

## Do you need information, advice or support?

### Contact Parent Voice

- **Western hub** (New Forest, Test Valley, Eastleigh and Winchester)  
Telephone 023 8072 1206
- **South East hub** (Havant, Gosport and Fareham)  
Telephone 01329 823140
- **North and East hub** (Basingstoke, Rushmoor, Hart and East Hants)  
Telephone 01256 472767
- **Information line**  
Telephone 0844 257 1893
- **Parent Voice website**  
[www.parentvoice.info](http://www.parentvoice.info)

## Do you need this leaflet in a different format? (such as large print or another language)

### Disabled Children Team

Children's Services Department, Elizabeth II Court East,  
Winchester, Hampshire SO23 8UG  
Telephone 01962 846399  
Email [aiminghigh@hants.gov.uk](mailto:aiminghigh@hants.gov.uk)  
Website [www.hants.gov.uk/specialneeds](http://www.hants.gov.uk/specialneeds)

### Hampshire Family Information Directory

The Hampshire Family Information Directory is your easy online route to finding childcare and other family support services available near you. Visit [www.fid.hants.gov.uk](http://www.fid.hants.gov.uk)

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## Why your child may not be eligible for specialist services



Advice and next steps for parents and carers of disabled children who are not eligible for specialist services



**Hampshire**  
County Council

[www.hants.gov.uk](http://www.hants.gov.uk)

## Introduction

You have probably received this leaflet along with a decision that your child does not meet the criteria for specialist services.

Specialist services might include: social work support; overnight short breaks; the family link scheme or support within and outside the home.

This leaflet sets out the background to Hampshire County Council's eligibility criteria for specialist services for disabled children and includes details of other support that may be available for you and your child.

## Why your child may not be eligible for specialist services

There are many disabled children in Hampshire who need help. However, the County Council has limited financial resources and the eligibility criteria is used as part of an assessment process to decide who can access specialist services. This makes sure that families most in need receive the necessary support.

The eligibility criteria for specialist services for disabled children was rewritten in 2009, in consultation with parents and professionals. It is now clearer and easier to follow.

The full criteria is available online at [www.hants.gov.uk/specialneeds](http://www.hants.gov.uk/specialneeds) or you can request a copy of the information by contacting 01962 846399 or email [aiminghigh@hants.gov.uk](mailto:aiminghigh@hants.gov.uk)

## Other support available

To make sure you have the help you need, we have been working with colleagues and other agencies to provide a wide range of services and activities for families with disabled children.

We have set up Parent Voice, an information and participation hub where you can find out more information, receive support and participate in decisions about services for disabled children made by the County Council. Contact details for Parent Voice are available on the back of this leaflet.

In addition, funding is available for providers to run short breaks activities for all children with additional needs. A full short break offer is available to children attending special schools and those eligible to receive Higher Rate Disability Living Allowance (DLA). For further details on short breaks visit [www.hants.gov.uk/aiming\\_high](http://www.hants.gov.uk/aiming_high)

## Do you feel the decision about your child is wrong?

You should have been given a copy of the eligibility criteria along with this leaflet. If you feel it has not been applied fairly, or that important factors were not taken into account during the initial assessment, you should ask the social worker who assessed your child for a review of the decision.

This will mean that another team manager will review the decision to see whether the criteria have been consistently applied. You will receive a letter confirming the reviewing manager's decision within 21 days of your request.

After this, should you still feel the decision is wrong, you may request a face to face meeting with a service manager from Children's Services to discuss the decision.

If you still remain dissatisfied you can complain in writing to: Children's Services Department Complaints Team, Elizabeth II Court East, Winchester SO23 8UG, email [childrens.services.complaints@hants.gov.uk](mailto:childrens.services.complaints@hants.gov.uk), telephone 01962 847484