect children to join in with the activities if they don't want to, we are happy if children need their own space to use the equipment and space until they feel comfortable to join in with others.
- We are unable to offer any personal care or 1:1 support in our sessions.
- No one will be turned away from our sessions.
- We don't need any proof of diagnosis; we welcome those who wouldn't fit or feel comfortable in mainstream settings and sessions.



Contact details:

Email –

info@smilethroughsport.com

Phone number – 01670 457 757

Website –

www.smilethroughsport.com

Facebook – [@smilethroughsport](#)

Instagram – [@smiletsport](#)



Heel & Toe Children's Charity provides free and subsidised therapies to children and young people with a range of disabilities across the North East. These are delivered by our specialist therapists in two centres in County Durham.



What we offer:

- Physiotherapy – includes weekly intensive sessions and CIMT
- Hippotherapy – which is horse riding as a physiotherapy treatment FREE
- Hydrotherapy – using the properties of warm water for physio treatment
- Conductive Education – which is based on the principles of education and learning FREE
- Occupational Therapy – sensory skills project FREE
- Speech and Language Therapy
- Massage Therapy

We don't need a GP referral

We don't provide assessments to write reports

We don't offer home visits, short breaks or nursery places



Parents are able to refer their children by contacting us through our website.

www.heelandtoe.org.uk





THE
**CHARLIE
& CARTER**
FOUNDATION

Financial Support for the Parents of Seriously Ill Children
IN MEMORY OF THE COOKS' N B OTHERS

The Charlie & Carter Foundation (CCF) provides financial support to parents of seriously ill children with life limiting conditions that require 24 hour nursing care or specialist nursing facilities. We understand how difficult life can become when you have had to reduce your working hours or in fact leave your employment as your child requires 24 hour care.

What we offer:

- Financial support up to £3,000 for bills, rent or utilities
- Providing a further financial grant to the parents previously supported upon bereavement of their sick child, addressing their financial burdens at this time
- Raising public awareness of the difficulties faced by parents and carers in these families
- Working with professionals in local hospitals to help establish and meet the needs of these families
- Fundraising events for the community to get involved with!



Contact us:
Laura Forbes –
laura@ccfemail.co.uk
0191 466 1428
or use the QR code to see
our application process





Down's Syndrome North East
www.dsne.org.uk

We are a parent carer led charity supporting children and adults who have Down's syndrome and their families living in the North East of England. We run events from Teesside to Northumberland to enable families to get together, establish friendships, provide peer support, promote awareness of Down's syndrome and build a strong community.

We provide antenatal peer support for expectant parents and new parents whose baby has a confirmed result of having Down's syndrome. All North East hospitals stock our new baby gift boxes which include signposting to local and national organisations.

For families with younger children, we offer play groups, sensory room visits, music classes and soft play sessions. Our events suitable for children and adults of all ages include forest schools, swimming, crafts, sports and games, swimming, parties and theatre visits. The teenagers and adults take part in discos, watersports, online pilates, bowling, residential weekends, art workshops and performing arts. For parents and carers, we offer wellbeing sessions, peer support, Makaton training and information-sharing sessions including wills and trusts, and EHCPs.

We are proud to be advocates for the Down's syndrome community and we work to raise awareness about stereotypes, inclusion, language used about Down's syndrome, and what people who have Down's syndrome can achieve. A recent project we worked on has been our 'Look At Me' photograph exhibition and accompanying book which aims to raise awareness, promote understanding and celebrate people who have Down's syndrome in our region.



To find out, more follow us on Facebook-
www.facebook.com/www.dsne.org.uk/

Follow us on Instagram :

[downs_syndrome_north_east](https://www.instagram.com/downs_syndrome_north_east)

Visit our website :

www.dsne.org.uk/

Sign up to be a member :

www.dsne.org.uk/membership/

Get in touch-

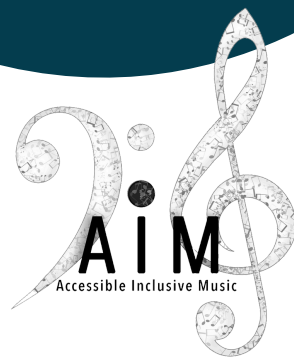
New Parent Support -
support@dsne.org.uk

Email - contact@dsne.org.uk

Phone - 0870 765 2121



We are a registered charity based in West Yorkshire providing musical opportunities to children and young people up to the age of 25, specifically those who are disabled and have additional needs. Our online inclusive choir welcomes all children and young people up to the age of 18 across the UK and it is free to join. Rehearsals are every Tuesday in term time at 5pm for 30 minutes and participants can join in singing, signing, moving to the music, listening or using a switch/eye gaze device.



At Accessible Inclusive Music we aim to provide music making experiences for everyone. At the moment, we deliver a weekly online inclusive choir.

To us, inclusivity doesn't mean creating an activity for those who struggle to access mainstream extra curricular activities, it means everybody can participate together whether they consider themselves to have additional needs or not.

You or your child can join the choir in any way that's accessible to you. This might include:

- singing
- using Makaton
- moving your body
- making sounds
- using an eye-gaze or switch
- listening to others

If you or your child would like to join the choir, please email us at accessible.inclusive.music@gmail.com for more information.

**For more information
around what AIM offers
use the QR code or visit
<https://accessibleinclusivemusic.org.uk>**





Founded by a mother navigating the challenges of raising an autistic child, SENDeLight Gifts is committed to simplifying the gifting process for children with special educational needs and disabilities (SEND). Our platform offers handpicked, affordable sensory products that not only support but enhance children's development.

What We Offer:

Curated Sensory Toys and Products: Each product is selected to aid in the development of children with SEND.

Exclusive Discounts for Parent Carers for FREE: Registered parent carers in our website access discounted prices across our entire range, making our products even more accessible.

Affordable Quality: We believe in providing high-quality products at family-friendly prices.
Developmental Support: Our range includes products that support speech, language, cognitive abilities, motor skills, sensory processing, and social interaction.

Commercial Orders for Sensory Bags: We offer custom sensory bags filled with fidgets and sensory toys for schools, clinics, and other commercial entities, tailored to meet specific sensory needs.

Community Connection: We actively engage with our community through social media and events to listen, learn, and evolve based on the needs and feedback of our customers.

Stay Connected and Supported:

Website: www.sendelighgifts.com

Email: info@sendelighgifts.com

Social Media: Follow us on Facebook, Instagram and TikTok
[@SENDeLightGifts](https://www.instagram.com/SENDeLightGifts)

Contact Number: 07455178011

Join Our Mission: At SENDeLight Gifts, every purchase comes with a promise of quality and a commitment to supporting every child's journey towards greater learning and interaction.

What We Do Not Provide:

Therapy Services: Our products complement therapeutic activities but do not replace professional services.

Custom-Made Toys: While our selection is broad, we do not offer custom-made toys.

Medical or Developmental Advice: Our focus is on toys, not medical consultations.

Large-Scale Educational

Equipment: We specialise in products for individual and home use.

Diagnostic Services: We provide supportive toys and tools, not diagnostic services.



I Offer:
Sensory and Developmental
Occupational Therapy
Assessments
Report writing
Family support

LAURA ELLIOTT

*Independent Occupational
Therapist*

Sensory Integration
Practitioner

I am an Independent Occupational Therapist and Sensory Integration Practitioner with over 20 years of experience as an Occupational Therapist across a variety of settings. I am a parent carer to neurodivergent children. Passionate about conducting sensory and developmental assessments for children and young people, providing recommendations for educational settings and home environments. This helps adults around the child understand how sensory processing differences affect physical, social, and academic development.

Assessments involve home and/or education setting visits and a mixture of standardised, non standardised assessment tools as well as clinical observation. I cover all of County Durham and the surrounding counties.

Intervention packages are offered using Ayres Sensory Integration, and bespoke assessment packages are created to meet the needs of each family.

Contact Information:

- Email: info@laurasensoryot.co.uk
- Phone: 07548966360
- laurasensoryot.co.uk
- Instagram [laurasensoryot](https://www.instagram.com/laurasensoryot)
- Facebook page [Laura Elliott Independent Occupational Therapist](https://www.facebook.com/LauraElliottIndependentOccupationalTherapist)



Newcastle Wheelchair Rugby Club Juniors- The Berserkers!

Who Can Play Wheelchair Rugby?

Anyone who has a permanent physical disability, aged between 8 and 17 years old, can play junior wheelchair rugby! Your child does not need to be a wheelchair user to play.

It is a mixed gender sport and has two versions, catering for different levels of impairments. All abilities are welcome at our club.

Why Play Junior Wheelchair Rugby?

Junior wheelchair rugby is an exciting contact sport which is great fun to play! It gives children and teenagers who have a physical disability the opportunity to be part of a team sport.

It improves their physical fitness, teamwork skills and confidence. Whether your child has their sights set on the Paralympics, or if they would just like to take part in an inclusive, friendly and enjoyable game, junior wheelchair rugby is a perfect fit!

When do the Berserkers Train?

We train on Tuesdays 6.30pm-8pm.

At Gateshead Leisure Centre, Alexandra Road, Gateshead NE8 4JA
All equipment is provided.

How Can My Child Get Involved?

Please email us to register your interest and ask any questions you may have.

We will arrange a time with you to discuss individual needs prior to your child's first session.



**For more information please visit:
www.newcastlewheelchairrugby.co.uk/play-junior-wheelchair-rugby
Email: nebarbarians@gmail.com**



North East Berserkers





Maria Catterick

Email:

fasdnetwork@mail.com

Facebook: FASD Network UK

Twitter: FASDNETUK

Telephone: 07743 380163

FASD Network is a parent/carer led organisation that was set up in 2011 and specialises in providing information, support and training on FASD across the North East.

Foetal Alcohol Spectrum Disorder is a term used to describe the permanent impacts on the brain and body of individuals prenatally exposed to alcohol, resulting in a spectrum of physical, neurological, emotional and behavioural characteristics.

A large number of the children diagnosed with FASD are care experienced, so we are familiar with the additional needs that fostering, adoption, and kinship care experiences bring to caring for children with FASD. Everyone is welcome.

What we do

- We provide information and training for families to understand more about the condition.
- We offer termly support groups for families who are raising children with prenatal alcohol exposure or have a diagnosis of FASD.
- We provide access to an online support group to connect parents and carers to each other for peer support.
- We provide information and bespoke training for practitioners to understand FASD and how to support families and individuals more effectively.
- We work with other agencies, schools and services, to ensure that they have an understanding of FASD and are equipped to support children and families well.
- We connect parents and carers to research opportunities so that the field of knowledge around FASD can keep developing.
- We have no waiting lists or specialist referrals needed. Just reach out and we will take it from there.





Welcome to The SEN Support Space!

A non judgemental environment where you can find like minded people in similar positions. We are based in Gateshead but we don't postcode restrict.

We are a registered charity and provide children with SEND and their siblings opportunities to:

- learn through play
- socialise with others
- fulfil their sensory needs

We want siblings to find friends in the same position and welcome parents and carers to do the same. No diagnosis is necessary to access our events.



We offer:

- Recreational Activities
- Parent/Carer Activities
- Coffee Mornings

We don't offer:

- Events for over 18's

**No referral needed, just visit
www.thesensupportspace.com and sign
up to the mailing list to receive event
notifications!**





usefulvision

Activities, support, and opportunities for visually impaired children across the North East

Our mission is to support visually impaired children and their families in the North East, helping to reduce social isolation, improving quality of life now, and encouraging a positive future.

What We Offer

Our free, exclusive activities, events, and skills workshops meet the needs of the visually impaired children of all ages and abilities.

Guilt Involved In:

Outdoor Adventures · Accessible Sport · Family Day Trips · Arts & Crafts · Teen Events · Horse Riding · Sensory Play · Toddler Groups · Yoga & Wellbeing... and so much more!

Parents & Carers

Useful Vision recognises the benefit to parent carers of meeting each other in a supportive environment. We offer exclusive information workshops, relaxing wellbeing events, and an online forum with advice and resources.



Get in touch

usefulvision@hwn.org.uk

www.usefulvision.org.uk

0191 264 1959

Facebook & Instagram:

@USEFULVISION





GENETIC ALLIANCE UK

Genetic Alliance UK is an alliance of over 200 charities and support groups working together to improve the lives of people in the UK with genetic, rare and undiagnosed conditions. Our membership includes representatives from many of the 7,000 conditions that are genetic and rare, and new conditions are regularly identified through scientific progress.

Genetic Alliance UK's purpose is to work together to improve the lives of the 3.5 million people in the UK living with lifelong and complex genetic, rare and undiagnosed conditions.

Things we do:

1. Genetic Alliance UK produces accessible resources called Rare Resources for those affected by genetic, rare and undiagnosed conditions and the people they interact with to help explain the impact of the condition, what to expect when it comes to care and where they can find support.
2. We signpost individuals affected by genetic, rare and undiagnosed conditions to appropriate support organisations and networks.
3. We provide information on various topics for people with genetic, rare and undiagnosed conditions including genetic testing and services, insurance, screening, genes and genomics.
4. Genetic Alliance UK leads SWAN UK (Syndromes Without A Name), the only UK support community for families with children who have a genetic condition so rare that it does not yet have a name.
5. We campaign on a national level for timely diagnosis, better coordinated care, and improved screening, testing, services and treatment. Genetic Alliance UK amplifies the voices of the genetic, rare and undiagnosed community with the NHS, policy-makers, researchers, parliamentarians and the government.

Things we don't do:

1. We do not provide genetic testing services. Genetic Alliance UK gives information on how to access genetic testing and guidance on securing the right genetic testing for individuals. However, we do not have laboratory or clinical facilities and do not provide genetic testing services.
2. We do not provide medical advice on diagnosis, care and treatment. Our team does not receive medical training and are not in the position to provide opinion or judgement on diagnosis, care plans or treatment. We signpost questions about care to appropriate organisations or explain how to approach this issue in the NHS.
3. We do not provide individual advocacy. Genetic Alliance UK do not act as advocates for individuals. We cannot attend appointments or speak to health professionals on behalf of individuals. We do, however, work to address systemic challenges via our national campaigning.

Contact Us:

Website: [https://geneticalliance.org.uk/Social media](https://geneticalliance.org.uk/Social%20media)
Facebook: <https://www.facebook.com/GeneticAllianceUK>
X: https://twitter.com/GeneticAll_UK
Instagram: <https://www.instagram.com/rarediseaseuk/>
Email address: contactus@geneticalliance.org.uk
Contact number: 0300 124 0441



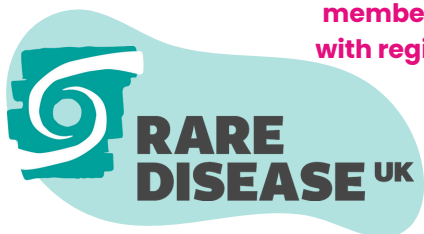
SWAN UK is the only dedicated support network in the UK for families affected by a syndrome without a name – a genetic condition so rare it often remains undiagnosed.



The aim of SWAN UK is that every family gets the support that they need, regardless of whether or not they have a diagnosis. Our work involves:

- **Developing and supporting the undiagnosed community.** We focus on building and nurturing a community for families of children with undiagnosed genetic conditions
- **Providing high-quality information and services.** This ensures that families have access to the best possible support and information
- **Raising awareness of syndromes without a name.** We work to increase public and professional understanding of the unique challenges that families face

SWAN UK community membership is completely free, with registration quick and easy.



The aims of Rare Disease UK are to:

- Raise awareness of all rare conditions across the UK, pushing for lasting change that improves the lives of everyone affected by a rare condition.
- Capture the experiences of living with a rare disease, meaning that the challenges of living with rare conditions can be better understood and better interventions and policies developed as a result
- Provide a voice for the rare disease community, bringing together charities and support groups representing people living with rare conditions.
- Support everyone affected by a rare condition with providing information and signposting so everyone in the rare disease community can find the support they need

<https://geneticalliance.org.uk/campaigns-and-research/rare-disease-uk/>



Sibs

For brothers and sisters

of disabled children and adults

Sibs – For brothers and sisters of disabled children and adults
(www.sibs.org.uk)

Sibs exists to support people who grow up with or have grown up with a disabled brother or sister. It is the only UK charity representing the needs of over half a million young siblings and over one and a half million adult siblings.

How we can help

Sibs provides support for young siblings, aged 7–17 years old, adult siblings, parents/carers and professionals.

Support includes:

- Information about disabilities or conditions
 - Online advisors
 - News and top tips
- Online and face to face adult sibling support groups
- Events such as workshops, training sessions and courses guides and eBooks

We do not provide:

- Legal advice

Our contact details are as follows:

Email: info@sibs.org.uk

Tel no: 01535 645453

Facebook:

www.facebook.com/SibsCharity



Blaydon Harrier and Athletics Club is a welcoming and community-focused athletics club based in Blaydon-on-Tyne. We encourage participation from members of all ages and abilities. Our goal is to provide a supportive and enjoyable environment where everyone can develop their confidence, fitness, and love for sport. As a volunteer-led club, we do our best to be inclusive, but we may have limitations in providing specialised training for children with more complex needs.

What we offer:

- Structured training sessions for juniors and adults, with an inclusive approach to meet different abilities.
- A welcoming and supportive community where children can participate at their own pace.
- Qualified and understanding coaches who aim to adapt activities to suit individual abilities.
- A focus on fun, personal development, and building confidence through sport.
- Opportunities to take part in local events.

What we don't offer:

- One-to-one specialist coaching for SEND children (though we strive to provide a supportive group environment).
- Training specifically tailored for children with severe disabilities, as we currently lack the expertise and resources for this level of support.
- Medical or therapeutic interventions.
- Transport to training sessions or events.
- A drop-in childcare service (children must be accompanied by a parent or guardian where necessary).

Contact details:



www.blaydonharriers.org.uk



membership@blaydonharriers.org.uk



SEN Magazine, the UK's leading magazine for special educational needs, is essential reading for Head-teachers, SENCO's and teachers in special and mainstream schools. It is also widely read by parents, carers and professionals who work with children and young adults with SEN. The Magazine includes expert articles by leading SEN specialists, alongside opinion and interest pieces written by teachers, parents and professionals.

SEN Magazine is distributed to all special schools and colleges in the UK and is available on subscription to mainstream schools. Copies are also mailed directly to our ever-growing list of subscribers and to key decision makers in local education authorities.

5 things we do:

1. Distributed free of charge to all SEN Schools & Colleges in the UK
2. Publish articles written by leading experts on all aspects of SEND. Publish "Point of view" & "Personal Stories" articles written by parents, carers, young adults with SEND.
3. Offer excellent rates on subscriptions to the print & digital magazine
4. Offer advertisers excellent packages in both print & online
5. Publish a free, informative monthly newsletter to our subscribers

5 things we don't do:

1. We do not offer free promotional articles (only non promotional independent articles)
2. We do not pressure sell
3. We do not offer "Guest/Blog" posts on the website
4. We do not offer a promise we can't fulfill
5. We don't make advertisers pay upfront for the printed magazine (payment is 30 days after the publication date)



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SEND friendly places you can visit with kids in the North East

We've put together a list of places
that are SEND friendly, to help
when you go out and about!
From quiet hours to accessibility
tour videos, see what's out there!

Shopping



Eldon Square, Newcastle

Quiet hours are every Tuesday (10-11am) and
Saturday (9-10am) all year round

All staff receive autism awareness training
Sensory backpack for hire for three hours (£20
refundable deposit)

Metrocentre, Gateshead

Quiet hours on Tuesday 5th December (9-10am)
and Saturday 9th December (9-10am)

Sensory backpacks available from customer service
desks in upper Platinum and
lower Green malls



Bridges, Sunderland

Quiet hour 11-12pm on Sundays, with no music or
rides



Tesco

Quiet hour every Wednesday and Saturday, 9-
10am. Visual aids also available here:
<https://www.tesco.com/zones/invisibledisability>

Dalton Park, County Durham

Quiet hours every Tuesday, 10am-12pm

Asda

Quieter hour Monday-Thursday 2-
3pm

Lidl

Autism aware quiet evenings Tuesday 6-
8pm

Morrisons

Quieter hour 9-10am on Saturday



SEND friendly places you can visit with kids in the North East

Museums

Seven Stories, The National Centre for Children's Books in the

Ouseburn, Newcastle, is well geared up for those with special needs. Aware that hustle and bustle can be overwhelming for them, it aims to make life easier, offering staff assistance and the loan of ear defenders during visits.

There is a quiet session on the first Saturday of every month from 9am until 10am, which is followed by a relaxed story time at 10am. All families with children with additional needs can take part as it offers accessible ways to spark imagination and share stories together. See their website of use the QR code for more information on accessibility.



Discovery Museum, in Blandford Square, Newcastle, offers a SEND friendly experience.

They have a Changing Places located on the ground floor, blue badge parking located in Blandford Square car park and they also have a 360 virtual reality accessibility tour that can be viewed by visiting their website

<https://discoverymuseum.org.uk/visit-us/access-information> or using the QR code.

The Great North Museum in Newcastle, has relaxed openings for those who may be overwhelmed when the museum is busy. The dates for these can be found on their

website: **<https://greatnorthmuseum.org.uk/whatson>**

Their website also has visual stories and tour video of the museum to help prepare for your visit. they also have support items such as sensory bags and ear defenders at the front desk. Their planetarium has wheelchair accessible space sand a hearing loop for those with hearing impairments.



SEND friendly places you can visit with kids in the North East

St James Park

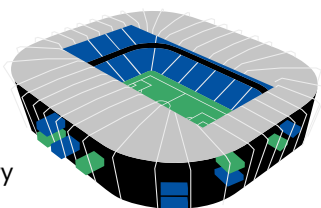
Newcastle United offers Changing Places facility, a sensory room with specialist staff and hearing loops fitted in reception, box office and club store.

They also offer tickets concessions and the criteria for this can be found here or use the QR code:

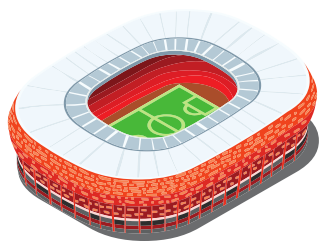
<https://www.newcastleunited.com/en/st-james-park/visitor-information/disabled-supporters>

There is also disabled seating across the grounds alongside space for a PA or carer. Blue badge bays are also available near the stadium.

They also offer autism friendly tours with the support of the North East Autism Society, more information can be found here: **<https://www.newcastleunited.com/en/st-james-park/stadium-tours/autism-friendly-tour>**



Sport



Stadium of Light

They are equipped with a Changing Places facility and offer accessible seating throughout the stadium for wheelchair users with space for a PA or carer, concession tickets are also available, please check the website or use the QR code for more information:

<https://www.safc.com/matchday/accessibility>

Accessible parking is available around the stadium, as well as accessible entrances.

A sensory room is also available, SAFC was the first club to introduce a sensory viewing room. there are now two sensory rooms in the Stadium of Light and more information can be found **here**:

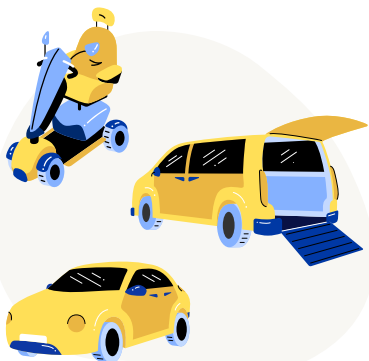
<https://www.safc.com/matchday/accessibility/sensory-room>





How the Motability Scheme works

Exchange your qualifying mobility allowance, awarded with DLA (Disability Living Allowance) for a brand-new car or Wheelchair Accessible Vehicle (WAV) depending on your families needs.



Which type of vehicle suits my family best?

Different vehicles suit different people, so we'll help you decide between our vehicle types and any adaptations. We'll help you make sure you're making the right choice for your needs.

How do I apply and order?

You can start applying online if it's a car or a WAV. Once you've found a vehicle you like, and had a test drive, visit a Motability Scheme dealer and they'll order it for you. Most dealerships will have a specific person on site to help you with this.



How do I pay?

We'll receive your payments straight from your allowance provider, to make paying simple.



What is an Advanced payment?

It's the amount you need to pay upfront for some of the larger or more expensive vehicles. It's a one off payment made by **you** before or on the day of collection.

It is not a deposit and it's non-refundable.

There are also some vehicles which have no Advance Payment, or cost less than your weekly allowance, which means you'll still get the rest of your allowance to spend however you choose.

What you'll get with the scheme

A brand new vehicle

Whether you choose a car or a WAV it'll arrive new and adapted, if you need it.

Insurance cover

You can add up to three named drivers and can change these at any time.

Servicing and MOT

We'll cover your regular services and routine repairs.

Breakdown cover

We'll give you breakdown cover so you can travel with peace of mind.

What if i cannot afford the advanced payment?



Depending on your circumstances, Motability Foundation may be able to support you with a Scheme-Related Grant. This grant can help cover both advance payments and adaptations made to vehicles.

The charity can also offer Driving Lessons Grants, Transitional Support Grants, Additional Transitional Support Grants and Access to Work Grants.

For more information on the Motability Scheme or the Foundation please head to : <https://www.motability.co.uk/how-it-works/>
Or use the QR Code provided



Carer

Carer Card

At CNTW Hospitals

Who is a carer

A carer is someone who looks after another person, usually a family member or friend, who could not manage without their support due to illness, disability, mental health problems or an addiction.

What is the Carer Card

We value carers and the essential role they play. The Carer Card identifies carers, and recognises the value of their involvement in the care of people who have accessed services within the Trust.

Using the Carer Card

Identification

The Carer Card will enable everyone to recognise someone as a carer.

Trust cafés

The Carer Card offers a carer 50% discount in Trust cafés, when shown at the till. The maximum discount is £10 on a £20 daily spend, at the following cafés:

The Lounge, Carleton Clinic
Café Willow, Northgate Park
Café George, St George's Park
Café Amelia, Ferndene
Café Nicholas, St Nicholas Hospital
Café Tanni, Walkergate Park
Café Bede, Monkwearmouth Hospital
Café Hope, Hopewood Park

*** Discount does not apply to Trust shops or vending machines**





Parking at Trust sites

The Carer Card can be used to register a car for free parking at all Trust owned sites.

Vehicle details must be registered through a main reception desk. This registration will allow free parking for one year.

*** It is the carers responsibility to ensure they are parked on a Trust site and to re-register their vehicle after one year.**

How does a carer get a Carer Card

A carer should be offered a Carer Card by staff in clinical services.

Help and support

For more information about the Carer Card, or to find out how carers can become involved in shaping CNTW services, contact the Patient and Carer Involvement Service.

Telephone: 01670 501 816

Email: Involvement@cntw.nhs.uk

Website: www.cntw.nhs.uk/involvement

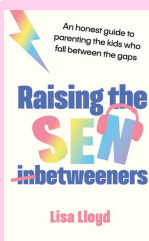
- The Carer Card is for use only by the carer to which it was originally issued and must not be given to any other person for their use.
- Staff who have a Carer Card must only use the card when attending the Trust in their role as a carer and not when they are at work.
- Discount is available at Trust cafes and does not apply to Trust shops or vending machines.
- An abuse of the Carer Card may require the card to be withdrawn.



Here are some **Good Reads & Podcasts** you maybe interested in



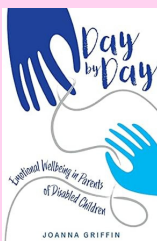
Your Child is Not Broken: Parent Your Neurodivergent Child Without Losing Your Marbles
By Heidi Mavir



Raising the SEN-Betweeners:
The Sunday Times bestselling guide to parenting the kids who fall between the gaps
By Lisa Lloyd



Dear Parent Carer : Things I Know Now I Wish I Knew
Then
By Ali Jeffries



Day by Day: Emotional Wellbeing in Parents of Disabled Children
By Joanna Griffin



Charities your family can access



Rainbow Trust Children's Charity supports families who have a child aged 0-18 years with a life-threatening or terminal illness.

**RAINBOW
TRUST**
CHILDREN'S CHARITY



Cerebra are a national charity aiming to improve the lives of children with brain conditions by supporting families through every step of their child's journey.



The Toby Henderson Trust (THT) is an independently funded charity supporting autistic children, young people and adults, their families and carers in the North East of England.

 **The Toby Henderson Trust**
The Doorway to Early Action in Autism



They work to provide equipment to help improve the quality of life for children with disabilities and special needs irrespective of race or creed.





Offer a range of services and funding for children and families are designed to remove some of the barriers that children face, enabling them to reach their full potential.



CHIPS provides wheelchairs for children who would otherwise have no way of getting around on their own. CHIPS funds the wheelchairs that the NHS cannot or will not provide and that the parents cannot afford to buy.



Able Kidz works to make a disabled child's educational journey a fulfilling and positive experience, by provision of specialist equipment, computers and software to the children or school and also assist in funding extra tuition needs of a child.



An international children's charity dedicated to creating magical experiences for children who need them most. We do this in partnership with Merlin Entertainments, and through three programmes; Magical Days Out, Magic On Tour, Magic Spaces





They create opportunities for young wheelchair users to get the equipment, skills and confidence to go further by funding equipment.



Cash for Kids supports children and young people affected by poverty, abuse, neglect, life-limiting illness and those who have additional needs. They are a grant-giving charity helping community groups, other charitable organisations, schools and individual causes.



Helping children with life-shortening illnesses, React works to give children comfort, dignity and where possible, greater independence. They offer a wide range of equipment, from specialist mobility and home care items to educational tools, holiday home access, and when necessary, funeral support.



SCOPE

Scope is a disability equality charity in England and Wales that provides support and campaigns for disabled people and their families.





Barnardo's is a UK-based children's charity that helps children and young people feel safe, healthy, and hopeful. They also support parents and carers.



YOUNGMINDS

We know that being a parent or carer isn't always easy. Although it's often amazing and rewarding to watch your children or young people grow up, it can also be really hard work. Things might feel especially difficult if your child or young person is struggling with their mental health at the moment. Or if their mood and behaviour seem different, and you're not sure why or what you can do to help. But you are not alone.



Support and advice for children and young people with special educational needs and disabilities (SEND) and mental health issues



A groundbreaking digital platform that empowers families to navigate anxiety, school avoidance and emotional challenges with tools that regulate emotions, bring you closer your child and offer clarity on next steps.





What are Changing Places?

They are larger toileting facilities that have equipment, including a changing bench and a hoist, to support people with disabilities who need assistance.

A 'Changing Places' must include:

- height-adjustable, adult-sized changing bench
- ceiling track hoist system
- adequate space for the disabled person and up to two assistants
- peninsular toilet with space both sides for assistants
- privacy screen
- wide paper roll
- large waste disposal bin
- washbasin, preferably height adjustable
- Back rest on toilet seat
- A shower is also recommended but not in every one

What is a RADAR key?

A RADAR key is a key that allows people with disabilities to access locked public toilets in the UK. RADAR stands for Royal Association for Disability and Rehabilitation.

More info on
RADAR keys here:



How it works

The RADAR key is part of the National Key Scheme (NKS).

The key is large and silver-coloured.

The key is used to open over 10,000 disabled toilets in the UK.

The key can be found in many shopping centres, pubs, cafes, cinemas, bus and rail stations.

RADAR keys cannot always be used to access locked public toilets. Some now require codes, which you are usually able to get by calling a number located near the keypad or by asking a member of staff.



Changing Places

Radar Key Required in most cases to access these changing facilities.

To find more changing places country wide, check out-

www.changing-places.org/find



**Saltwell Park, East Park Road,
Gateshead, NE9 5AX**

**Heworth Leisure Centre,
High Lanes, Gateshead,
NE10 0PD**

**Queen Elizabeth Hospital
Emergency Care Centre, Queen
Elizabeth Ave, Gateshead,
NE9 6SX**

**Dryden Professional
Development Centre, Evistones
Road, Low Fell, Gateshead,
NE9 5UR**

**Gateshead Civic Centre,
Gateshead Council Regent
Street, Gateshead,
NE8 1HH**

**Tyne View Children's Centre,
Tyne Building, Rose Street,
Gateshead,
NE8 2PN**

**Metrocentre, Gateshead,
Newcastle upon Tyne,
NE11 9YG**

**Ikea Gateshead, Metro Park
West, Gateshead,
NE11 9XS**

**Chowdene Children's Centre,
Waverley Road, Gateshead,
NE9 7TU**

**The Sage, St Mary's Square,
Gateshead Quays, Gateshead,
NE8 2JR**

**City Library, New Bridge Street
West, Newcastle upon Tyne,
NE1 8AX**

**Northumbria University,
Sandyford Road, Newcastle,
NE1 8ST**

**Star and Shadow Cinema,
Warwick Street, Newcastle,
NE2 1BB**

**Seven Stories, 30 Lime St,
Ouseburn Valley, Newcastle-
upon-Tyne,
NE1 2PQ**

**International Centre for Life,
Times Square, Newcastle-upon-
Tyne, NE1 4EP**

**Elswick Pool, Beech Grove Road,
Elswick, NE4 6SQ**

**Discovery Museum, Blandford
House, Blandford Square,
Newcastle upon Tyne, NE1 4JA**

**St James' Park, Barrack Rd,
Gallowgate, Newcastle-upon-
Tyne, NE1 4ST**



Carers Concessions, Reduced Rates & More

What are carer concessions and how do you get them?

Some local carer services have discount cards for carers registered with them that so they can get money off at local businesses. Multiple locations across the country offer different reduced rates, concessions, and passes to families who have individuals with additional needs.

We advise before your trip, check the locations website, and read their concession rates usually within the ticket info area. Some sites also offer access to sensory rooms, quiet spaces, and options to queue jump, so it is always worth contacting them before your visit.

Your local council may offer discounts for leisure activities, such as swimming.

How do I prove disability or that I am a carer?

Most sites and bookings that offer concessional tickets or bookings usually ask for proof of need upon admission. Usually, this would be a form of physical evidence that you can show to the check in/host.

We would advise you to have on hand a DLA award letter, Blue badge, Medical letter (hospital letterheaded) or an disability registered card available in some areas. Keep these items in a safe space, in their own plastic wallet, as sometimes places offer discounted rates without advertisement. This will allow you to have them on hand for spontaneous visits/days out.

*When using blue badge as evidence, once checked, they do allow you to return it to your vehicle for parking.



What else can i do for discounted rates?

There are multiple sites that offer reduced rates on experiences such as Groupon or Wowcher. There is also multiple discounts available on websites such as www.discountsforcarers.co.uk.

You can also receive discounts on occasion when using your Max card, a discount card available to families who have children on the SEND register, cared and looked after children.



The CEA Card is a national card scheme developed for UK cinemas. The card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not.

There is also reduced rates through Kids Pass website. For just £1 you can access the discounts for a full 30 days, with apparently over 1000+ discounts across theme parks, zoos, cinemas, and more.



Grants and Funding

Guide Dogs -
www.guidedogs.org.uk/getting-support

Smile For Life -
www.smileforlife.org.uk

Carers Allowance -
www.gov.uk/carers-allowance

Disability Living Allowance -
<https://www.gov.uk/disability-living-allowance-children>

Disability Facilities Grant -
www.gov.uk/disabled-facilities-grants/what-youll-get

& Many more can be found at -
www.disability-grants.org

Also in the area

The Tim Lamb Centre -
www.pathways4all.co.uk/tim-lamb-centre

Alan Shearer Centre -
www.alanshearercentre.org.uk

Contact, for families with disabled children -
www.contact.org.uk

Fledglings -
www.fledglings.org.uk

Sunshine Support -
www.sunshine-support.org

We have more guides and information on our website at
www.choicewellbeingsservice.org



RAINBOW Guide

GATESHEAD'S GUIDE TO SEND SUPPORT
BY PARENT CARERS FOR PARENT CARERS

"Try to be a rainbow in someone's cloud." - Maya Angelou

This Copy is Kindly Funded by



Gateshead
Council



North East and
North Cumbria



We hope that this booklet has given you a little idea of some of the services in the area.

We are always looking to grow and expand our knowledge of the services in the area, please contact us if you know of any!

Choice
WELLBEING SERVICE

HOLISTIC SUPPORT *Service*

A safe, non-judgemental space, specifically for parent carers

Self Referral available via our website
www.choicewellbeingsservice.org



Delivered with funding from



This booklet was created by Hayley Harrison & Tracey Huggins from team CVS

