

## **Parent's Guide: SEND, preparing for adulthood**

You will find a series of guides covering key areas of information to help and support you guide your son/daughter to prepare for adulthood.

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The fact sheets provide you with basic information that enables you to find out more specific information about the areas that are important to you.

## Information in other formats

Kirklees Council is committed to ensuring that its communication is clear, plain and available for everyone. The contents of this pack can be made available in languages other than English.

It can also be made available in large print, audio and Braille. Full details are available from your social worker or by telephoning **01484 414933**.

[www.kirklees.gov.uk/preparingforadulthood](http://www.kirklees.gov.uk/preparingforadulthood)

یہ معلومات انگریزی کے علاوہ دوسری زبانوں میں، بڑی لکھائی میں، سی ڈی یا سی پی ڈی پر اور بریل میں بھی فراہم کی جاسکتی ہے۔ براہ مہربانی اس نمبر پر فون کر لیں: 01484 414933 (Urdu)

આ માહિતી અંગ્રેજી સિવાયની બીજી ભાષાઓમાં, મોટી છપાઇમાં, ઓડિઓ સી.ડી., ઓડિઓ ટેપ અને બ્રેઇલમાં ઉપલબ્ધ કરી શકાય છે. મહેરબાની કરી 01484 414933 નંબર પર ટેલિફોન કરો. (Gujarati)

ਇਹ ਜਾਣਕਾਰੀ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਇਲਾਵਾ ਹੋਰ ਬੋਲੀਆਂ, ਵੱਡੇ ਆਕਾਰ ਦੀ ਛਪਾਈ, ਆਡੀਓ ਸੀ ਡੀ, ਆਡੀਓ ਟੇਪ ਅਤੇ ਬ੍ਰੇਲ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦੀ ਹੈ। ਕ੍ਰਿਪਾ ਕਰਕੇ 01484 414933 'ਤੇ ਟੈਲੀਫੋਨ ਕਰੋ। (Punjabi)

这些资料备有其它语文、大字体、语音光碟、录音带和凸字版本可供索取。请致电 01484 414933 查询详情。(Chinese)

Te informacje można nabyć w różnych językach, w powiększonym druku, na płycie kompaktowej lub na taśmie i Braille. Proszę telefonować na numer 01484 414933. (Polish)

## Foreword from PCAN (Parents of children with additional needs)

As parents, we all hope that our children will have a fulfilling and meaningful life, preferably doing something they want to do and following their ambitions. As parents of children and young people with special educational needs and disabilities, this is of even greater concern as much of what happens and will happen to our young people is largely dependent on other people.

It is of great comfort to know that under the most recent legislation that affects our children and young people, the views of ourselves as parents and of our young people must be taken into account. This includes decisions about their education, support needed and their future lives. There is a focus on what happens to our children and young people when they become adults and how preparation for this must start in year 9. (The relevant pieces of legislation are the Children and Families Act 2014 and the Care Act 2014).

**This means that as parents, we are encouraged to take an active role and this guide will help us to:**

- know more about what should happen and when;
- be prepared;
- be clear about the obligations of the education, health and social care services;
- understand how we and our child can take part; and
- be able and know how to challenge if we think that any part of this preparation for adulthood is not happening as it should.

For more information or to get involved with PCAN telephone **07740 102336**, email [info@pcankirklees.org](mailto:info@pcankirklees.org) or visit our website [www.pcankirklees.org](http://www.pcankirklees.org)

### What does preparing for adulthood mean?

Preparing for adulthood means preparing young people with special educational needs and or disabilities for:

- **further education and/or employment** – this includes exploring options for what your son/daughter will do during the day when they leave school, this may include attending a day service, further education, different employment options, such as supported employment, volunteering, as well as other daytime opportunities.
- **being independent** – this means young people having choice and control over their lives, the support they receive, their accommodation and living arrangements, whenever possible.
- **being part of society** – including having friends and supportive relationships, and being part of their local community.
- **being as healthy as possible in adult life** – including moving to adult health services, having access to sport and keeping active and having an annual health check.

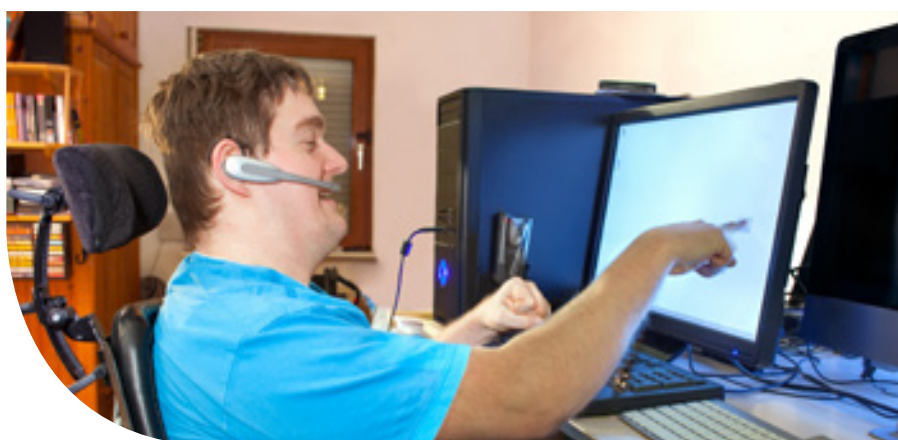
These four key areas are the four themes explained in the Children and Families Act and will be focused on from 14 years of age (school year 9).

## The legislation and what it means?

The Children & Families Act (Part 3) and the Care Act are the biggest legislative changes for over 20 years for education and social care. Both acts introduce new statutory duties (this means what the council must do). Section 19 of the Children & Families Act 2014 makes it clear that councils must consider:

- the views, wishes and feelings of the child or young person, and the child's parents.
- the importance of the child or young person, and the child's parents, taking part in making decisions as much as possible. The council must also provide information and support so they can do this.
- the need to support the child or young person's development and to help them achieve the best possible educational, health and social care outcomes, preparing them for adulthood.

All professionals should work together to make sure that the young person and their family is at the centre of all activity.



## What are the benefits of preparing for adulthood?

- Planning and preparing early will help make it a more positive experience and build confidence and independence for leaving school and for transition to adults' health and social care services and understand what services are available to support them. Every young person's development will be different, so plans and services need to take account of this and be tailored to the individual and their family.
- The benefits of planning from year 9 allows time to research options and for education, health or social care to put in place any support the young person's needs in their final years at school to make sure their progression in the future is meaningful and successful.
- Preparing for adulthood aims to make transitions smoother for the young person. Any decisions or choices made are flexible. Over the years, your child's ideas and wishes may change. However, it is a chance for people to start looking at how to support young people to achieve their goals and what they will need.
- Kirklees Council's ambition is to identify young people's needs early through discussions and review meetings that will help to identify any gaps in service provision and shape the future provision of education, health and social care services in Kirklees, including accommodation.
- The key aim is for education, health and social care to work with young people and families to help identify and achieve young people's goals in life.

See short videos of young people's stories:

<http://www.kirklees.gov.uk/beta/preparing-for-adulthood/preparing-for-adulthood.aspx>

## What is transition?

Transition is the term used to describe the move from one provision or set of services to another, for example, from school to further education (college) and from children to adults' health and social care services.

As children get older and move towards adult life there will be lots of exciting changes and decisions for them and you, their parents/carers, to think about. At the same time for some, the move from school to further education (college) or training can feel daunting. Transition from children's to adults' health and social care services may also feel confusing or difficult. There may not be a single equivalent service to support the young person after transition. Adults' social care and health services focus on the young person as an independent adult. This change can be difficult to adjust to.

**If your son/daughter has an EHC Plan their EHC plan** review at year 9 and every review after that will include a focus on preparing for adulthood and careful transition planning.

**If your son/daughter has special educational needs and is receiving (SEN) support** but does not have an EHC Plan, they will have regular discussions with you and their teachers about their future support needs as they prepare for adulthood as part of the planning and review process.



# Preparing for Adulthood

## What to think about...

You may have questions or concerns about a number of topics:

- What they will do and where they will go when they leave school
- If they will be able to find a job
- Travel training and transport needs
- Benefits and money
- Where they will live or have short breaks
- How they will keep healthy and safe
- Leisure and social activities
- How they will stay in touch with, and make new, friends
- If they will have to pay for care and support
- Longer term plans

To make sure you get the most out of the annual review meetings it is important to help your son or daughter to think about what they like and their hopes for the future before the meeting. Some young people will need more support to do this. The film clips in the preparing for adulthood section of the Kirklees local offer are a good tool to help your son or daughter to think about ideas for the future and what might be possible.

## Who can help?

There may be a number of people who will be working with you/your son or daughter, such as:

- keyworker, transition worker or personal adviser
- social worker
- teacher
- GP
- youth worker
- other health professional
- nurse

Your son/daughter may choose one of the above to support them, perhaps to link with other professionals and provide advice and information.

If you need an education professional, talk to your school. If you need a social worker, contact Gateway to care (see factsheet 14 for details). If you need a health professional, contact your GP.





## What is person centred / family centred planning?

Your son/daughter should always be at the centre of any discussions and decisions about their life, their goals and needs should always be the focus. This is called person centred planning. Person centred planning will identify the outcomes to help them to make progress and to move towards what they want to achieve. An outcome is something that the young person wants to achieve in adulthood like getting a job or living independently.

### A child and family centred approach

In Kirklees, we put the child or young person and their family at the centre of all we do. We call this a '*child and family centred*' approach and we want this approach to...



#### improve outcomes for the child/young person by:

- developing and making progress
- feeling good about themselves
- having more say in planning and making decisions



#### improve outcomes for the parent/carer by:

- understanding their child's development
- having more say in planning and making decisions for their child
- feeling more confident
- feeling more in control

#### We also want to make sure everyone understands that:

- a child or young person with special educational needs and/or disability does best within a supportive family and community and is affected (positively or negatively) by the stress and coping abilities of family members.
- the work that the council do with families who have children or young people with SEND is to make life better for the child or young person and their family. This includes support to make sure their additional needs are met and that children and young people are kept safe.

**We want to ensure that everyone uses a person centred approach to support children, young people and their parent/carers to:**

- work out what their hopes, aspirations and goals are in order to get the best outcomes for them
- work out what is important for the child or young person and their parent/carers and what the child or young person needs
- have the information you need to make decisions about what needs to happen next.



**This is done by:**

- listening carefully to what children and young people and their parent/carers have to say
- working together in a positive way with the child or young person at the centre to decide what is most important to them and help them come up with their own solutions wherever possible, including preparing for adult life
- providing the right information in the right way at the right time, including information about what might be possible in the future.

With the family at the centre, you will be fully involved in decisions that are made. The knowledge and understanding you have of your child will be listened to and respected and taken into account when making these decisions. The views of your child or young people will also be respected and listened to as part of decisions being made, in line with their age, maturity and capability.

If you don't think this is happening please talk to your school about your concerns.

If you are still concerned contact KIAS or SENACT please see factsheet 14 for contact details.

## What happens at year 9?

(age 13/14)

### Education

The council is responsible for making sure that preparing for adulthood is discussed at the EHC plan review at year 9. It does this by working closely with schools. At this stage the council might simply provide information and advice about available options; however some families may wish to start more detailed planning. A person centred approach must be taken. Year 9 reviews should be set at the start of the academic year (in September), to give everyone plenty of time to plan and prepare for the review meeting. Parents will be invited to the review by the school. C&K Careers will also be invited to the year 9 review meeting.

### How to prepare for transition/review meetings

During this time at school, your son/daughter will start to think more about what they want to do when they leave school. School will talk to you about transition planning and provide you with some information.

#### Before the transition/review meetings:

- ✓ read any information given to you.
- ✓ make a careful note of the date and time of the meeting.
- ✓ let the school know immediately if you cannot attend so that a different date can be arranged.
- ✓ talk to your son/daughter about how things are now, what should happen next and in the future.
- ✓ fill in any forms and questionnaires sent to you. Make copies before you return them.
- ✓ decide if you want anyone else to be invited and inform the school.
- ✓ decide how you and your son/daughter will share your/their views at the meeting – write notes to take with you if you think it will help. Talk to the school about this as they often talk to the young person. Think about communication needs if non-verbal.
- ✓ ask for help from your named worker if needed. They can support you before and at the meetings. Remember that the meeting is to help you and your son/daughter.

### What happens after the meeting?

- The EHC plan will be updated after the annual review reflecting everyone's contributions and a copy sent to you.
- The careers adviser will offer your son or daughter guidance on their post 16 options as part of preparing for adulthood. You can request a meeting with the careers adviser to discuss post 16 options like college, training, employment and daytime opportunities.

## How will the EHC plan be updated?

The EHC plan will be reviewed each year until your son or daughter leaves school. Each review will explore whether the plan is working and whether any changes need to be made. This may be because your son or daughter's ideas for the future and/or their special educational needs might have changed, so outcomes and provision might also need to be changed. Where necessary the council will amend the EHC Plan following the annual review.

**The year 9 EHC plans will be reviewed at year 10. The next key stage is at year 11.**

## Health

If you have a health professional involved in your child's life they should attend the year 9 reviews and start discussing with you when the key health service provision changes, from children to adult health services, will happen. It is important to start planning early as an individual approach is taken. This is a really good time to start talking to your GP.

## Social care

The disabled children's team will take the lead role in attending year 9 reviews for all young people known to them and will also represent adult social care, providing a range of adult services information to young people and parents if they wish to receive it at this point. For young people who are not known to the disabled children's team who require a representative from adult social care, a referral can be made to the Community Enablement Team.

## Creating a personal folder

You should work with your son/daughter to create a personal folder to share with adults' services. Although the folder should link with existing plans, your son/daughter should choose what information to include and how to present it.

**It could cover:**

- One-page profile - the young person's skills and character, what's important to them, how to support them in the best way possible.
- Their strengths, achievements, hopes for the future and goals.
- Information about their education, health condition, social care and communication needs, and EHC plan if applicable.
- Preferences about your involvement as their parent/carer, taking your son/daughter's capacity into account.
- Emergency care plans.

See factsheet 14 for people to contact and to find out more information.



## What happens at year 11? (age 15/16)

### Education

For young people in their final year of school (year 11 to year 14), the council is responsible for making sure that the EHC plan annual review takes place in plenty of time before the young person moves onto further education or training. This is to allow enough time for planning and to arrange appropriate support. The review will discuss what support your child will need to continue education or training and any health and care needs. It should be clear from the review what support and actions are needed for the remainder of your child's school life, as well as moving forward into a new setting and preparing for adulthood.

For young people moving from secondary school to further education or training, the review and any amendments to the EHC plan – including naming the next setting – must be completed by 31st March in the same year that the young person is due to transfer.

## Post 16 education options

Kirklees College is the main further education provider in Kirklees. It offers a number of education options for students with a wide range of additional needs.

**Other post-16 provision in Kirklees includes:**

- Huddersfield New College
- Greenhead College
- The Mirfield Free Grammar Academy
- St John Fisher Academy
- Shelley College Academy
- Heckmondwike Grammar Academy
- Batley Girls Academy
- The Creative & Media Studio School (linked to Netherhall Learning Campus)

**There are also four special schools that have post-16 provision:**

- Castle Hill
- Ravenshall
- Fairfield
- Woodley

This provision is designed for young people with the most complex needs and will not be appropriate for all students attending these schools for their secondary school education.

For young people with specific complex needs, there are also specialist colleges outside of Kirklees. **Natspec** is an organisation that provides information about specialist further education and training provision for young people with learning difficulties or disabilities, you can find more details on their website: <https://natspec.org.uk>

Annual reviews from year 9 onwards will explore all options for further education, different employment options, as well as other daytime opportunities depending on your child's needs and goals. It is important to start planning early!

## Health

The key health professionals involved in your child's life should also attend the year 11 review. This is where detailed planning begins with you and your son/daughter. For young people with complex health needs it is crucial planning starts now. Health professionals such as lead nurse for children's continuing care; community nurses, specialist nurses and the specialist adult pathway team staff along with adult continuing health care nurses, if appropriate must work in partnership so that it is clear which service is responsible for funding your son/daughter's support in adulthood by their 17th birthday.



## Leaving paediatric services

Health partners must consider how they will manage your son/daughter's transition from paediatric to adult services. Measures should be put in place and clearly explained to both you and your son/daughter to make sure the transition is as smooth as possible.

The transfer from paediatric children's service to specialist adult health services will take place over a period of time. The more complex the individual's health needs are the more planning is required. If your child meets the NHS continuing health care criteria the provision of care and support services will be led by the lead health practitioner. Good person centred planning will help make this difficult time less stressful. If you've not been advised about what will happen, talk to your individual consultant and start building a relationship with your GP, who will be the main point of contact post 18.

## The role of the GP

It is a good idea to start engaging with your GP from 14 years of age onwards so you can develop a good working relationship. GP involvement can help transitions as they can provide an advocacy role; helping patients to understand and plan their treatment, navigate unfamiliar services successfully and remain engaged with their care. GPs take responsibility for making sure patients with long term conditions, multiple morbidity or complex problems receive personalised and coordinated care. They may take the lead coordinating role or may work with other colleagues to do this.

The GP should also be involved in transitions where a young person has moved to adult services but does not attend meetings or appointments or engage with services, and when a young person is not eligible for specialist health services. If your son or daughter has a learning disability, check that they are included on the GP register of learning disability. This means they should automatically be called for an annual health check from the age of 14.

## Social care

Attendance at the year 11 review meeting will be from both the disabled children's team, if known to them, and the specialist adult pathway team or community enablement team. A social care transitional assessment will be carried out by the disabled children's team. Transitional assessments are completed when a young person is in receipt of children's social care services and will need adult social care services. This will be passed onto the specialist adult pathway team as the young person approaches 18. The specialist adult pathway team will start the person led assessment process, including carrying out a carers assessment (*see section 14*). At this stage the specific planning for post 18 adult social care begins. The community enablement team will work with young people they think will be eligible for adult social care support when they turn 18. They will start the person led assessment, the council will identify young carers and young people they think will need adult social care support and be eligible for funded support, and will pass their details to the specialist adult pathway team to make sure a transition assessment is carried out.

If this doesn't happen or you think you are eligible for support please contact Gateway to care on **01484 414933** or email **GatewayToCare@kirklees.gov.uk**

Councils must provide independent advocacy for eligible young people, from 16 years of age, going through transition assessments, provided certain conditions are met. Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate. See the advocacy page on the Kirklees Council website which lists the advocate providers: **[www.kirklees.gov.uk/beta/social-care/advocacy.aspx](http://www.kirklees.gov.uk/beta/social-care/advocacy.aspx)**

As you prepare to reach 18 and transfer to adult services your options in adulthood will be explored in more detail.

See factsheet 14 for people to contact to find out more information.





## What happens at age 18-25?

### Education / Employment

An EHC plan can continue for as long as it is necessary (between the ages of 0 up to 25). EHC plans are driven by educational need. Education may decide that an EHC plan is no longer needed if your son/daughter no longer needs the educational support specified in the EHC plan.

**Education will end the EHC plan where any of the following apply:**

- A young person aged 16 or over leaves education to take up paid employment (including employment with training but excluding apprenticeships);
- The young person enters higher education;
- A young person aged 18 or over leaves education and no longer wishes to engage in further learning;
- The child or young person has moved to another council area.

For young people aged 19-25 the council may decide that an EHC plan is no longer needed when the education and training outcomes in the plan have been achieved. In these circumstances the council will notify the parent or young person of their intention to end it.

It is important to note, when an EHC plan ends, if there are ongoing health and or social care needs these may continue to be supported through the continuing provision of health and social care services. If you have any queries please contact the relevant service.

## Employment options

For some young people, employment is a potential option. Please see employment films on: <http://www.kirklees.gov.uk/beta/preparing-for-adulthood/preparing-for-adulthood.aspx>.

Some of the support options available to support young people move from education into employment are:

### REAL employment

[www.kirklees.gov.uk/community/learningDisabilities/learningEmplMoney/realEmployment.aspx](http://www.kirklees.gov.uk/community/learningDisabilities/learningEmplMoney/realEmployment.aspx)

### Richmond Fellowship

[www.richmondfellowship.org.uk/yorkshire/kirklees-dewsbury-employment-service](http://www.richmondfellowship.org.uk/yorkshire/kirklees-dewsbury-employment-service)

### Supported internships

[www.kirkleescollege.ac.uk/courses/supported-internship-programme](http://www.kirkleescollege.ac.uk/courses/supported-internship-programme)

### Volunteering

<https://jobs.kirklees.gov.uk/GenText.aspx?page=page14>

<https://mencapinkirklees.wordpress.com/learning-disability-services-kirklees/buddies-at-mencap-in-kirklees>

<http://volunteeringkirklees.org.uk>

### Traineeships and apprenticeships

<http://ckcareersonline.org.uk/all-categories/226-traineeships>

### Looking for work if you're disabled

[www.gov.uk/looking-for-work-if-disabled/looking-for-a-job](http://www.gov.uk/looking-for-work-if-disabled/looking-for-a-job)

[www.jobcentreguide.co.uk/jobcentre-plus-guide/34/disability-employment-advisors](http://www.jobcentreguide.co.uk/jobcentre-plus-guide/34/disability-employment-advisors)

An Access to Work grant can cover the additional support your child may need for the in-work element of a supported internship or traineeship.

For more information see: [www.gov.uk/access-to-work/overview](http://www.gov.uk/access-to-work/overview)

Please note your child may not be eligible if they are claiming Employment and Support Allowance or Income Support. The amount of money your child gets will depend on their circumstances.

19-to-25-year-olds who make a benefit claim should be invited to meet a work coach at the Jobcentre. At the Jobcentre, the work coach will discuss the young person's needs and any barriers to work. If your young person has a long-term disability or health condition they will have a work capability assessment to determine how their ability to work is affected.



## Health

Dependent upon the types of needs your young person has, and how those needs are to be met to achieve the best outcomes, the NHS can support your young person with any health related activities. This eligibility follows an assessment of your NHS continuing health care needs. This assessment is undertaken by a nurse, supported by the professionals that are responsible for your young person's help and support, as well as your young person and any representative they have, such as you as their parent or informal carer. It is best that this assessment happens before their 18th birthday so that any needs they have as they reach adulthood are considered and support is in place.

Often their social worker will complete the initial part of this assessment and then ask the health service to lead the rest of the process. Depending upon the outcome, it may mean that when your young person reaches adulthood, the responsibility for their care package is either with the NHS, with social care or that health and social care are jointly responsible, and care management remains with social care, or if you are eligible for NHS continuing health care, then the care package transfers to the Clinical Commissioning Group in most cases.

This eligibility is reviewed on a regular basis as needs can change, and eligibility is not based on diagnosis alone, but the needs that arise from it, and whether they fall to the Council, or the NHS to provide.


Key Contact: **[NKCCG.SpecialistServices@nhs.net](mailto:NKCCG.SpecialistServices@nhs.net)**

## Social care

Kirklees Council can offer help and support depending on your young person's needs. They may need help with things like taking care of themselves, getting around on their own, managing their health needs, living on their own. Social workers or enablement assessment officers can work with your son/daughter to work out what their care and support needs are and whether they are eligible for funded social care support from the council to meet their unmet needs.

From a legal perspective adult social care legislation begins when someone turns 18 years of age. This is when adult social care funded support will replace children's funding or young people may be eligible. The specialist adult pathway team and or enablement assessment officers will have been planning with the young person and their family for this day. Young people accessing children's social care services will transfer to adult social care services. Young people who meet the adult social care funding criteria will be able to start receiving support from their 18th birthday. Good person centred planning will make sure the transition from children to adult social care services has been well planned and has taken place over a suitable period of time.

When the young person's transition into adulthood is complete their social care support will be managed either by the adult learning disability social work team or the support management team for the area in which you live. The specialist adult pathway team or community enablement team will inform you which team will manage the ongoing support and how to contact them if anything changes.



## Person led assessments

Kirklees Council adult social care will carry out an assessment of your son/daughter's care and support needs to work out if they are eligible and what support they need. This is known as a person led assessment.

Your son/daughter will have a choice of how they would like the assessment to be carried out. Whichever they choose, they will have control over the process.

- Self-assessment - this is where they choose to complete the form by themselves.
- Assisted assessment - this is where they would like someone to help them complete the form. This person does not have to be from Kirklees Council, it could be you, a friend, neighbour, family member or carer.
- Complex assessment - this is where they ask Kirklees Council to complete the assessment on their behalf with their involvement.

There is no charge for assessing their needs.

**If your son/daughter is not eligible** (this means they do not meet the national eligibility criteria in the Care Act) - there is a range of support services available. Speak to the care navigation team to find out more.

Contact details: **01484 414933**  
or email **GatewayToCare@kirklees.gov.uk**

**If they are eligible** - Kirklees Council client financial affairs will carry out a financial assessment with your son/daughter to find out if they can pay towards the cost of their social care. They will also be able to provide access to BetterOff Kirklees which is a website that shows the benefits that your son/daughter is entitled to and will help them to apply online. Your social worker or enablement assessment officer will refer you to client financial affairs or you can contact Gateway to care for more information.

Contact details: **01484 414933**  
or email **GatewayToCare@kirklees.gov.uk**

See factsheet 14 for people to contact to find out more information.

## Finance and benefits

### On turning 16 your child:

- can claim benefits in their own right; however, if they stay in full-time non-advanced education (e.g. GCSEs, A-levels, BTECs, NVQ levels 1-3) or some types of training, parents can choose to carry on claiming child benefit for them as part of their family. You will need to weigh up which option is likely to leave your family better off.
- can receive direct payments in their own right for education, health and social if they are eligible.
- will be reassessed under PIP (Personal Independence Payment) if they have been getting DLA (Disability Living Allowance) as a child. For more information, see <https://tinyurl.com/c6ssof6>
- can apply for Employment and Support Allowance (ESA) if they are in full-time education and get DLA/PIP. For more information, see [www.gov.uk/employment-support-allowance/overview](http://www.gov.uk/employment-support-allowance/overview).

*Please note:* An award of ESA to the child means that any benefits parents get for their child as a dependant (e.g. child benefit, tax credits) will stop. Seek specialist advice to make sure your family won't be worse off! Advice is available from the Citizens Advice Bureau and the Welfare Benefits Advice helpline. **You have to end child benefit yourself when claiming ESA – this does not automatically stop.**

### 16-19 bursary fund

If your child is in further education (school or college) or training they could apply for a 16-19 bursary. There are two types of bursary:

#### 1. Vulnerable student bursary

Up to £1,200 per year if at least one of the following applies to your child:

- In or recently left council care
- Is disabled and getting Income Support (IS) in their own name
- Is disabled and getting Employment and Support Allowance (ESA) and either DLA or PIP
- Is disabled and getting Universal Credit in their own name in place of IS or ESA

#### 2. Discretionary bursary:

You can apply for this if you need financial help but your child doesn't qualify for a vulnerable student bursary. The education or training provider decides how much your child will get based on individual circumstances (this usually includes your family income) and what it can be used for. For more information, see [www.gov.uk/1619-bursary-fund](http://www.gov.uk/1619-bursary-fund)

## Appointeeship

A child turning 16 is usually expected to take on responsibility for any benefits they claim in their own right. If they are unable to manage their affairs, you can become their 'appointee' for benefit claims. Becoming an appointee means that you are responsible for making any claims, giving any information required, and disclosing any changes that may affect your child's entitlement to benefits. The benefits will be paid to you on their behalf. Becoming an appointee for benefit purposes does not mean you have any wider rights to deal with their affairs.

For more information: [www.gov.uk/become-appointee-for-someone-claiming-benefits](https://www.gov.uk/become-appointee-for-someone-claiming-benefits)



# Personal budgets

Personal budgets are designed to give choice and flexibility so that people can have better control of their lives and do not have to fit into existing services.

**There are three types of personal budget:**

## 1. Personal budgets provided through an Education, Health and Care (EHC) Plan

The Children and Families Act 2014 gives a child's parent or a young person the right to request a personal budget when the council has completed an Education, Health and Care (EHC) needs assessment and agreed it will prepare an EHC plan, or at a EHC Plan annual review. It is an amount of money identified by the council to deliver provision set out in an EHC Plan where a parent or young person is involved in securing that provision. The provision should be to help the child or young person to achieve the outcomes set out in their EHC Plan. Funding to support the personal budget can come from education, social care and/or health.

Health and social care also provide personal budgets independently of the EHC plan process through separate legislation eg. Care Act 2014, Five year forward view. Where a child or young person has an EHC Plan, these arrangements are put in the EHC Plan where they are relevant to the needs, outcomes and provision identified.

There are eligibility criteria for all three elements. Please speak to your named worker for more information or alternatively contact Kirklees Direct on **01484 221000** and ask to speak to the Duty and Advice Team for more information.

Please note that all personal budgets have rules attached to them which make clear what people can and cannot spend the personal budget on. The total personal budget should be made clear to you and your son/daughter so you can be involved in deciding what to spend it on. For personal budgets provided through an EHC Plan – Policy and Guidance see the following link:

[www.kirklees.gov.uk/beta/special-education/pdf/personal-budgets-ehc-plan.pdf](http://www.kirklees.gov.uk/beta/special-education/pdf/personal-budgets-ehc-plan.pdf)

### **Personal budgets can be made up in the following different ways:**

There are four ways in which the child's parent and/or the young person can be involved in securing provision:

- **Direct payments** – where individuals receive the cash to contract, purchase and manage services themselves
- **An arrangement** – whereby the council, school or college holds the funds and commissions the support specified in the plan (these are sometimes called notional or virtual budgets)
- **Third party arrangements** – where funds (direct payments) are paid to and managed by an individual or organisation on behalf of the child's parent or the young person
- A combination of the above.

Personal education budgets can continue past the age of 18 if you have an EHC plan.

## 2. Personal budgets for social care for young people over 18 years of age

Social care is the practical or emotional help some people need due to illness or disability. This is the responsibility of councils in England.

If your son/daughter is eligible for social care your council will complete an assessment and should inform them of the cost to meet their assessed outcomes (needs) – this will be their personal budget. A personal budget can pay for help in the home, short breaks, equipment and accessing community services which can help them to develop their independence skills.

Kirklees Council's pre-paid card is used for direct payments. It is like a traditional bank account without a cheque book. People can pay their assessed contribution into the account and can only spend up to the balance on their card. They can use it to pay for services that meet their needs and outcomes as agreed in their support plan.

With a virtual budget, Kirklees Council will work with your son/daughter to find an appropriate service. The council will only purchase support services from contracted providers including home care, day services, care homes and supported living.

The actual personal budget is based on the minimum amount of money that is needed to meet a person's assessed unmet needs. It is important to note that health services are free, but social care services must be charged for. Charges are based on the young person's personal financial circumstances. For more information see the Kirklees website [www.kirklees.gov.uk/beta/social-care/financial-assessment.aspx](http://www.kirklees.gov.uk/beta/social-care/financial-assessment.aspx)

For more information contact Kirklees Council on **01484 414933** or email **GatewayToCare@kirklees.gov.uk**

For more information about direct payments, visit [www.kirklees.gov.uk/directpayments](http://www.kirklees.gov.uk/directpayments) to see the Direct payments policy and guidance as well as the Adults resource allocation system policy to find out how personal budgets are calculated.

## 3. Personal budgets for health care for young people over 18 years of age

Personal health budgets are offered to individuals who meet continuing health care criteria funding to meet their specific health needs. Speak to your health professional about this.

For more information contact Kirklees Council on **01484 414933** or email **GatewayToCare@kirklees.gov.uk**







## Mental health and being healthy

### Children and adolescent mental health services

The Child and Adolescent Mental Health Service (CAMHS) is available to children and young people (under the age of 18 years) who are registered with a Kirklees GP. In Kirklees, this is delivered as part of a partnership, Thriving Kirklees.

Thriving Kirklees is the initial contact point for anyone who has concerns about a child or young person's emotional or mental health. Experienced workers will listen to concerns providing information, advice and self-help resources to help you and your family improve their health and wellbeing.

For those who require more specialist help, the service offers support where emotions are impacting on daily functioning. The service works with people to plan how to support them to return to good mental health. This might include further telephone support, group sessions or one-to-one work with you or your child.

Where there are more complex concerns the service provide a multi-disciplinary assessment and treatment service for children and young people with severe, complex and persistent mental health difficulties. Some of the issues could include severe depression, obsessive compulsive disorders, eating disorders, ADHD and autistic spectrum disorders.

This list is not exhaustive and if you have any concerns regarding your child's mental health you should contact Thriving Kirklees by telephone on **0300 304 5555** (the telephone line is open 24 hours a day, 7 days a week), or you can use the online referral form at **[www.thrivingkirklees.org.uk](http://www.thrivingkirklees.org.uk)**.

If your child requires ongoing support with their mental health issues into adulthood, CAMHS will make a referral to the appropriate adult mental health team. Support requests can take place at the age of 17½ to allow time to plan for the transfer. It is important to discuss any concerns you have around your child's mental health so that a timely referral can be made to CAMHS.

## Thriving Kirklees

“Thriving Kirklees” is the Kirklees Integrated Healthy Child Programme (KIHCP). The new partnership aims to improve the physical and mental health outcomes for children and young people from 0 to 19 (up to 25-years old for young people with special needs), their families and their communities.

The Thriving Kirklees partnership is led by Locala Community Partnerships CIC, working with South West Yorkshire Partnership Foundation Trust (SWYPT), Northorpe Hall Child and Family Trust, Home-Start Kirklees, Yorkshire Children’s Centre. It covers a range of services including:

- Health visiting and family nurse partnership
- School nursing
- Ask CAMHS
- Child and Adolescent Mental Health Services (CAMHS)
- Children’s Emotional Health and Wellbeing Service
- National Child Measurement Programme
- Assessment and diagnosis of autistic spectrum conditions (through referrals made by a Speech and Language Therapist, Paediatrician, or Educational Psychologist)
- Support for children and young people with learning disabilities
- Home-Start Family Support
- Healthy child vitamins.

The services can be accessed 24 hours a day, seven days a week by telephone - **0300 304 5555** or via the online referral form at **[www.thrivingkirklees.org.uk](http://www.thrivingkirklees.org.uk)**.



## Being healthy

Physical and mental health is extremely important for quality of life. Better health is central to happiness and wellbeing. If you or your son/daughter are looking to improve your/their health and wellbeing the Health trainer service is a great service to help you. For more information visit [www.kirklees.gov.uk/healthtrainers](http://www.kirklees.gov.uk/healthtrainers)

The five Ways of Wellbeing are the five everyday areas of life that have been shown to bring the biggest boost to happiness. Even small steps towards these wellbeing moments that you can enjoy, can add up to big benefits.

- 1. Connect** - with the people around you, at home, work, and school or where you live. Take time to talk and spend time with others.
- 2. Be active** - there are lots of opportunities in Kirklees for you to become more active. Most importantly, discover a way to be active that you enjoy and that suits your level of mobility and fitness.
- 3. Take notice** - it can be easy to rush through life without stopping to notice much. Be aware of the world around you and what you are feeling.
- 4. Keep learning** - Learning can boost your self-confidence and self-esteem, help build a sense of purpose, and help you connect with others.
- 5. Give** - Linking to the wider community can be incredibly rewarding and creates connections with the people around.

For more information on the five ways to wellbeing visit:

[www.kirklees.gov.uk/beta/health-and-well-being/mental-well-being.aspx](http://www.kirklees.gov.uk/beta/health-and-well-being/mental-well-being.aspx)

Easyhealth has great information regarding food and exercise [www.easyhealth.org.uk](http://www.easyhealth.org.uk)

## Visiting your GP

You can ask for a double appointment when booking your son/daughter's appointment so you have extra time for any examination and to understand what the GP is saying.

Look out for the GP friendly award at your local surgery. These awards are given to GP practices by people with a learning disability if they feel they have made reasonable adjustments to meet the needs of people with a learning disability. Annual health checks are available from 14 years of age for young people with a learning disability. Please contact your GP practice to book an appointment.

## Going to hospital

Going into hospitals can be scary but there is a learning disability specialist liaison nurse available in the two main hospitals in Kirklees, who are there to support your son/daughter while they are in hospital and make sure they get the care they need.

- In Kirklees the two main hospitals are Huddersfield Royal Infirmary and Dewsbury District hospital
- There are learning disability liaison nurses at both hospitals who are part of the learning disability services
- Liaison nurses are there to support people with a learning disability while they are in hospital to make sure they get the care they need
- If you can call ahead to let the hospital know when you are coming they can make arrangements to help with your visit
- You may be given a learning disability Vulnerable In-Patient Card or a VIP hospital passport.

## Learning disability Vulnerable In-Patient Card (VIP Card)

- Let's doctors and nurses know the medicines your son/daughter take and allergies they have
- Fits into your wallet or purse
- To order your VIP card, telephone NHS South West Yorkshire Partnership on: **0800 587 2108**

## Learning disability VIP hospital passport

- Gives the hospital staff important information about your son/daughter
- Includes sheets about different illnesses and health checks -
- To order your hospital passport contact Mencap in Kirklees on: **01484 340811**, or email: **info@mencapinkirklees.org.uk**

## Mental capacity

The Mental Capacity Act applies to everyone aged 16 or over, so parents of a young person with a disability or condition which may affect a person's capacity (such as a learning disability), should have relevant information and understand the Mental Capacity Act's potential implications for themselves and their son or daughter. Under the Act, every person over 16 years old must be presumed to be able to make their own decisions. ([www.councilfordisabledchildren.org.uk](http://www.councilfordisabledchildren.org.uk))

### How the Mental Capacity Act works

Under the Mental Capacity Act the issue of capacity is decision-specific; this means that the test of someone's capacity can only be made in relation to a particular decision that needs to be made at a particular time. This is an important safeguard against blanket assessments of someone's ability to make decisions based on their disability or condition. It also recognises the fact that someone may be able to make some decisions but not others.

This could be fairly small decisions such as what we eat or the clothes we wear, or could be much bigger decisions, for example where we live and who we live with. Capacity is based on a single decision at a single time, so some people may have fluctuating capacity, meaning they can make a decision one day and not the next depending on their wellbeing. The Mental Capacity Act 2005 sets out what should happen when people are unable to make one or more decisions for themselves.

It clarifies the roles that different people play in decision-making, including family carers, and establishes a Court of Protection which acts as the ultimate arbiter about mental capacity issues. The parents of a young person who is unable to make a decision are likely to be involved in:

- Supporting them to make a significant decision
- Supporting during an assessment of their mental capacity
- Making a decision or acting on their behalf
- Being consulted when someone else makes a decision or acts on behalf of their young person
- Challenging a decision made on a relative's behalf.

If you feel your son or daughter may not be able to make their own decisions after the age of 16, talk to your social worker for advice on mental capacity.

A mental capacity assessment may be arranged to identify how best to support a young person. Assessments of capacity should be time and decision specific.

This will be discussed and agreed by your social worker. If you feel you need a social worker to help you to make a significant decision contact Gateway to care.

### For further information about the Mental Capacity Act:

<https://www.gov.uk/government/collections/mental-capacity-act-making-decisions>

<https://www.councilfordisabledchildren.org.uk>

SEARCH 'PFA Factsheet' and download the attached factsheet entitled PFA Factsheet: The Mental Capacity Act 2005 and Supported Decision Making



## Parents guide:

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# Being independent and part of society

## Independent living

At some point your son/daughter may choose to move out of the family home and live independently. Different types of accommodation are available, including shared lives, supported living and residential care. To help make the right decision you will need to think about the kind of support your son or daughter may need to live away from home. Talk to your son/daughter's social worker or enablement assessment officer about the kinds of housing available. They can help you to put your son's or daughter's name on the housing waiting list held by Kirklees Council, if appropriate and can help you to put plans in place for the future.

### *A Home of my Own*

[www.kirklees.gov.uk/beta/learning-disabilities/pdf/HomeOfMyOwn.pdf](http://www.kirklees.gov.uk/beta/learning-disabilities/pdf/HomeOfMyOwn.pdf)

These fact sheets explain all the accommodation options in Kirklees and lists the pros and cons of each option. It is important to work with Kirklees Council to start making plans early, even if you're plans are for a number of years in the future.

The following can help you to think about what will be right for your son or daughter.

### *Home Identification form*

[www.kirklees.gov.uk/beta/learning-disabilities/pdf/home-identification-form1.pdf](http://www.kirklees.gov.uk/beta/learning-disabilities/pdf/home-identification-form1.pdf)

### *My Housing Plan*

[www.kirklees.gov.uk/beta/learning-disabilities/pdf/my-housing-plan.pdf](http://www.kirklees.gov.uk/beta/learning-disabilities/pdf/my-housing-plan.pdf)

## Travel training

Your son or daughter may want to consider travel training. This is designed to give them the confidence and skills to travel independently. If this is something that your son or daughter would benefit from, talk to the SENCO or contact Kirklees Council on **01484 414933** or email **GatewayToCare@kirklees.gov.uk**

## Being part of society

Living with a disability should not stop someone from leading an active and enjoyable life, and from being supported to get out and about in their local community. If your son or daughter needs support to do this contact Kirklees Council on **01484 414933** or email **GatewayToCare@kirklees.gov.uk**

## Local groups

The community directory has lots of groups available for your son/daughter to join, and is a great way to develop skills and make new friends. Community directory groups offer various activities such as:

- social activities
- swimming
- dance
- pool
- puzzles
- instruments
- and more

For more ideas and information visit [www.kirklees.gov.uk/communitydirectory](http://www.kirklees.gov.uk/communitydirectory)

## Kirklees Passport

Kirklees passport is a council run discount scheme that gives you various discounts on activities in Kirklees. Activities your son/daughter can get discount on from owning a Kirklees Passport are:

- swimming
- sports activities
- part time adult education courses
- DVD, CD and video loans at your library
- and more

For more information visit [www.kirklees.gov.uk/kirkleespassport](http://www.kirklees.gov.uk/kirkleespassport)

## Day opportunities

If you receive social care funding there are a range of day opportunity services.

Day opportunities provide a safe and friendly place for your son/daughter to make friends and enjoy activities in the centres as well as in the community. A range of activities are provided such as:

- cycling
- bowling
- golf
- and more

For more ideas and information visit [www.connecttosupport.org/kirklees](http://www.connecttosupport.org/kirklees)



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# Support for carers

Being a carer can be both rewarding and isolating, it can impact on your day to day life significantly, including, emotionally, financially and physically. As a carer you are also entitled to support.

## Carers led assessment

You have a right to a carer's assessment:

- If your son or daughter is 18+, you are entitled to a carer led assessment in your own right.
- If your child is under 18, it will be part of a joint assessment with your child.

A carer's assessment is designed to help you to:

- identify your support needs as a carer
- guide you to a list of independent support providers who may be able to meet those needs.

It also looks at:

- your willingness and ability to continue to provide care
- your own health and wellbeing
- the impact caring has on your own life
- whether you are receiving all the benefits you are entitled to
- the impact caring has on remaining in or wanting to access, work, training and education or leisure services
- maintaining relationships with family and friends
- other family commitments

For more information visit: [www.kirklees.gov.uk/carers](http://www.kirklees.gov.uk/carers)

See factsheet 14 for information on PCAN (carers of children with additional needs), LD carer voice (carers of adults over 18) and Carers Count.

## Young carers

Children under 18 years of age can also be carers themselves. Though many children will help to care for siblings willingly and without complaint, the role could still be taking its toll. If there are other children in the family who help in any way with providing care, there is support available to them. Kirklees Council provide information on the website about support for young carers and young adult carers including information about the Barnardo's service in Kirklees

[www.kirklees.gov.uk/beta/young-people/your-life/young-carers.aspx](http://www.kirklees.gov.uk/beta/young-people/your-life/young-carers.aspx)

Telephone: 01484 426100 or email [kirkleesyongcarers@barnardos.org.uk](mailto:kirkleesyongcarers@barnardos.org.uk)

## Respite

Your carer's assessment may identify that you need a break from caring from time to time. Equally, the person you care for may also want to have a break without you. There are many different ways for carers to get a break from caring, whether it's for a week, one morning a week or just occasionally.

For more information visit: [www.kirklees.gov.uk/respite](http://www.kirklees.gov.uk/respite)





## Useful websites and contacts

**Advocacy Kirklees** - [www.touchstonesupport.org.uk/services/advocacy-kirklees](http://www.touchstonesupport.org.uk/services/advocacy-kirklees)

Advocacy Kirklees is a new advocacy service for Kirklees delivered by touchstone in partnership with Advonet. The service works to empower individuals across Kirklees to know their rights, make choices and decisions about their life.

Telephone: **01924 460211** or email [advocacy@touchstonesupport.org.uk](mailto:advocacy@touchstonesupport.org.uk)

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**C&K Careers** – Kirklees Council pays C&K Careers to provide careers information, advice and guidance. A careers adviser must attend year 9, year 11 and “leaver” review meetings and produce a career summary for each education “leaver”.

Telephone: **01484 225500** or email [enquiries@ckcareers.org.uk](mailto:enquiries@ckcareers.org.uk)

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**Carers Count** – Carers Count is a service for any adult in Kirklees who gives, or has given, time and energy, without being paid, to look after a family member or friend who cannot manage on their own.

Telephone: **0300 012 0231** or email [info@carerscount.org.uk](mailto:info@carerscount.org.uk)

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**Community Enablement Team** – will work with families and the young person to assess social care need and the potential of the young person to develop independent living skills.

Telephone: **01484 456849** or email **communityenablement@kirklees.gov.uk**

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**Connect to Support** - <https://kirklees.connecttosupport.org>

For young people over 18 years of age with social care needs, information on local services can be found on the Connect to Support in Kirklees website. You can also find local groups and activities on the Community Directory through this site.

If you do not have access to the internet you can ask for information that is written down. Contact your named worker.

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**Disabled children's team** – works with the specialist adult pathway team to assess and review the social care needs of the young person and their family.

Telephone: **01484 456847** or email **Disabled.Children@kirklees.gov.uk**

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**Gateway to care** - transition to adult care and support is not only for those who are already receiving children's services, but for anyone who is likely to have needs for adult care and support after turning 18. They are included in the 'significant benefit' criteria of the Care Act.

Telephone: **01484 414933** or email **GatewayToCare@kirklees.gov.uk**

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**Health needs professional** – health transitions are the most complex and often involve lots of people; a person centred approach is taken based on the specific circumstances of the young person. A health lead professional will be identified as a single point of contact who will work with other health professionals.

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**KIAS** - Parents are provided with neutral advice and support from Kirklees Information and Advice Service. Information about this service is provided in every school. All young people will be informed of their right to access independent advocacy support if they wish. Advocacy means getting support from another person to help you express your views and wishes, and to help make sure your voice is heard. Someone who helps you in this way is called your advocate. It is the responsibility of the named worker to arrange independent advocacy support for young people if they wish, through the children's rights service.

**www.kias.org.uk**

Telephone: **01484 225422** or email **kias@kirklees.gov.uk**

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**Kirklees Council** – provide information on the website about support for young carers and young adult carers including information about the Barnardo's service in Kirklees

**www.kirklees.gov.uk/beta/young-people/your-life/young-carers.aspx**

Telephone: **01484 426100** or email **kirkleesyongcarers@barnardos.org.uk**

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**LD Carer Voice** - independent network of family carers for adults with learning disabilities in Kirklees.

Contact details:

Jill Robson      01484 340811      [jill.robson@me.com](mailto:jill.robson@me.com)

Mark Feeny      01924 496095      [mark@feeny.name](mailto:mark@feeny.name)

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**Local offer** - <http://www.kirkleeslocaloffer.org.uk>

There is lots of information available on the Kirklees Local Offer website to help you to prepare for each stage of preparing for adulthood. The Children & Families Act (part 3) states that all councils must publish a local offer which sets out information about the provision of education, health and social care for children and young people, from 0 to 25 years of age, who have special educational needs or are disabled.

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**PCAN (Parents of children with additional needs)** – the independent, parent-led forum in Kirklees for all parents and carers of children and young people with additional needs aged from birth to 25 years.

Telephone: **07754 102336** or email [info@pcankirklees.org](mailto:info@pcankirklees.org)

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**Special educational needs assessment & commissioning team (SENDACT)** – makes sure that EHC plans are reviewed with the young person and their family and EHC Plans are amended where necessary

Telephone: **01484 456888** or email [SENDACT@kirklees.gov.uk](mailto:SENDACT@kirklees.gov.uk)

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**Specialist adult pathway team** - works very closely with the disabled children's team for children from 14 years old. Their role is to assess needs to establish if the individual is eligible for adult social care funded support.

Telephone: **01924 482164** or email [sapt@kirklees.gov.uk](mailto:sapt@kirklees.gov.uk)

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**Thriving Kirklees** – The partnership in Kirklees bringing together health and wellbeing services for children and young people aged 0-19 and their families - (up to 25-years old for young people with special needs). Services include: Health visiting and family nurse partnership, School nursing, Ask CAMHS, Child and Adolescent Mental Health Services (CAMHS), Children's Emotional Health and Wellbeing Service, Assessment and diagnosis of autistic spectrum conditions (through referrals made by a Speech and Language Therapist, Paediatrician, or Educational Psychologist), Support for children and young people with learning disabilities, Home-Start Family Support, Healthy child vitamins.

Telephone: **0300 304 5555** – [www.thrivingkirklees.org.uk](http://www.thrivingkirklees.org.uk)

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If you are happy or unhappy with the support you receive below are useful contacts:

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## Education

If you or your son/daughter is unhappy with a decision made by the council during the EHC review you will be given the opportunity to meet with their assessment coordinator (SENACT). The council will always want to work with the parents or the young person to resolve any concerns they may have.

Independent advice or support is offered from Kirklees Information, Advice and Support Service (KIAS)

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## Social care

You can get in touch with Kirklees Council by phone, email, letter or online at: compliments and complaints procedure If you are not satisfied with a service you may find it easier to contact the team responsible as most complaints can be resolved quickly and amicably by our front line staff.

Complaints are dealt with by each department directly. You can call the customer services teams on **01484 225115** (adult social care) or **01484 225140** (families and carers of children and young people).

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## North Kirklees Clinical Commissioning Group

You can make a complaint or compliment in any of the following ways:

- contact the Patient Advice and Liaison Service (PALS) - **01924 504975**.
  - complete the online complaints form
  - write to the Chief Officer, NHS North Kirklees Clinical Commissioning Group (CCG), Empire House, Wakefield Old Road, Dewsbury, WF12 8DJ.
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## Greater Huddersfield Clinical Commissioning Group

If you live in the Greater Huddersfield area you can make your complaint in any of the following ways:

- email: NHS Greater Huddersfield CCG at: **contactus@greaterhuddersfieldccg.nhs.uk**
- telephone: **01484 464222**
- write to: **Customer Information and Complaints Officer, NHS Greater Huddersfield Clinical Commissioning Group, Bradley Business Park, Dyson Wood Way, Bradley, Huddersfield, HD2 1GZ**
- or visit: **www.greaterhuddersfieldccg.nhs.uk/about-us/complaints-and-compliments**

If you are still not happy after following any of the above

If you are still not happy after taking your complaint through the relevant authority's process you can then take the matter to the Local Government Ombudsman who can be contacted on

**t: 0300 061 0614**  
**www.lgo.org.uk**