

Kings Centre, Lodge Road, Pewsham, Chippenham, Wiltshire SN15 3SY Telephone: 07780 653888

Useful Information Booklet

This information was correct at the time of printing and is subject to change. Please check for updated information. (July 2020)

Department for Work and Pensions

Will tell you which benefits you or your family may be entitled to.

• Google: Work and Pensions or <u>www.dwp.gov.uk</u>

Universal Credit

From February 2015 Universal Credit will start replacing six existing benefits with a simpler, single monthly payment if you're out of work or on a low income.

The benefits Universal credits are replacing are Employment and Support Allowance, Income Support, Jobseekers Allowance, Child Tax Credit, Working Tax Credit and Housing Benefit. Key Differences:

- You will need to claim online using a computer or tablet.
- The benefit will be paid once a month into a bank or building society account.
- It will include money to live on and money to pay your rent.
- You will need to wait for one month and one week after you claim for your first payment.

Disability & Sickness Benefits

Disability Living Allowance (DLA) will be known as Personal Independence Payment

DLA is the main benefit for disabled children & adults.

- If a child needs extra care or supervision, they may qualify for the care component. It can be paid from 3 months or from birth if the child's condition is terminal.
- If a child needs help getting around, they may qualify for the mobility component. Payable from 3 or 5 years depending on need. The high rate of mobility component can give access to the Mobility Scheme to help hire or buy a car.
- Not means tested.
- Disability Living Allowance helpline on 0800 121 4600

Employment and Support Allowance (ESA)

• For people over 16 years of age and under state pension age who are unable to work

Benefits for Carers

Carer's Allowance

To qualify you must:

- Over 16 years of age.
- Care of someone who gets DLA of care at the middle or highest rate.
- Provide care for at least 35 hours a week.
- Not earn more than £128 a week (after certain deductions).
- Not be studying more than 21 hours a week.
- Other criteria do apply.
- Benefits Enquiry Line 0800 88 22 00.

Benefits if you're out of Full Time Work

Contribution-based Jobseeker's Allowance

- You must be over 18 years of age.
- Work less than 16 hrs a week
- Be able and available for work.
- Must be activity seeking work.
- Not claiming income support.
- Universal Credit has replaced Jobseeker's Allowance for some people.

Income Support & Income-based Jobseeker's Allowance

- These are means tested benefits for people who are not working, on a low income or working less than 16 hours a week, (some carers can qualify if they work more hours than this).
- Have n more than £16,000.
- You haven't signed on as unemployed.
- Jobseeker's Allowance & Income Support claim line 0800 055 6688.
- You can only apply for Income Support if you are receiving or are entitled to severe disability premium.
- If you are not eligible for Income Support, you may be able to apply for Universal Credit.

Money for Working

Working Tax Credit

- Extra money for families with children where at least 1 parent works 16 hours or more.
- Amount you get will depend on your circumstances and annual income and can include help towards certain childcare costs.
- If you are calming DLA for your child, you may also be able to claim additional support from the disable child element of child tax credit. Look on www.gov.uk/working-tax-credit
- Tax Credit Helpline 0845 300 3900.

Money & Vouchers for having Children

Sure Start Maternity Grant

- A \pm 500 grant for those who have no other children in the family and are about to have or have recently given birth or adopted a child.
- Must be on income support, income-based jobseeker's Allowance, Child Tax Credit at a rate above the family element or Working Tax Credit which includes a disability element.
- Other criteria apply.

Child Benefit

- If you are responsible for a child under 16 or if they remain in non-advanced education or unwaged training, a young person up to 19 years.
- Child Benefit Helpline Contact: 0845 302 1444.

Guardian's Allowance

- If you look after a child because their parents are either dead, or where one parent is dead and the other's whereabouts is unknown or in prison or detained in hospital.
- Guardian's Allowance claims Contact: 0845 302 1444.

Healthy Start Scheme

- If you are pregnant or have a child under 4 and receive certain benefits you can get vouchers for milk, fruit, vegetables and vitamins.
- Healthy Start Scheme Contact: 0345 607 6823.

Child Tax Credit

- Maybe claimed by anyone with a dependent child but is being replaced with Universal Credit for some people.
- The amount you get is based on when your child was born and your annual income.
- The income threshold for the maximum amount of Child Tax Credit payment is £16,385. The amount payed decreases over this threshold in line with every £ over the amount for the year.
- Can be claimed for a child till they are 19 years old if they continue in full time education / approved training without pay.

Free School Meals

If your child is registered at maintained school the education authority must provide a free midday meal if you get one or more of the following:

- Income-based jobseeker's allowance
- Income support.
- Pension Credit.
- Support under the Immigration & Asylum Act 1999.
- Child Tax Credit (but not including Working Tax Credit) and an income of less than £16,105.
- Both Child Tax Credit and Working Tax Credit and an income of up to £6, 900.
- Universal Credit with an income of no more than \pounds 610 a month.

School Uniforms

Education authorities have the discretion to help with the cost of school clothing for pupils in maintained schools.

- School uniform grant applications are done via your local council's website. To be eligible certain criteria apply: income threshold per household of £16,190 and in receipt of benefits, such as child tax credit, income support etc.
- Schoolangel.org.uk is a charity that may also be able to assist with the cost of school uniform. Tel 01539 234200. Email <u>E:admin@schoolangel.org.uk</u>

The Trussell Trust

Food Bank and Recycling Centre - Tel: 01722 580180 <u>www.trusselltrust.org</u> / <u>enquiries@trusselltrust.org</u>

• Food bank vouchers can be requested via professionals, such as Doctor, teacher, social worker, health visitor or Portage Visitor who have identified an individual in crisis. A voucher can then be redeemed at a food bank centre for 3 days of emergency food.

Buttle Trust, formerly known as The Frank Buttle Trust

Child Support Application Form - (Small Grants). Applications must be made by a professional. Form can be downloaded from <u>www.buttletrust.org</u> / Tel 020 78287311

School Transport

Education authorities must provide transport or help with the cost of transport, for 5-16-year olds if they go to their nearest suitable school and live at least 2 miles away if they are under 8 / 3 miles away if over 8. Details can be found via your local council.

- Due to the distance or whether the walk is safe.
- Because of a mobility or SEND difficulty.
- Families on low income who are eligible for maximum working tax credit and free school mealsage 8-11 and school is at least 2 miles away /11-16 and 2.6 miles away with no more than 3 plus suitable schools.

Visiting a Child at a Special School

Local education authorities have discretion to help with fares of parents visiting children at a maintained special school a long way from home. Your local education authority can be found on the GOV.UK website.

Help with Rent, Mortgage and Council Tax/Rates

Housing Benefit or Rate Rebate

- People on low income and savings under £16,000- unless you get Guarantee Credit of Pension Credit.
- You may be able to apply for Universal Credit to help with the cost of housing.
- If your housing benefit does not cover the cost of your housing, you may be able to apply for extra help through you council for a Discretionary Housing Payment.
- In some areas Housing Benefit for private tenants is being replaced by a new Local Housing Allowance, which is based on the area in which you live. Your Local Housing Allowance rates can be checked on lha-direct.voa.gov.uk

Help with Mortgage Interest Payments

Is only available as part of Income Support, income-based jobseeker's Allowance or Pension Credit.

Disability Reduction Scheme

A non means tested reduction on council tax bill for people who:

- Use a wheelchair indoors.
- Have an extra bathroom or kitchen in the house for the disabled occupier.
- Have a room set aside for a disabled person e.g. using the dining room to store equipment.

Council Tax Discount

Your Council Tax bill is reduced by 25% if there are less than 2 adults in your household.

Second Adult Rebate

A discount on the bill for some Council Taxpayers who live with an adult, other than a partner, who is on a low income e.g. an adult son who is on a low wage

Council Tax Benefit/Reduction

A discount on your council tax if you are eligible.

- Apply to your local council for Council Tax Reduction, sometimes called Council Tax Support.
- You can apply if you own your own home, rent, are employed or unemployed.

What you get depends on

- Where you live.
- Personal circumstance, EG income, number of children, benefits and residency status.
- Saving and pension.

Grants for Adapting your Home

England, Wales & NI – Disabled Facilities Grants

- A mandatory grant awarded, e.g. where work is considered essential to enable better access and movement around the home.
- The maximum grant payable is £30,000 in England/ £2500 in NI, dependent on personal circumstances.
- Non means tested for disabled children and young people.

Free Road Tax for your Car

• If you qualify for, or have a child aged 3 or over who qualifies for Disability Living Allowance mobility component at the higher rate.

A Blue Badge for your Car

- Allows some parking concessions for those on DLA higher rate and others over 3 years of age have a permanent and substantial disability, which means you are unable to walk or have considerable difficulty walking.
- If your child is under 3, you may get a Blue Badge if they have a condition which means they always need to be accompanied by bulky equipment or kept near a vehicle.
- Other criteria apply
- Please contact the Blue Badge team at Wiltshire Council on 01225 713002

Help with Bus Travel

- All local authorities operate schemes which enable disabled people of any age to apply for a bus pass/voucher entitling them to free bus travel.
- Application forms can be found at your local Post Office.
- Or contact Wiltshire Council on 01225 713004.

Disabled Person's Railcard

- Buying this railcard entitles disabled people up to a third off most train fares.
- Disabled Persons Railcard 0845 605 0525.

NHS Cost, Glasses, Hospital fares, Free Prescriptions

There are a range of health benefits which help people with the cost of prescriptions, buying glasses, going to hospital for treatment, etc.

For more information ring Contact a Family on 0808 808 3555 (Mon-Fri, 9.30am - 5.00pm)

Patient Advice & Liaison Service - known as PALS

The Patient Advice and Liaison Service, known as PALS, has been introduced to ensure that the NHS listens to patients, their relatives, carers and friends, and answers their questions and resolves their concerns as quickly as possible.

PALS also helps the NHS to improve services by listening to what matters to patients and their loved ones and making changes, when appropriate.

The Great Western Hospital and other hospitals within Wiltshire including Trowbridge. Contact: 01793 604031 Email: <u>pals.team@gwh.nhs.uk</u>

Salisbury District Hospital Contact: 0800 374208 Email: CustomerCare@salisbury.nhs.uk

Other Benefits

Grants & Loans

There are several sources of help who will give one off lump sums.

Social Fund

• Loans and grants for those on Income Support, income based JSA and other low-income benefits. 0800 1690240 Mon- Fri 8am-6pm.

Family Fund

- Grants for those whose income is under certain levels and whose child is severely disabled. Often to help with holidays.
- You can apply once a year.
- 4 Alpha Court, Monks Cross Drive, York YO32 9WN
 Tel: 01904 550055 Text phone: 01904 658085 Fax: 01904 652625

 Email: <u>info@familyfund.org.uk</u>
 www.familyfund.org.uk/grants/extra-savings-for-families
 If you need an interpreter, we will use language line. Please contact us, telling us the language
 you use.
 Charities
- There are funds for certain occupations, disabilities or those in certain geographical areas.

Insulating your Home & Cutting Energy Bills

Energy Efficiency

• Some energy suppliers have offers which reduce the cost of installing energy efficient measures.

Household Items

Furniture Reuse Schemes

- Provide low cost second hand and reconditioned white good and furniture for families on a low income. Visit <u>www.frn.org.uk</u>
- Waste Not Want Not 303/305 Hungerdown, Lane Chippenham. Tel: 01249 447140 provide second-hand furniture for families on a low income in the Chippenham area.
- Freecycle is a website where people place unwanted items in your local area, for other people to take away.

TV Licence Discount

If you or someone you live with is registered blind, you may receive a 50% concession on the cost of your TV licence. TV Licence 0300 555 0286* TV Licencing, Darlington, DL98 1TL

ΒT

If you or a family member has a chronic long-term illness, you may qualify for the priority fault repair scheme. For an application forms Tel: 0800 800 150

Cinema Exhibitor's Card

If your child is in receipt of DLA or registered blind you can apply for this card. It allows the holder one free ticket for a person accompanying them to the cinema. See useful numbers. Cinema Exhibitor's Card Tel: 0845 123 1292.

Riding for the Disabled

- North Wiltshire or South Wiltshire Find your local group- 01926 492915 rda.org.uk/rdagroups/
- There are local centres in Marlborough, Lackham, Dauntsey Vale and Swindon.
- Or Google riding for disabled.

Electricity Company

If you have a child with medical equipment that runs on mains electricity, e.g. suction pump, please contact your electricity provider, so that they are aware that you are a priority in case of a power failure.

Short Breaks Network

Gives details of short breaks for disabled children and their family. Website: <u>www.sharedcarenetwork.org.uk</u>

'Waving not drowning' Project

A network of parents, of children with disabilities who work or want to work. Run by working families, who have free factsheets and information available about parents' rights flexible working options. Helpline: 020 7017 0072.

Working family's helpline: 0300 012 0312.

Website: <u>www.workingfamilies.org.uk</u>

Independent Parental Special Education

Offers free legally based advice to parents of children with special needs. Tel: 0800 018 4016. Website: www.ipsea.org.uk / 01799 582030

MIND

A mental health charity offering advice and support. https://www.mind.org.uk/ https://www.mind.org.uk/information-support/support-community-elefriends/ contact@mind.org Info line: 0300 123 3393 Monday – Friday 9am – 5pm.

Childline

Childline is for children only – it is free, private and confidential service where a child can talk about anything. Contact Tel: 0800 1111 Website: https://www.childline.org.uk

The Anna Freud – National Centre for Children

The Anna Freud National Centre for Children and Families is a children's mental health charity with over 60 years' experience of caring for young people and their families. Our vision is a world in which children and their families are effectively supported to build on their own strengths to achieve their goals in life. Contact Tel: 020 7794 2313

Email info@annafreud.org

Website https://www.annafreud.org/about-us/

SANE

A mental health charity providing practical help. <u>www.sane.org.uk</u> SANEline: 0845 7678000 temporarily closed

FRANK

Confidential drug advice service. 24 hours a day. 7 days a week. <u>www.talktofrank.com</u> Helpline: 0300 123 6600 Text 82111

Healthtalkonline

Is an online forum to talk about any health issues. <u>https://www.healthtalk.org/</u>

Samaritans

Are a service that provides someone on the other end of the phone who will listen and offer help. Samaritans Call 116 123 https://www.samaritans.org/how-we-can-help/contact-samaritan/

Cruse

Bereavement Service Website: <u>https://www.cruse.org.uk/</u> Contact Tel: **0808 808 1677** You can also email <u>helpline@cruse.org.uk</u>

The helpline is open Monday-Friday 9.30-5pm (excluding bank holidays), with extended hours on Tuesday, Wednesday and Thursday evenings, when we're open until 8pm.

Action for People (formally The Family Welfare Association)

Provides practical care in the community including homes for independent living for people with long term mental health problems, residential family centre's providing assessment and social work services, and financial assistance to people and their families in exceptional circumstances., 34 Wharf Road London. N1 7GR. Helpline: 020 7254 6251 www.family-action.org.uk Info@family-action.org.uk

Contact a Family

Contact a Family is the only national charity that exists to support the families of disabled children whatever their condition or disability Contact: **0808 808 3555**

Website: https://contact.org.uk/

WPCC

WPCC has a variety of specialist information to support parents in Wiltshire who have children between the ages of 0-19 years with SEND.

Contact WPCC Helpline 01225 764 647 10.00am - 5.00pm Monday - Friday

Email: admin@wiltspcc.co.uk

For information on Short Breaks - Please contact Kieran by emailing him at: bulletin@wiltspcc.co.uk

SSAFA

SSAFA is a charity that does whatever it takes to get things done. We provide practical support and assistance to servicemen and women, veterans, and the families of both, every single day of the year Contact: 0800 731 4880 We will available to answer your call from 09.00 to 19.00 on Monday to Friday. At other times please leave a message and someone will get back to you soon. Website: https://www.ssafa.org.uk/contact-us

Write to us: SSAFA Central Office, 4 St Dunstan's Hill, London, EC3R 8AD

Wiltshire Treehouse

Bereavement advice, guidance and support for children, young people and parents in Swindon and Wiltshire. Also, bereavement training for professionals. Contact Tel: 07493509750 Website: <u>http://www.wiltshiretreehouse.org.uk</u> Email: <u>Admin@wiltshiretreehouse.org.uk</u> Open Monday to Friday Age 0-25

Bereavement Support

https://www.elsa-support.co.uk/bereavement-resources-for-parents-and-school-staff/

General - for young people

www.kooth.com

www.youngminds.org.uk

www.keep-your-head.com

Parenting Pressures

Family Action

Telephone: 0808 802 6666

Text message: 07537 404 282

https://www.family-action.org.uk/what-we-do/children-families/familyline/

The FamilyLine service supports people who are dealing with family pressures in a new and innovative way by using a network of volunteers from across the country to support family members over the age of 18 through telephone calls, email, web chat and text message.

Family Live (previously Parentline)

Call: 0808 800 2222

https://www.familylives.org.uk/how-we-can-help/confidential-helpline/

Family Lives offers a confidential and free helpline service for families in England and Wales (previously known as Parentline) for emotional support, information, advice and guidance on any aspect of parenting and family life. The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday.

Gingerbread

Single Parent Helpline: 0808 802 0925 gingerbread.org.uk

ginger bread.org.uk

One Parent Families/Gingerbread is the leading national charity working to help lone parents and their children.

Grandparents Plus

Call: 0300 123 7015

grandparentsplus.org.uk

Grandparents Plus is the only national charity (England and Wales) dedicated to supporting kinship carers - grandparents and other relatives raising children who aren't able to live with their parents.

ERIC, The Children's Bowel & Bladder Charity

ERIC is the only charity dedicated to the bowel and bladder health of all children and teenagers in the UK. Our vision is that every child and teenager with a bowel or bladder condition can access support and live free from embarrassment, shame, isolation and fear.

https://www.eric.org.uk/

Helpline: 0845 370 8008

Crelling Harnesses Ltd.

<u>www.crelling.com</u> Crelling Harnesses Ltd. 12 Crescent East Thornton-Cleveleys Lancashire FY5 3LJ

Tel: 01253 852298 - Calls can be taken between 09:00-12:00 & 13:30-16:00, Monday to Friday. Fax: 01253 821780 Email: info@crelling.com

The Children's Sleep Charity

www.thechildrenssleepcharity.org.uk

We are a national, award-winning charity supporting children with sleep issues. We provide support for families and accredited training for professionals and commercial organisations._ Tel. 01302 751 416 Email: <u>info@thechildrenssleepcharity.org.uk</u> The Children's Sleep Charity 5A The Spinney Balby Doncaster, DN4 9HQ DN4 8QP United Kingdom

Sense

www.sense.org.uk/playtoolkits

Yoga

https://childreninspiredbyyoga.com/blog/2018/02/proprioceptive-sense/

Remap

Switch adapt for free. <u>https://www.remap.org.uk/contact-remap/</u>

TinyTrax

From 18 months to 10 year's specialist wheelchairs the are like littles cars and the child operates. Website is : <u>www.tinytrax.com</u>

Healthy Start

https://www.healthystart.nhs.uk/healthy-start-vouchers/do-i-gualify/

DLA - ASD

https://www.autism.org.uk/about/benefits-care/benefits/children/dla-mobility-component.aspx

The link above should take you straight to where they now have awareness of autism being an arrested brain development therefore being a physical reason why children cannot walk. Highly functioning autistic children may own get the lower rate care.

https://skybadger.co.uk/2018/08/20/dla-form-a-step-by-step-guide/

Also, the above link is for a link to a website called sky badger! It is amazing for all families within regards to grants, forms, financial and legal support etc best website I have found regarding help for any disability advice.

Sunny Days Children's Fund

Helping to bring sunshine into the lives of needy children. Charity Registration Number: 1114784

http://www.sunnydaysfund.org.uk/

Sunny Days Children's Fund is a national registered charity which raises funds to help children under the age of 18 years with a wide range of adverse medical conditions including Leukaemia, Cerebral Palsy, the Deaf and Blind, Terminal Illnesses, and all other life hindering conditions.

We make small grants to enable us to help as many children and their families as possible, whether it be for day trips, medical equipment, respite, hospital travel, or sadly making children's remaining time as comfortable as possible, to include where achievable, children's last wishes.

We now have over 800 families that we have directly helped by way of a grant or holiday. We also provide support and advice to countless others. This may be in the form of emotional support, advice to ensure they are claiming the correct benefits, help in locating alternative funding and in some case "just being there for a chat".

Our two <u>Holiday Homes</u> are proving to be a great success with our families, allowing children to take much needed crisis breaks. We are pleased that they are fully booked each season

Helpful resources for talking to children about Coronavirus

Covidbook

https://www.mindheart.co/descargables

A short book about Coronavirus for children under 7

Newsround video

https://www.bbc.co.uk/newsround/51342366?fbclid=IwAR3CyZq5rzXVoyGCgWjjpx6YqoetuZ1tP16y7w MjUR6uwgWyhRmf0aFTrAs

Drs Chris and Xand explain what's happening.

Resources for children and young people with additional needs:

https://theautismeducator.ie/wp-content/uploads/2020/03/The-Corona-Virus-Free-Printable-Updated-2-The-Autism-Educator-.pdf

https://carolgraysocialstories.com/wp-content/uploads/2020/03/Pandemics-and-the-Coronavirus.pdf https://www.mencap.org.uk/advice-and-support/health/coronavirus -

Contains a link to the most up to date version of their "Easy Read" for young people and adults with learning difficulties



Helpful sensory top tips for eating, coping with smells, calming down and sleeping, chewing, screening out distractions, showering and bathing, swimming, good sitting, hair and nail care. D:/portage/sensory-top-tips.pdf