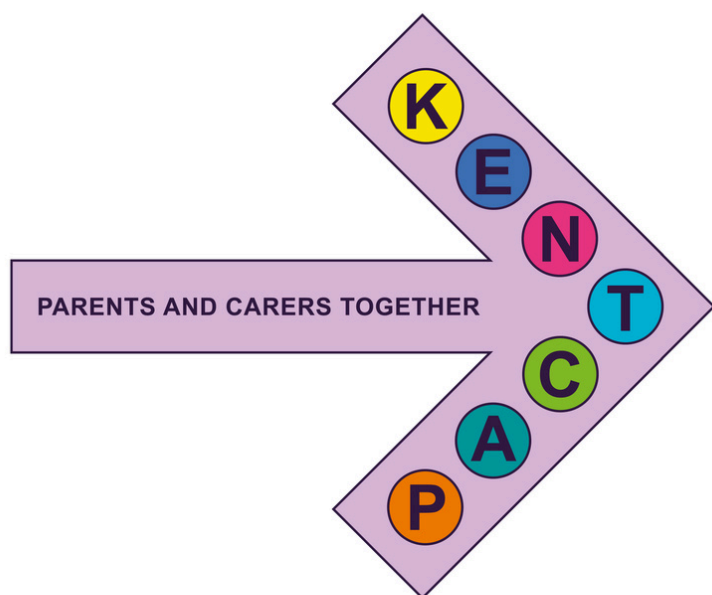


Kent PACT - Parents & Carers Together

PARENT RESOURCE PACK

2025

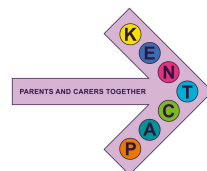


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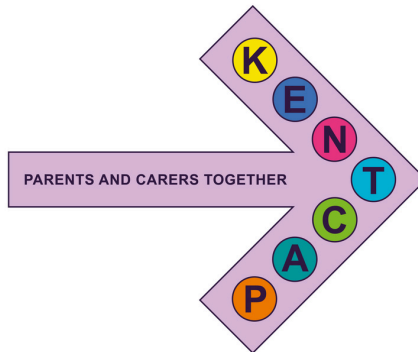
Kent PACT CIO

Charity number 1194016

AREA'S



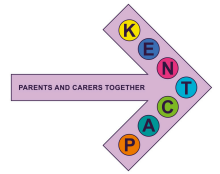
Area	Resource
Area 1)	Welcome
Area 2)	What is PINS?
Area 3)	Parent Resource Pack - what is it?
Area 4)	Setting up your forum
Area 5)	Conversations to Connect
Area 6)	Communities of Schools
Area 7)	Kent PACT
Area 8)	Resources 1) Local Charities 2) Advice & Guidance 3) Mental Health 4) Therapies
Area 9)	Glossary
Area 10)	My Glossary



AREA 1

WELCOME

WELCOME



Kent PACT Mission Statement

Kent PACT works to make sure parents and carers of children with extra needs are heard. We work with families, professionals, and local services to help make good decisions, improve support, and create fair chances for every child to do well.

Welcome to the Kent PACT Parent Resource Pack

This pack has been made to help parents, carers, and the people who work with them. Our aim is to give clear and useful information to make it easier for families to find the help they need.

You may be reading this because you are part of a parent group, work in a school, help in a Family Hub, or work with another local organisation. Whatever your role, this pack will help you guide families to the right support at the right time.

Inside this pack, you will find:

- Information about general and specialist services
- Simple templates and tools to use in meetings
- Details about local groups and ways to work together

Kent PACT believes that families know their own lives best. By working together, we can build a stronger and more welcoming community for children and young people with extra needs.

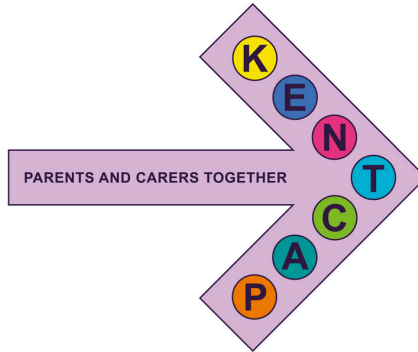
How You Can Make a Difference: Take Action Today!

- Join the Conversation – Share your views and help shape services
- Connect and Work Together – Build links with other parents and professionals
- Influence Change – Help improve support for children and families across Kent

To become a member, scan here



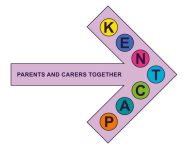
Membership form



AREA 2

WHAT IS PINS?

WHAT IS PINS?

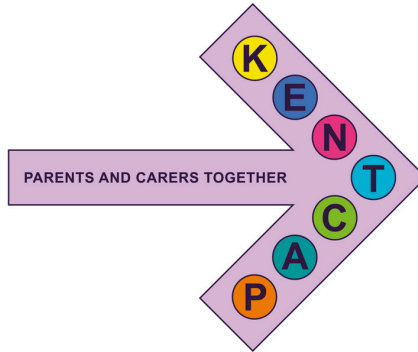


PINS (Partnerships for Inclusion of Neurodiversity in Schools) is a programme run by the government and the NHS. It helps mainstream primary schools give better support to neurodivergent children. The programme brings together health workers, school staff, and the DfE Parent Carer Forum so they can work with parent carers to improve how schools support children, train staff, and create a clear, whole-school approach.

PINS encourages early help for children, improves communication between schools and families, and helps schools understand and meet each child's needs. This can include support with mental health, speech and language, and sensory needs. Children do not need a formal diagnosis to get help. Parents can feel more confident that their child is supported and have a stronger voice in how the school responds.

<https://democracy.kent.gov.uk/documents/s128711/Appendix%20C%20-%20PINS%20Information%20Sheet.pdf>

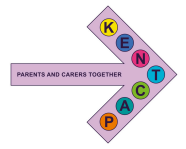




AREA 3

PARENT RESOURCE PACK - WHAT IS IT?

PARENT RESOURCE PACK- WHAT IS IT?

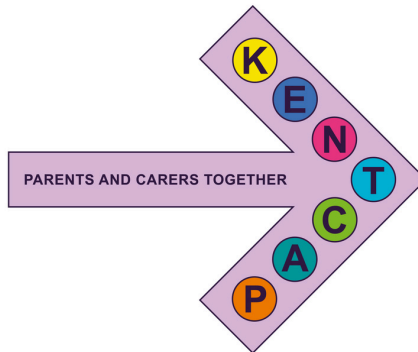


Our Parent Resource Pack brings together many services that families in Kent can use. We know it can feel confusing to find the right help, so this pack puts the main information all in one place.

Inside, parents and carers will find simple explanations, contact details, and QR codes that link to useful organisations, early help services, SEND support, wellbeing advice, community groups, and more.

This pack is also designed to be added to. You can include local information or services that matter most to your families. It can grow with your community and show the resources that are most helpful.

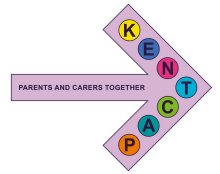




AREA 4

SETTING UP YOUR FORUM

SETTING UP YOUR FORUM



Why should your school have a parent forum?

A parent forum helps families and the school talk to each other more easily. It gives parents a safe place to share ideas, ask questions, and work with school staff. This helps everyone understand each other better and makes the school a kinder and more supportive place for all children.

This section shows your school how to set up and run a parent forum. It includes simple tools, templates, and ideas to help the group choose a name, agree on rules, and have friendly discussions. You can change the tools to fit your school community.

Templates are at the end of this document.

Creating group (ground) rules

Why rules are important

Rules and values help the group run smoothly, fairly, and positively. Ground rules show everyone how to behave and what the group believes in. They help people feel safe, listened to, and respected. Rules also stop arguments and make sure everyone gets a chance to speak.

The rules in red must be used by all groups. You can also add other rules your group thinks are important.

Value statement

A value statement explains what the group cares about and what it is trying to do. It helps everyone work together and make choices that match the group's purpose. Think about what you want to tell other families and the school about your group.





Value Statement and Naming your Group

What would you like people to know about this forum?

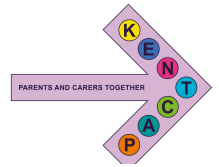


Words and phrases combine into a statement

Value Statement Example

"Our group is a welcoming place for all parents and carers; we choose to listen to and support each other and work with our school to make it the best place it can be for our children to learn"

USING THE 'CAR PARK' TOOL



The Car Park

Is there anything that's come up in a meeting that is too big or complex for the attendees to handle?

I haven't heard from my child's caseworker about their draft EHCP

In this example, the group could commiserate together, sign-post the parent to IASK or the SEND Information Hub where the parent could request an update but other than that, the group can't solve this problem.

If there is a member of staff in the room, that person can agree to help the parent carer after the meeting has finished.



What am I supposed to do if my oldest child hasn't received their post 16 placement?

In this example, the group members may not have the expertise to assist as the group takes place in a primary setting up to year 6.

Other than suggest contacting IASK or the SEND information hub, there may not be anything else the group can suggest.

It's a specialist area which a staff member could chat through with the parent outside the group

SBAR Communication Tool

Situation, Background, Assessment, Recommendation/Request

Used in the military and in health service

Summarises critical information in a structured way

Use the tool to help parents articulate a concern they are not sure how to describe

Use the tool to invite peer parent carers to reflect on an approach they are taking with a current challenge

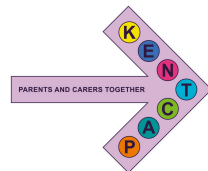
SBAR

Situation	James/Lucy has started having meltdowns every day after school
Background	As James/Lucy has got older he seems to be struggling with his anger; it never used to be this bad but things seem to have deteriorated in the last term of school. At home I can usually manage to avert James/Lucy having meltdowns because I can spot a brewing frustration.
Assessment	I'm concerned that something is not right at school which is making him/her angry or upset. I think steps could be taken to avoid him/her reaching the point where he/she has a meltdown.
Recommendation /Request	I'd like to talk to his/her school teacher about using the techniques I use at home in the classroom.

(<https://en.wikipedia.org/wiki/SBAR>)

If you have a problem at school, the SBAR tool can help you explain it clearly. It shows what the problem is and what you think could help fix it. You can use it to talk to the school without causing arguments.

SBAR COMMUNICATION TOOL FOR PARENTS: TEMPLATE



This tool helps parents explain their worries clearly to teachers or other professionals. Use the questions and examples below to help you answer.

Situation

What is happening right now?

Example: My child has started having meltdowns every day after school.

Background

What's the history or context?

Example: As my child has grown older, they seem to be struggling more with anger. It wasn't this bad before, but things have worsened this term.

Assessment

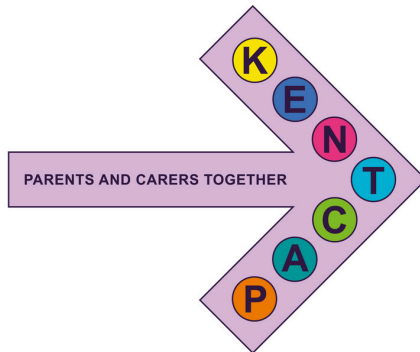
What do you think is going on? What's your concern?

Example: I'm worried something at school is upsetting my child. I think steps could help prevent meltdowns.

Solution Focused Recommendation / Request

What would you like to happen next?

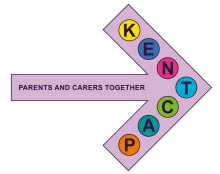
Example: I'd like to talk to the teacher about using calming techniques we use at home.



AREA 5

CONVERSATIONS TO CONNECT

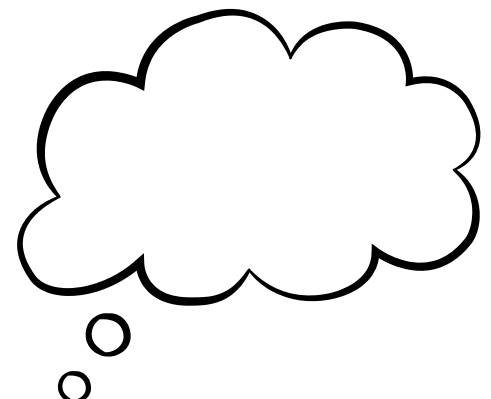
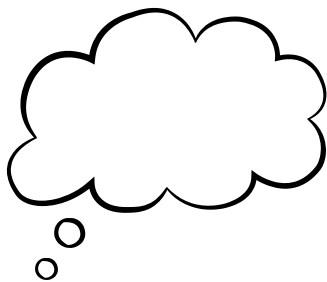
CONVERSATIONS TO CONNECT



If you are new to special educational needs and disabilities (SEND), it can feel like a whole new world—and you might not know what questions to ask. That is completely normal.

Starting a talk with your child's school is a good first step. It helps you understand what is happening in the classroom and lets the school hear your thoughts and worries. You could ask about the support your child already has, how they are getting on with friends, or what ways the teachers use to help them learn.

Schools want to hear from parents, and you have the right to know what is going on. What could you ask your school today?



**What's Early Help
and when might a
referral be made?**

**What is the
Balanced System?**

**What is the SEN
Register and does it
apply to my child?**

CONVERSATIONS

**What is 'This Is
Me?' How does it
affect my child?**

**Who are the SEND
Inclusion Team and
what do they do?**

**What is a Provision
Plan and how is it
used?**

TO CONNECT

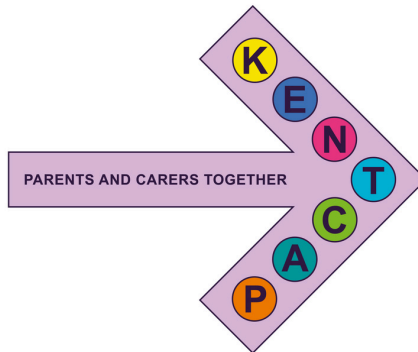
**What does the Specialist
Teaching and Learning
Service (STLS) do?**

**What are the
Mainstream Core
Standards?**

**What can the
Attendance Team do to
help me and my child?**

**What does a Front Door
referral mean and when
might it be made?**

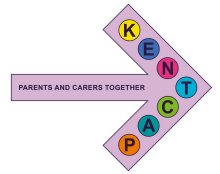
**What are Communities of
Schools and how do they
affect my child?**



AREA 6

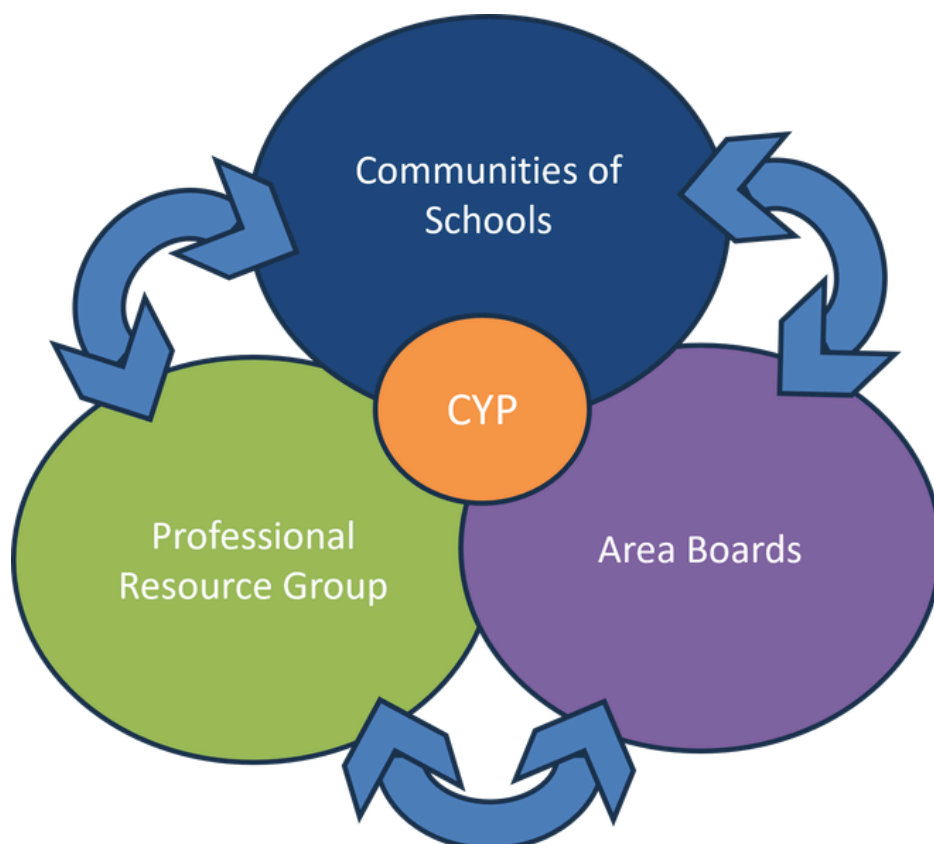
COMMUNITIES OF SCHOOLS

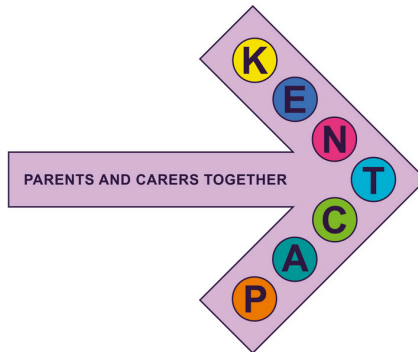
WHAT ARE COMMUNITIES OF SCHOOLS AND HOW DOES IT AFFECT MY CHILD?



Kent has **Communities of Schools**. These are groups of local schools that work together with people like health professionals to help students, especially those with Special Educational Needs and Disabilities (SEND). These communities aim to make schools more inclusive, give early help, and share resources across the county.

For more information please visit; <https://www.kelsi.org.uk/special-education-needs/inclusion/localities-model-for-school-inclusion/communities-of-schools>

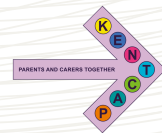




AREA 7

KENT PACT

KENT PACT - YOUR VOICE



Kent PACT is the DfE-recognised Parent Carer Forum (PCF) for Kent. We are a small, friendly charity run by parents who have experience raising children and young people (0–25) with SEND or extra needs. Our strength comes from our members—that means you!

Our job is to listen to families and share their views with the Local Authority, the NHS, and other organisations that support children and young people. We get small grants from the DfE and Kent County Council to do this work.

What We Do

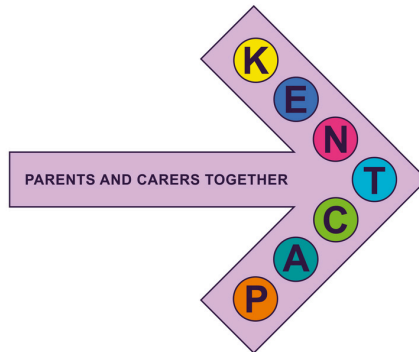
- Listen to families: We collect feedback about your experiences with SEND services and the support your child gets.
- Represent your voice: We take parent views to meetings with KCC, the NHS, and national bodies like the DfE.
- Highlight what isn't working: We tell people when services are not giving families what they need.
- Work on solutions: We help plan improvements with local services.
- Share information: We keep families updated with news, changes, and ways to get involved.

If you are not a Kent PACT member, we can't hear your voice or fully understand the challenges your family faces. Being part of the forum helps us see the full picture of what's happening across Kent so we can push for better support. Sign up and join our Facebook groups to stay informed and be part of a community that understands what it's like to raise a child or young person with SEND. Your voice matters—and together, we can make it stronger.

Join Kent PACT



Membership form



AREA 8

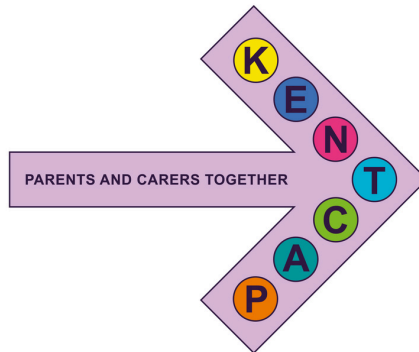
RESOURCES

1) LOCAL CHARITIES

AREA SPECIFIC SUPPORT CHARITIES



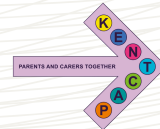
Charity	Areas/Services	QR Code
	Areas: Dartford, Gravesham, Sevenoaks Helps the whole family with different services that support parents and carers raising a child with a disability.	
	Areas: Swale, Canterbury, and Thanet Helps disabled children and their families have the same chances in life as everyone else.	
	Areas: Maidstone, Tonbridge, Tunbridge Wells Offers clubs for children and young people from 0 to 25 years old. Younger children can play and have fun, while older young people learn life skills and help each other.	
	Areas: Ashford, Folkestone & Hythe, and Dover Offers free, inclusive support for families with a child or young person who has a disability or extra needs. This includes one-to-one advice, emotional support, family events everyone can join, youth groups, and Access Groups for children who are not in school.	
	Area: Romney Marsh Helps parents and carers by giving support with paperwork to get financial help. Offers training sessions for families and professionals, including help with life skills and education.	



RESOURCES

2) ADVICE & GUIDANCE

Information, Advice and Support Kent (IASK)



IASK helps families of children and young people (0–25 years) with special educational needs or disabilities (SEND). They want to give children, young people, and parents the confidence to make good choices about education and support. They also help families share their views and opinions clearly.

IASK is free, private, and fair. The staff and volunteers are trained in SEND. Their advice is independent, which means they do not take sides. IASK is guided by a group that includes parents, young people, voluntary groups, children's services, the parent/carers forum, education, and social care. They also help schools work well with parents.

Support for parents, carers, and young people

IASK can:

- Help you make good decisions
- Help you plan how to share your views or worries in meetings or on paper
- Give support face-to-face, online, or in person
- Give information about other agencies and processes
- Help you prepare paperwork
- Give independent support for assessments and annual reviews
- Offer training and workshops

IASK cannot:

- Help with things not about SEND
- Make decisions for you
- Speak for you

How to contact IASK

- Website: www.iaskent.gov.uk
- Call: 0300 041 3000
- Email: iaskent@gov.uk





Scan me 

Your local family hub

Find or contact your nearest family hub in Kent and learn how it can help you and your family.

Parent, carers and young people can find groups, meet people locally or get friendly advice from professionals.

Look up groups or support, and find out if you need to book or can just drop in.

Stay and Play (SEND)

A small, relaxed session for families with play, singing, stories and messy fun for children aged 0–5 with SEND

Parenting Support Advice Drop-In

Drop in for friendly advice on any parenting questions (0-19) – no booking needed.

Little Talkers

A playful 6-week course for 2–5 year olds to build speech, language and attention skills.

Time to Shine

Small, supportive groups for children aged 4-7 years with SEND to build confidence and social skills through fun activities.

Time to Shine- Juniors

Small, supportive groups for children aged 8-11 years with SEND to build confidence and social skills through fun activities.

Time to Shine- Seniors

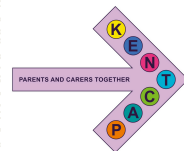
Small, supportive groups for children 12+ with SEND to build confidence and social skills through fun activities.

Much more to explore!

Kent Resilience Hub



Scan me 



Supporting young people to cope better with the pressures of everyday life



Here at the Kent Resilience Hub we wanted to create a resource that helps young people, parents and carers, staff and practitioners to understand emotional wellbeing and resilience.



Resilience Webinar Series for Parents/Carers

These short videos are a must watch for any parent in Kent to learn about how to support their child to be resilient and how to be a resilient parent themselves.



Resources

This area contains a variety of helpful articles, training opportunities, webinars, videos, recommended websites and service information. You'll find a large number of topics covered.



Services for Young People

Services that are available for you people who may need extra support for their emotional wellbeing and resilience.



Much more to explore!

Emotionally Based School Avoidance (EBSA)



Scan me



What is EBSA?



EBSA stands for Emotionally Based School Avoidance. This means a child or young person finds it very hard to go to school because of strong feelings, especially anxiety. Some people also call it school anxiety.

EBSA used to be called school refusal, and you may still see this online. But this old term is not helpful. It sounds like the child is simply choosing not to go to school, when actually there is usually a real reason behind their worry. We need to understand why the child cannot go to school.

Kent has its own EBSA Pathway, which gives support and resources for parents and schools.

Research shows that children do better when they get help early. It is important that parents and schools work together and have a shared plan that is checked and updated often. Other services can join in to help if needed.

You can watch a recorded webinar by Kent Educational Psychology and Kent Parents and Carers Together (PACT). In this video, they talk about what anxiety is and what EBSA looks like. Parents also share their experiences, and give practical ideas for supporting children and working positively with school.

The EBSA Parent Resource pack is available to download here:

https://www.kelsi.org.uk/__data/assets/pdf_file/0007/160882/EBSA-parent-resource-pack.pdf

Parents can ask for a meeting with their child's school to talk about support. This plan can be agreed together and reviewed regularly.

Kent PACT CIO - Charity number 1194016



Scan me



Learning disability, autism and ADHD



Health services and support for children and adults living with neurodiversity across Kent and Medway

We are changing how health, social care and education professionals support people who may be neurodivergent. We want to make sure people can get the right help at the right time.

A neurodivergent person's brain works in a different way to most people. Neurodivergent people can have many strengths, such as being creative, noticing small details and having new ideas. They may also have differences in sensory needs, sleep, communication and social interaction. These differences can be hard without the right support or changes.

On these pages you will find local and national information to support children, young people and adults living in Kent and Medway.

NHS Kent and Medway is working with NHS services, Kent County Council, Medway Council, families, carers, charities, community groups and people with lived experience to make these changes.

In the last few years, the number of people asking for autism and attention deficit hyperactivity disorder (ADHD) assessments has grown very fast across England. Services cannot keep up with the demand.

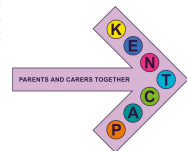
We want people to be able to get support without needing a diagnosis, instead of waiting many years for an assessment.

Mainstream Core Standards

Guide for parents



Scan me



The Mainstream Core Standards document explains what schools must do to support children and young people with SEND (special educational needs and disabilities). This includes all schools, such as academies and free schools. The aim is to help pupils be included in school life, make progress and feel happy at school. The document was written together with parents, children and young people, schools, specialist teachers, educational psychologists, health staff and the local authority. Different schools have different levels of experience in supporting pupils with SEND. Some schools may need extra help from the Local Area to put the support in place. This extra help is explained later in the guide.

It is important to know that most children or young people with SEND will not need everything listed in the Mainstream Core Standards. Every child is different. Their support may include a mix of strategies and resources from different parts of the document. Schools can also use other helpful approaches that are not written in the document.

If your child has SEND, or you think they might have, or if you have any concerns about their support, you should contact the school's SENCO (Special Educational Needs Coordinator).





Children's Health and Wellbeing Navigators

Support through your GP

We offer one-to-one support at more than 80 GP surgeries across Kent. Our friendly **Children's Health and Wellbeing Navigators** support children and young people (up to age 18, or up to 24 for those with SEND) and their families.

We help people with long-term health conditions, neurodevelopment or sensory differences (such as autism or ADHD), and mental health difficulties like low mood, anxiety or feeling lonely.

How we can help

Our Navigators understand that some children and young people need long-term support. They help families understand their worries and challenges.



They can:

- Help coordinate care and support
- Find information and advice
- Connect you with other useful services and organisations

Children's Health and Wellbeing Navigators are available at selected GP practices only. To check if your GP practice is covered, scan this QR code.



Scan me



Scan me



“I think my child might need some help at nursery, school or post 16”

Who to talk to first

If you are worried about your child's development, the first step is to explore the support available. Why not take our simple quiz to see what to do next!

Take our who to talk to first quiz

Find out more here!

Every child is unique. They all learn and grow in different ways.

We understand it can be hard to know where to go for help if your child is finding things difficult at nursery or school, or if they seem different from others in their class. Please don't worry — you are not alone.

Some children may struggle with:

- reading, writing, maths or understanding information
- expressing themselves, communicating or understanding what others say
- making friends or talking to adults
- sensitivity to certain sounds, lights or textures
- feeling overwhelmed, anxious or changes in behaviour
- understanding and following rules and routines
- moving around the classroom, walking, balance or coordination

You may feel worried and need support at nursery, school, college or sixth form. We are here to help guide you to the right support at the right time.

If you think your child needs extra help, we recommend following these steps.

Kent PACT CIO - Charity number 1194016



A HANDBOOK FOR FAMILIES

Information on autism and ADHD
in children



Scan me 

Kent School Health

We are a team of school nurses and practitioners who work with children, young people and families in Kent. You do not have to be in school to use this service.



Scan me 

Emotional wellbeing

Some young people struggle with their feelings and find this impacts on their day-to-day activities – they might seem low, or have trouble eating, sleeping or concentrating at school. Visit our [emotional health and wellbeing](#) section for more advice on supporting your child.

School transitions

[Starting at school](#) or [moving to secondary school](#) are big steps and we're here to support you and your child at these key milestones.

Families who might need further support

All children are unique and we can offer support based on your child's needs using one-to-one packages of care. Visit our [special educational needs and disability](#) page for more information on support we can offer you and your child.

The [Children's Special Schools Nursing Team](#) works in special schools to support children and young people with complex health needs.

Contact us

Phone 0300 123 5205 and select option two.

Parents/carers can complete an [online referral form](#). You will receive a confirmation email that your referral has been submitted. If you don't get an email within a few minutes, check your junk folder in case it has gone there or call 0300 123 5205 and select option two to speak to a member of the team.

Young people aged 11 to 19 can text [ChatHealth](#) to have direct access to a nurse (Monday to Friday, 9am to 5pm) on 07520 618850. This service is confidential and anonymous.



Scan me 

The SEND Local Offer/SEND Information Hub

'Local offer' is a term from the national government, we call our local offer the 'SEND Information Hub'.

A local offer is for children and young people with [special educational needs and disabilities \(SEND\)](#) aged 0 to 25 years. It gives information and support services available to families in their local area.

Every local authority must:

- have an online local offer, and make sure alternative versions are available
- tell children, young people and families about the local offer
- talk with children, young people and families to find out what support they're looking for
- find services and activities in their area to support ages 0 to 25 years
- find services to support young people towards their independence to adulthood
- include transport services available and whether there are any charges.

As part of our SEND Information Hub, we have a Local Offer Directory. Our directory can help you find support groups, events, and activities for 0 to 25-year-olds, including charities to support you and your family. We update it often, to try and meet everyone's needs.





Scan me ↑

Local Offer/SEND Directory

Our Local Offer Directory

As part of our SEND Information Hub, we have a Local Offer Directory.

This directory helps you find support groups, events and activities for children and young people aged 0 to 25. It also includes charities that can support you and your family. We update it often to try and meet everyone's needs.

Do you run a SEND-friendly support group, event or activity? Or are you a registered charity that supports children or young people with SEND and their families? If yes, you can sign up to be included in the Local Offer Directory.

You can discover hundreds of support groups, clubs, sports, charities and activities for children and young people with SEND.





Scan me

Short Breaks

Short breaks are positive, fun activities for disabled children and young people (0 to 18 years) to take part in. They can be anything from a couple of hours at an after school activity or weekend club, to an overnight stay for those with more profound needs.

They support your child or young person to:

- develop their independence
- increase their readiness for becoming an adult
- help their physical and emotional health
- reduce loneliness
- have new experiences and learn
- have fun and meet friends.

They will help you to:

- take a break from their caring responsibilities
- rest and unwind
- spend time with other family members
- provide the right support at the right time
- build family resilience.



Types of short breaks

Depending on your son or daughter's needs, there are different categories of short breaks.

Universal short breaks	▼
Targeted short breaks	▼
Specialist short breaks	▼
Overnight short breaks (5 to 18 years)	▼
Payments for short breaks	▼
Shared Lives (16+ year olds)	▼



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SEND Enquiries Hub

Before you contact us

Did you know our SEND Information Hub has plenty of support for you and your child? We have lots of helpful resources for children aged:

- [under 5](#)
- [5 to 16](#)
- [16 to 25](#)

If you're unsure where to begin, [take our online quiz](#). It will give you support based on your answers.

We also offer help with [education, health, and care \(EHC\) plans](#). This includes annual reviews, phase transfers, and [health](#) or [social care](#) advice.

If you still can't find what you're looking for, don't worry; we're here to help you with:

- general SEND enquiries and our processes
- local resources and support
- updates to your child's ongoing assessment or annual reviews for EHC plans.

We can pass information to your child's caseworker or team. To contact us, complete our online form. If you do not want to create an account, that is okay; click 'continue without an account'.

Contact the SEND Enquiries Hub Team



We aim to help you as quickly as possible. We sometimes are very busy, so it may take us longer to get back to you.

Call our contact centre at [03000 41 99 94](tel:03000419994). They're available Monday to Friday, 9am to 5pm. They will handle your enquiry and forward it to the SEND Enquiries Team.



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Disabled Children Register

Do you have a special educational needs and disabled (SEND) child or young person aged 0 to 25 years old? Have you signed up to our Disabled Children Register yet?

Our Disabled Children Register helps us to plan and improve local support and services for children and young people with SEND and their families in Kent (not Medway). We use anonymous statistical information from the register to understand the type of services you need and in which areas.

We must keep a Disabled Children's Register by law.

You do not have to register your child with us if you do not want to. You do not need to be on the register to get health or social care support. However, if you choose to register you may be able to get a discount card called a Max Card.

Register your child or young person

For the register, the definition of disability is taken from the [Equalities Act 2010](#) and can include:

- [autism](#)
- [ADHD](#)
- cerebral palsy
- [dyspraxia](#)
- [deaf, blind or deafblind](#)
- mobility problems
- [learning disability](#)
- undiagnosed medical conditions
- terminal illness.

We may ask for evidence of your [education, health and care \(EHC\) plan](#) or disability related benefit documents.

Kent PACT CIO - Charity number 1194016

Kent County Council



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SEND Roadshows

Our SEND Roadshows are free events designed to help you connect with local services, support teams, and other families in person to learn more or ask for support. We aim to hold a roadshow in each district at least once a year.

At each roadshow, you'll find:

- helpful information and advice
- fun activities for children and families
- access to a range of local and national support services.

We work in partnership with a range of organisations to bring support directly to your community.

Attending a roadshow

Our roadshows usually run for 2 to 3 hours. You're welcome to drop in at any time during the event to speak with services and explore what's on offer.

Most venues offer on-site or nearby roadside parking. We're working closely with Family Hubs to ensure locations are accessible by car or public transport.

Children are welcome but there won't be any supervised childcare at the event.

Regular attendees include:

- [Information, Advice and Support Kent](#) (IASK)
- [Kent Parent and Carer Together](#) (PACT)
- [Family Hub](#)
- [Portage](#)
- [SEND Inclusion Advisors](#).



Scan me 

SEND newsletter

Our SEND newsletter is published once a term.

The newsletter has the latest updates and improvements, support and guidance, and events happening in Kent. You'll also get news from the NHS, Kent PACT, IASK, and local charities.



Sign up for the SEND newsletter





Scan me 

Max Card



The Max Card is a discount card for families with children who have disabilities. It can help you save money on fun days out, like going to castles, zoos, bowling and many other places.

Families can get a Max Card if their child or young person gets a disability benefit or has an EHCP (Education, Health and Care Plan).

If you can have a Max Card, it will be sent to you about two weeks after you register. You will also get information about where you can use the card and how it works.

If you live in Medway, outside Kent, or your child is not disabled, you cannot get a Max Card from us.

For more information, or if you have questions about the Disabled Children's Register, you can call **03000 412412** or email **cdr@kent.gov.uk**

Kent County Council



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SEND Podcast

We have launched the SEND Podcast, a new online series from the SEND Information Hub Team. It is made to give you easy information, advice and guidance whenever you need it.

Episode 1 is a good place to start if you are new to the SEND journey. In this episode, we:



- introduce the SEND Information Hub website
- highlight important services and support available across Kent
- talk with IASK and Kent PACT about how they support families like yours

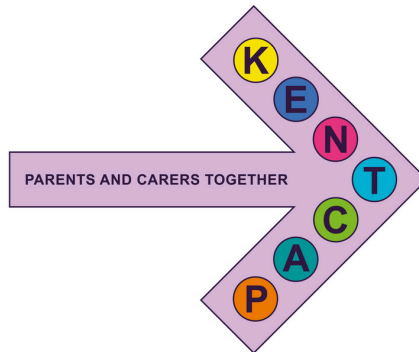
KCC'S SEND PODCAST

“ Our first episode is designed for families at the beginning of their SEND (Special Educational Needs and/or Disabilities) journey who would like to know about support available in Kent. Sign up to join us live and find out more information! ”

SEND information hub

(Kent's local offer)

www.kent.gov.uk/send



RESOURCES

3) MENTAL HEALTH



North East London
NHS Foundation Trust

Scan me



Kent Primary Care Network Children's and Young People's Mental Health Practitioner (PCN MHP)

Who we are

PCN MHP are specially trained clinicians embedded in GP surgeries to help children and young people with their emotional wellbeing and mental health. PCN MHP are part of the Children and Young People Increasing Access to Psychological Therapies programme, a government initiative first outlined in detail in 'Transforming children and young people's mental health provision: a green paper' which focuses on earlier intervention and prevention of mental health problems in children and young people.

Who can we help?

From time to time, children and young people may need additional support with their emotional wellbeing and mental health, so we're here to help. Getting the right support early can prevent problems getting bigger, so that your child can enjoy school, home, time with family & friends, and other activities to reach their full potential.

PCN MHP provide assessment for children and young people up to age of 18 who might require exploration to understand their needs and/or signpost them to the correct support, and, if suitable, to offer short term one-to-one intervention.

PCN MHP provide support to children and young people who may be experiencing low to moderate mental health and emotional wellbeing issues, which present as low mood, self-harming behaviours, anxiety, school refusal, behavioural difficulties, or sleep difficulties.

How we can help

We have several ways to support your child, including:

1. Consultation appointments to increase understanding of available support for mental health and emotional wellbeing
2. Individual one-to-one offer (4 -10 sessions) to support children and young people with targeted interventions. This is suitable for children who feel motivated to address any mental health or emotional wellbeing difficulties they are experiencing and are not actively receiving significant input from other mental health services.
3. Parent-led work: our main support offered to primary aged children who are experiencing mild to moderate difficulties with anxiety, low mood, or behavioural difficulties. We can offer both digital and face to face support to parents, with the aim of equipping parents with the skills to support their child to overcome their difficulties.

Children's and Young People's Mental Health Practitioners (PCN MHPs) are available at selected GP practices only.

To check if your GP practice is covered, scan the QR code.



Scan me



Children and Young People's Mental Health Services



Scan me



Single Point of Access

The commissioned model requires a Single Point of Access (SPA) for all referrals. The SPA team within Kent is run jointly with Kent Community Health NHS Trust (KCHFT). The SPA is an integral part of the service as a central point for screening, triage and signposting. Access to the service is streamlined and referral management is effective.

Use the QR Code for the **Online Referral Form**

Mental health referrals

If your referral is for Emotional Wellbeing and Mental Health concerns, please click to complete referral form online:

[Referral form](#)

Contact details

You can contact the SPA by telephone or email:

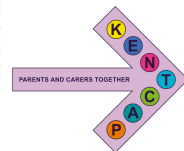
Telephone: 0800 011 3474

Email: kentandmedwayspa@nelft.nhs.uk

Operating Times:

Monday to Friday: 8am to 6pm

Our NELFT Mental Health Direct (MHD) team provides additional support out of hours and weekends through telephone advice and triage to Crisis teams. The telephone number is 0300 555 1000.





North East London
NHS Foundation Trust

**Kent Emotional Wellbeing Team and Medway
Emotional Support Team**



Getting help at school from the Emotional Wellbeing Team

Who are we?

We are the Emotional Wellbeing Team at your child's school. Emotional Wellbeing Teams are a government initiative also known nationally as Mental Health Support Teams. We're specially trained to help children at school with their emotional wellbeing and mental health. From time to time, children and young people need additional support with their emotional wellbeing and mental health, so we're here to help. Getting the right support early can prevent problems getting bigger, so that your child can enjoy school, home, time with family & friends, and other activities.

Who can we help?

We provide support to all children in the school, and work together with everyone in the school community to promote a 'whole school approach' to emotional wellbeing and mental health. We also work with children and their parents/carers in group or 1:1 sessions to support with specific problems.



How we can help

We have several ways to support your child, including:

- Whole school activities and workshops to promote emotional wellbeing and increase understanding of how to take care of our mental health.
- Group and 1:1 sessions to support parents/carers including:
- Supporting your children with worries and fears
- Understanding your child's behaviour

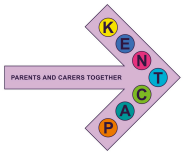


How to get support

We are here and ready to help, so please speak to the school's **Emotional Wellbeing Practitioner** or a member of staff at school.

You can also contact us by emailing: ewtandestengquiries@neft.nhs.uk. Please note that our emails are not staffed with practitioners and are only responded to in office hours. For any concerns that require advice or urgent attention please contact our colleagues in the Single Point of Access on **0800 011 3474** or call [NHS 111](https://www.nhs.uk/111). If it is an emergency, immediate danger to life/safety dial 999 or visit Accident and Emergency (A&E).

The Solihull Approach series



Welcome to your place for emotional health and wellbeing

E-learning for parents and families. Brought to you by the Solihull Approach NHS team.



Scan me 

The Solihull Approach is about emotional health and wellbeing for all children, their parents, carers and grandparents. We are passionate about sensitive relationships, early years support and understanding brain development to help nurture kind, emotionally aware children as they grow.

Solihull Approach brings together a core team of NHS clinical psychologists, child psychotherapists, health professionals, and child and family practitioners, together with schools and parents to develop training to support people who work with children in ANY setting as well as for ALL parents who want to support and nurture emotional health.

We focus on relationships because they shape who we are and are key to our development as human beings. Our training encourages reflective thinking with frameworks, tools and ideas that are proven to be transformative.



6 months to 19+ years

 14 Modules

[Understanding your child with additional needs](#)

 English  Voiceover



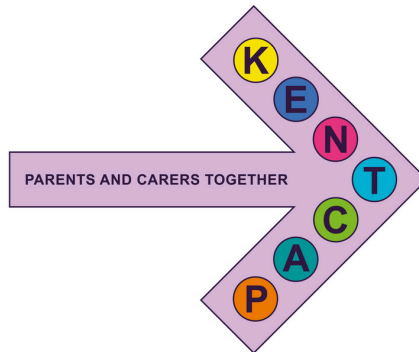
Preteen to teenager

 2 Modules

[Moving up to secondary school for children with additional needs](#)

 English  Voiceover





RESOURCES

4) THERAPIES

the pod

Children's therapies



Kent Community Health
NHS Foundation Trust

Children's Therapies - The Pod



Scan me



Care coordination

This is a service for babies and children who present with an identified developing condition or disability.



Neurodivergence

Neurodiversity is the wide variety of ways we think, learn, feel and process information.



Occupational therapy

Supporting children and young people to participate in everyday activities and occupations.



Physiotherapy

Supporting children and young people with physical difficulties to reach their full potential.



Speech and language therapy

Supporting children and young people with communication, eating and swallowing difficulties to reach their full potential.

Contact us

East Kent

Thanet, Canterbury, Herne Bay,
Whitstable and Faversham

0300 123 8112

kentchft.cteast-admin@nhs.net

Kent Children's Therapies
Greenbanks
Westfield Road
Garlinge
Margate
CT9 5PA

North and west Kent

Dartford, Gravesham and Swanley
Edenbridge, Maidstone, Malling,
Tonbridge, Tunbridge Wells and
Sevenoaks

0300 123 7004

kentchft.ct-nwKent@nhs.net

Kent Children's Therapies
Heathside Centre
Heath Road
Coxheath
Maidstone
ME17 4AH

East Sussex

School Health One Point (SHOP)

0300 123 4062

kentchft.esschoolhealthservice@nhs.net





Scan me 

Community Dietetics Team (children)

A range of online information and resources which you may find useful.

Who we are

We are a team of 10 (a first contact practitioner, specialist enteral feeding nurse and paediatric dietitians) with regular support from two to three bank dietitians.

What we do

We provide specialist nutrition advice for children and their families in one-to-one settings both virtually and face-to-face as well as through online group sessions. We provide dietetic management of faltering growth, weight management, nutritional deficiencies, allergies (including cow's milk allergy), coeliac disease, IBS and restrictive eating as well as more complex conditions such as IBD and patients who are enterally fed. Referrals are subject to meeting service criteria, see [How do you access the service for more information on referrals](#).

- [Community dietetics paediatric referral form](#)

You need to be referred by your GP or another qualified healthcare professional (subject to meeting referral criteria). You must be registered with a GP in Kent.

If you feel you need further advice please speak to your child's GP about a possible referral to our Paediatric Dietetics Team. If you are aware that a referral has already been made to us and are concerned about a worsening of the patient's condition, please contact the patient's GP or healthcare professional who made the referral.

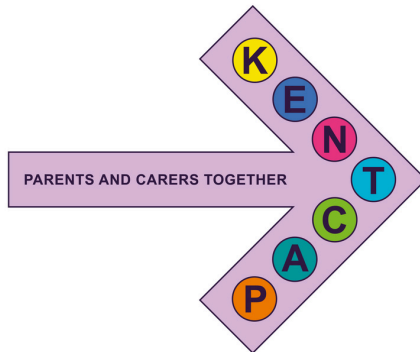
Contact us

0300 123 0861

kcht.CentralisedAppointmentTeam@nhs.net

Monday to Friday, 9am to 3pm

Kent PACT CIO - Charity number 1194016

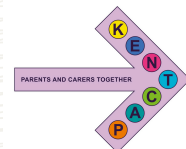


AREA 9

GLOSSARY

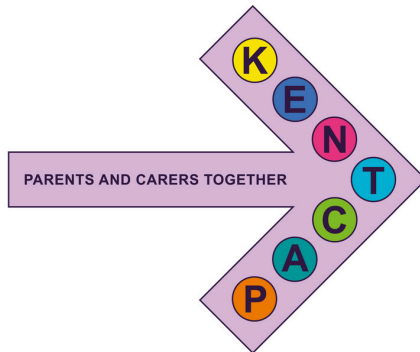
Eh? What's
this all about
then?

GLOSSARY



Term/Acronym	In full
ABSA	Anxiety Based School Avoidance
AP	Alternative Provision
ASD/ASC	Autism Spectrum Disorder/Condition
CYP	Children and Young People
CYP MHPs	Children and Young People's Mental Health Practitioners
EBSA	Emotionally Based School Avoidance
EHENA	Education Health Care Needs Assessment
ECHP	Education Health Care Plan
EKHUFT	East Kent Hospitals University Foundation Trust
GP	General Practitioner
ICB	Integrated Health Board
ICS	Integrated Health System
K&M	Kent and Medway
KCC	Kent County Council
KCHFT	Kent Community Health Foundation Trust
KCHT	Kent Community Health Foundation Trust

Kent PACT	Kent Parents and Carers Together
KEPS	Kent Educational Psychology Service
KPAS	Kent PRU and Attendance Service
LA	Local Authority
LD	Learning Disability
LIFT	Local Inclusion Forum Team
MCH	Medway Community Healthcare
ND	Neurodiverse
NELFT	North East London Foundation Trust
NHS	Occupational Therapist
OT	Occupational Therapist
PCN	Primary Care Network
PCN MHP	Primary Care Network Mental Health Practitioner
PRU	Pupil Referral Unit
SALT	Speech and Language Therapist
SEN	Special Educational Needs
SEND	Special Educational Needs and Disabilities
SPA	Single Point of Access
Universal Support	Support that is offered to everyone



AREA 10

MY GLOSSARY

