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If you would like this booklet in large print or translated, please contact the Children with Disabilities Team on the above details.

# Useful Services for Children and Families in Telford

## Children with Disabilities Team





## Telford Carers

They offer services to family and friend carers of all ages from 5 years upwards. If you look after someone who couldn't manage without you and they live in Telford and Wrekin then Telford Carers are here for you. They deliver a range of high quality support for carers including information and advice, wellbeing support groups, social respite activities and access to grants and funding. You can find out more online at: **[www.telfordcarers.org.uk](http://www.telfordcarers.org.uk)** or by calling **01952 240209**.

## Telford Lion's Club

Telford Lions work together to help the local community. They do this by raising money to donate money or equipment to those in need. You can find out more online at: **[www.telfordlions.org](http://www.telfordlions.org)**

## Warm Homes

You could get £150 off your electricity bill for winter 2022 to 2023 under the Warm Home Discount Scheme. The money is not paid to you - it's a one-off discount on your electricity bill. You may be able to get the discount on your gas bill instead if your supplier provides you with both gas and electricity and you're eligible. Contact your supplier to find out.

## 3H Holidays

3H is a charity which was founded over 35 years ago to enable those less fortunate to have a memorable and fulfilling holiday. With the valued help of grant-giving trusts, businesses and individuals, they are able to subsidise a range of holidays to enable over 600 people each year to get away. You can find out more online at: **[www.3hfund.org.uk](http://www.3hfund.org.uk)**



This A-Z has been created by the Children with Disabilities Team at Telford & Wrekin Council. It is aimed at children with disabilities and their parents, carers and families. The booklet contains details of many services within Telford and surrounding areas, including:

- Charities
- Financial Support
- Advice and Information
- Days Out
- Community Based Activities
- Parent Carer Forums
- And many more...

If you are interested in the activities that are available for children and young people within the community, such as wheelchair sports and inclusive dance classes, please email [shortbreaks@telford.gov.uk](mailto:shortbreaks@telford.gov.uk) to request a copy of our SEND Activities and Events booklet.



If you know of any services that haven't been included in this booklet that may be useful to be included for other children and their families, please email **[shortbreaks@telford.gov.uk](mailto:shortbreaks@telford.gov.uk)**.

## **Autism Aware UK**

Autism Aware UK operates to increase awareness of autistic spectrum disorder (ASD) and to support families through online support. It also purchases specialist equipment for schools and groups to help educate and support people with Autism. The charity has previously funded purpose built playgrounds for a school. You can apply online at: **[www.disability-grants.org/grants-for-autism.html](http://www.disability-grants.org/grants-for-autism.html)**

## **Bee U**

Bee U is the emotional health and wellbeing service for people, up to the age of 25, living in Shropshire and Telford & Wrekin. They are designed to help young people cope, get help and manage in times of crisis. You can find out more online at: **[www.camhs.mpft.nhs.uk/beeU](http://www.camhs.mpft.nhs.uk/beeU)**

## **Blue Badge**

The blue badge scheme allows people with mobility problems to access goods and services easier by parking in a closer, wider bay. You can check your eligibility and apply online at: **[www.gov.uk/government/publications/blue-badge-can-i-get-one](http://www.gov.uk/government/publications/blue-badge-can-i-get-one)** or contact Telford & Wrekin Council on **01952 383838**.

## **Bus Pass**

The Telford and Wrekin Concessionary Travel Scheme offers a number of opportunities to people with disabilities who qualify under their criteria. The scheme includes the new Concessionary Travel Pass, which allows free travel on local bus services between 9.30am and 11pm on Mondays to Fridays, and at any time on weekends. You can check eligibility and apply online at: **[www.telford.gov.uk/info/20174/public\\_transport/499/concessionary\\_travel](http://www.telford.gov.uk/info/20174/public_transport/499/concessionary_travel)** or contact Telford & Wrekin Council on **01952 383867**.

## **Shining Stars Group**

A group with a range of play activities for children under five years of age who have an additional need. They are for families prior, during or after diagnosis. You can find out more by emailing **[shiningstars2017@hotmail.com](mailto:shiningstars2017@hotmail.com)**.

## **Special Needs Activity Centre**

SNAC is a venue that holds regular fun, themed activities for children and young people to come together and play, learn and achieve their full potential whilst parents and carers have a place to relax and socialise while knowing that the people are in a safe environment. You can find out more by searching SNAC Telford on Facebook.

## **Telford Autism Hub**

The Children's Autism Hub is available to children and young people and their families, who have a formal diagnosis of Autism. For individuals that have other needs, for example, a learning disability, the Autism Hub will provide support in respect of their Autism. You can find out more online at: **[www.telfordautismhub.org.uk/childrens-autism-hub](http://www.telfordautismhub.org.uk/childrens-autism-hub)**

## **Telford & Wrekin Council's Swimming Pools**

The local swimming pools all offer an allotted time for children with disabilities to use the facilities without the usual crowds and noise. You can find out more online at **[www.telfordandwrekinleisure.co.uk](http://www.telfordandwrekinleisure.co.uk)**

## Safe Places

A Safe Place offers help if you are anxious, scared or at risk whilst out and about. They have a 'safe place' sticker in their window. You can find out more online at [www.safeplaces.org.uk](http://www.safeplaces.org.uk)



## Severn Trent Water—Priority Register

There is a priority register that you can join if you have a disability or require extra water for one of several reasons. If there are water shortages, Severn Trent will ensure that you have enough water, as a priority. You can check eligibility and register to join online at: [www.stwater.co.uk/get-in-touch/join-our-priority-services-register](http://www.stwater.co.uk/get-in-touch/join-our-priority-services-register) or by calling Severn Trent on **03457 500500**.

## Severn Trent Water—The Big Difference Scheme

The scheme can offer up to 90% reduction on annual bills for households with a low income. Eligibility will be checked when an application is submitted online at: [www.bigdiff.co.uk/login.php](http://www.bigdiff.co.uk/login.php) or by calling Severn Trent on **03457 500500**.

## Shropshire Cerebral Palsy Society

The society provides grants for any individual with cerebral palsy that lives in Shropshire. There is no set limit on a grant as all requests will be considered on its own merits. Any request not covered by statutory funding will be considered. You can find out more online at: [www.disability-grants.org/grants-uk-west-midlands.html](http://www.disability-grants.org/grants-uk-west-midlands.html)

## Child Development Centre

The Child Development Centre in Telford (Stepping Stones) provides assessment of children with additional needs who are under five years old. Children attend the child development centre for assessment, diagnosis, intervention and advice. You can find out more online at [www.shropscommunityhealth.nhs.uk/child-development](http://www.shropscommunityhealth.nhs.uk/child-development)

## Cinema Exhibitors Association Card

This is a national card that can be used to verify that the holder has a disability and is entitled to one free ticket for a person accompanying them to the cinema. You can find out more online at: [www.ceacard.co.uk](http://www.ceacard.co.uk)



## The Circle

The hydrotherapy pool is the perfect way for babies to be introduced into the water as well as being ideal for physiotherapy or rehabilitation. With a warmer temperature, lights and music the environment is relaxing and inviting. You can find out how to book online at [www.thecircleathlc.co.uk/hydrotherapy-pool](http://www.thecircleathlc.co.uk/hydrotherapy-pool) or by calling **01952 388470**.

## Citizens Advice Bureau

Citizens Advice Bureau provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. You can find out more online at: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) or by calling **08444 111444**.

## Contact a Family

Contact a Family is committed to ending the poverty, difficulty and isolation experienced by families with children with a disability across the UK. They support families whatever their child's disability or health condition with a wide range of help and services. You can find out more online at: [www.cafamily.org.uk](http://www.cafamily.org.uk).



## Cost of Living Hub

You can find advice and support during the cost of living crisis online at: [www.telford.gov.uk/costofliving](http://www.telford.gov.uk/costofliving).

## Council Tax

If someone within your household has a disability, you may qualify for a council tax band reduction. You can check eligibility and register online at: [www.telford.gov.uk/info/1007/council\\_tax](http://www.telford.gov.uk/info/1007/council_tax) or by calling Telford & Wrekin Council on **01952 383977**.

## Direct Payments

You may be eligible for direct payments which you can choose to spend on a carer, respite or community activities. Your Care Act assessment will identify your personal budget. Direct payments can be used in a wide range of innovative and creative ways as long as they are safe, legal and meet your assessed care and support needs. You can find out more online at: [www.telfordsend.org.uk/info/1/home/26/direct\\_payments](http://www.telfordsend.org.uk/info/1/home/26/direct_payments)

## Railcard

If you have a disability, you may be eligible for up to one third off train travel with a Disabled Person's Railcard. You can check eligibility and apply online at: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk) or by calling **03456 050525**.



## Remap

Remap is a very special charity, working through a nationwide network of dedicated volunteers. They use their ingenuity and skills to help people with disabilities to achieve much-desired independence in some aspect of their lives, or to enjoy leisure opportunities previously closed to them. Remap's unique pieces of special equipment are tailor-made and given free to the people who need them. You can find out more online at: [www.remap.org.uk](http://www.remap.org.uk)

## Resources for Carers

There is information for carers on socialising, looking after yourself, planning for a crisis, short breaks, support groups and training on the Telford & Wrekin Council website. You can find out more online at: [www.livewell.telford.gov.uk/Categories/1476](http://www.livewell.telford.gov.uk/Categories/1476)

## **New Life**

Disabled children have been at the heart of the charity since 1991. Since that time they have become the specialists for children with disabilities. Their needs and the needs of their families and carers, their health and their voices are all central to the work of the charity. You can find out more online at **[www.newlifecharity.co.uk](http://www.newlifecharity.co.uk)**

## **Parents Opening Doors (PODS) Parent Carer Forum**

PODS is a parent carer led charity with volunteers who have 'real life' experience to support families who have a child with a disability. Parent participation is at the heart of the forum, as parent carers can pinpoint problems frequently experienced by families with disabled children. This knowledge is useful to professionals in helping to improve how children's services are delivered so they better meet families' needs. PODS continues to ensure communication links exist between these families and the strategic decision makers. You can find out more online at: **[www.podstelford.org](http://www.podstelford.org)**

## **Promocon**

PromoCon provides a national service, working to improve the life for all people with bladder or bowel problems by offering product information, advice and practical solutions to both professionals and the general public. You can find out more online at: **[www.bbuk.org.uk](http://www.bbuk.org.uk)**

## **Radar Key**

Radar keys can be used at any accessible toilet in the UK where a radar lock is fitted. You can order these online on Amazon or find out more by calling **01952 238005** or emailing **[enquiry@disabilityrightsuk.org](mailto:enquiry@disabilityrightsuk.org)**

## **Disabled Identification Card**

It is a single recognised national identification card for all people with disabilities. It aims to remove the need for individuals to carry their paper documentation with them. You can find out more online at: **[www.did-card.co.uk](http://www.did-card.co.uk)**

## **Down Syndrome Association**

They are the only organisation in the country that focus solely on all aspects of living successfully with Down's syndrome. You can find out more online at: **[www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)**

## **Family Connect**

Family Connect is a free, confidential service providing, impartial advice, information, guidance and support on a full range of children's services available across the borough including childcare, activities, school admissions and finance. You can find out more online at: **[www.familyconnecttelford.co.uk](http://www.familyconnecttelford.co.uk)** or by calling **01952 38585**.

## **Fledglings**

They know that caring for a disabled child can be very challenging. They can help. The products they source and supply help make life a bit easier for a parent, and more fulfilling for their child. They specialise in finding those unusual items, including many specially designed for children with specific needs. You can find out more online at **[www.fledglings.org.uk](http://www.fledglings.org.uk)**



## IASS

Telford and Wrekin Information, Advice and Support Service (IASS) provides free, confidential and impartial information, advice and support around Special Educational Needs and Disabilities, including health and social care. Support is offered from initial concerns about a possible SEN and disability, through to complex information and advice. You can find out more online at: [www.cyp.iassnetwork.org.uk/service/telford-and-wrekin-iass](http://www.cyp.iassnetwork.org.uk/service/telford-and-wrekin-iass) or by contacting IASS on **01952 457176**.

## Independent Living Centre

The ILC provides the opportunity to access advice and equipment to become independent at home and in the community. A purpose built environment has enabled the centre to provide a 'show home' with built in features to promote independent living and to reduce costs of care and support needs using modern technology and Assistive Equipment solutions. You can find out more online at: [www.livewell.telford.gov.uk/Services/3117](http://www.livewell.telford.gov.uk/Services/3117) or by calling **01952 457181**.

## Jungleland's Soft Play and Sensory Room

Jungleland has a soft play area and sensory room that provide relaxation, fun and play for children and young people with additional needs and their families. You can book a session in the sensory room upon arrival. You can find out more online at: [www.junglelandtelford.com](http://www.junglelandtelford.com)



## Local Offer

The Local Offer is a statutory requirement to improve choice for families by providing transparent information in a single place about services available for children and young people who have special educational needs and/or disabilities. You can find out more online at: [www.telfordsend.org.uk](http://www.telfordsend.org.uk)

## Max Card

The Max Card is the UK's leading discount card for foster families and families of children with additional needs. Families can use their Max Card at venues across the UK to get free or discounted admission. The scheme is designed to help families save money on great days out at castles, zoos, bowling alleys, trampoline parks and many more. You can apply and find out more online at: [www.mymaxcard.co.uk](http://www.mymaxcard.co.uk)

## Makerspace

They are a diverse, friendly and inclusive group of community-focused tinkerers, makers and hackers. The aim is to help people learn new skills, design, build and mend gadgets and most of all have FUN, using arts and crafts, electronics, programming, 3D printing, laser cutting and even more traditional manual tools and powered machinery. You can find out more online at: [www.telfordmakerspace.org.uk](http://www.telfordmakerspace.org.uk)

## Merlin's Magic Wand

Merlin's Magic Wand believe in putting magic into the childhoods of children with disabilities. They make this happen by arranging great days out at Merlin Entertainments Group attractions. You can find out more online at: [www.merlinsmagicwand.org](http://www.merlinsmagicwand.org)