

## PBS Helpline Resources

### Some useful Contacts and suggested next steps

<p><b>Additional support for families of people with severe LD and behaviours of concern</b></p>	<ul style="list-style-type: none"> <li>• Contact The Challenging Behaviour Foundation 0300 666 0126, <a href="mailto:support@theCBF.org.uk">support@theCBF.org.uk</a></li> </ul>
<p><b>Disputes with social services</b></p>	<ol style="list-style-type: none"> <li>1. Speak with social care team manager</li> <li>2. Escalate concerns to Care Quality Commission if necessary</li> </ol>
<p><b>Advocacy support for people with learning disabilities and families (support with resolving an issue with any public body or organisation)</b></p>	<ul style="list-style-type: none"> <li>• HFT Family Carer Support, 0808 808 0448 or <a href="mailto:familycarersupport@hft.org.uk">familycarersupport@hft.org.uk</a>.</li> <li>• Mencap 0808 808 1111, <a href="mailto:helpline@mencap.org.uk">helpline@mencap.org.uk</a>.</li> <li>• South of England: seAp Advocacy <a href="https://www.seap.org.uk/services/">https://www.seap.org.uk/services/</a></li> <li>• This website provides a map of all ‘quality marked’ advocacy services. You have to search for the nearest organisation that could help and check that it’s relevant. <a href="https://qualityadvocacy.org.uk/current-gpm-organisations/">https://qualityadvocacy.org.uk/current-gpm-organisations/</a></li> </ul>
<p><b>Money/Finance/Benefit related queries</b></p>	<ul style="list-style-type: none"> <li>• Citizen’s Advice Bureau <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a> you can search for local branches <a href="#">here</a></li> </ul>
<p><b>Families in crisis for other reasons</b></p>	<ul style="list-style-type: none"> <li>• Contact the local Community Learning Disability Team (search on internet for local contact details)</li> <li>• HFT Family Carer support service. 0808 808 0448 or <a href="mailto:familycarersupport@hft.org.uk">familycarersupport@hft.org.uk</a> offer an individual ‘casework’ service to support families through all stages of life</li> </ul>
<p><b>Problems with health services, including GPs, Hospitals, Therapeutic or</b></p>	<ol style="list-style-type: none"> <li>1. Speak with Manager of service</li> <li>2. Contact Patient Advice Liaison Service (PALS). Further info on NHS 111 or online</li> </ol>

<p><b>Specialist services, Paediatric services</b></p>	<ol style="list-style-type: none"> <li>3. If there are concerns about safety report a safeguarding concern</li> <li>4. Contact the local Clinical Commissioning Group (CCG)</li> <li>5. Contact Care Quality Commission (CQC)</li> <li>6. Contact any of the support organisations listed below</li> <li>7. Liaison Nurses, many GP practices will have a 'learning disability liaison nurse' attached to it. They can support the surgery to make 'reasonable adjustments' for the person</li> <li>8. Liaison Nurses, General Hospitals. Many hospitals or trusts have a Liaison Nurse who can advise and support</li> <li>9. Signpost to local Community Learning Disability Team (search on internet for local contact details)</li> </ol>
<p><b>Parents with Learning Disabilities</b></p>	<ul style="list-style-type: none"> <li>• The BILD website contains some useful information on this topic: <a href="http://www.bild.org.uk/resources/useful-resources/parenting-to-workforce/#Parenting">http://www.bild.org.uk/resources/useful-resources/parenting-to-workforce/#Parenting</a></li> <li>• The University of Bristol has some good resources on this. Visit: <a href="http://www.bristol.ac.uk/sps/wtpn/forparents/">http://www.bristol.ac.uk/sps/wtpn/forparents/</a></li> </ul>
<p><b>Family carers who have been assessed as not 'eligible' for services</b></p>	<ul style="list-style-type: none"> <li>• This website provides a map of all 'quality marked' advocacy services. You have to search for the nearest organisation that could help and check that it's relevant <a href="https://qualityadvocacy.org.uk/current-gpm-organisations/">https://qualityadvocacy.org.uk/current-gpm-organisations/</a></li> <li>• Citizen's Advice Bureau <a href="https://www.citizensadvice.org.uk/">https://www.citizensadvice.org.uk/</a> you can search for local branches <a href="#">here</a></li> <li>• HFT Family Carer support service. 0808 808 0448 or <a href="mailto:familycarersupport@hft.org.uk">familycarersupport@hft.org.uk</a>. Offer an individual 'casework' service to support families through all stages of life</li> </ul>
<p><b>Problems with the school environment, children excluded from school or not getting the support they need</b></p>	<ol style="list-style-type: none"> <li>1. Talk to the school's special educational needs co-ordinator (SENCO)</li> <li>2. Follow the school's complaints procedure</li> <li>3. Contact your local authority</li> </ol>

	<ul style="list-style-type: none"> <li>• Contact the Education Funding Agency instead of the local authority if the school is an academy or free school</li> <li>• Contact OFSTED: <a href="https://contact.ofsted.gov.uk/online-complaints-schools">https://contact.ofsted.gov.uk/online-complaints-schools</a></li> </ul>
<b>Appeal a decision about SEN (Special Ed Needs) Statement</b>	<a href="https://www.gov.uk/appeal-sen-statement-decision">https://www.gov.uk/appeal-sen-statement-decision</a> <a href="https://www.gov.uk/appeal-ehc-plan-decision">https://www.gov.uk/appeal-ehc-plan-decision</a>
<b>Young people 'transitioning' from into adult services</b>	<ul style="list-style-type: none"> <li>• The Council for Disabled Children website is found at <a href="https://councilfordisabledchildren.org.uk">https://councilfordisabledchildren.org.uk</a></li> <li>• Their spinoff organisation is the Transition Information Network at <a href="https://councilfordisabledchildren.org.uk/transition-information-network">https://councilfordisabledchildren.org.uk/transition-information-network</a></li> <li>• HFT Family Carer Support network also support in this area. 0808 808 0448 <a href="mailto:familycarersupport@hft.org.uk">familycarersupport@hft.org.uk</a></li> </ul>
<b>Additional support for families of people with severe LD and behaviours of concern</b>	<ul style="list-style-type: none"> <li>• Contact The Challenging Behaviour Foundation 0300 666 0126, <a href="mailto:support@theCBF.org.uk">support@theCBF.org.uk</a></li> </ul>

<b>General advice for people with learning disabilities, their families and supporters</b>	<b>Telephone support lines</b>
<b>Mencap</b>	The Mencap advice line on 0808 808 1111, <a href="mailto:helpline@mencap.org.uk">helpline@mencap.org.uk</a> .
<b>HFT</b>	For family carers, the HFT Family Carer Support Service may be able to help: 0808 808 0448 or <a href="mailto:familycarersupport@hft.org.uk">familycarersupport@hft.org.uk</a> offer an individual 'casework' service to support families through all stages of life.
<b>The National Autistic Society (NAS)</b>	The National Autistic Society have the Autism Helpline for people with autism and their families – 0808 800 4104
<b>People First</b>	A self-advocacy organisation offering help and support. <a href="http://peoplefirstltd.com/about-us/what-we-do/">http://peoplefirstltd.com/about-us/what-we-do/</a> Tel. 0207 274 5484 Mob. 07833 460 150