**Family First**

Our dedicated team are here to support families with **Special Guardianship Orders.**

# **Our team can provide you with support and resources tailored to your family's needs and we also have a list of independent support and advice networks which you can access.**

**As a Special Guardian approved by the court, you will be in possession of a SGO support plan relating to the needs of the child/ren in your care. There might also be some identified support that will benefit you both. Our role is to support you to ensure those needs are met.**

**Please feel free to contact our team directly to arrange a visit to discuss your needs so that we can support you and your family.**

[SGO.support@torbay.gov.uk](mailto:SGO.support@torbay.gov.uk).

# Resources that are available to you on request.

**Therapeutic parenting.**

We can offer ongoing parenting support and, if you would like, a more in depth approach consisting of restorative strategies and positive reinforcements to consider.

**Support Group**

Support groups are available for children's guardians. These groups will provide you with a safe space to meet other guardians and share ideas.

To book a place for the Support Group, please **email**: [sgo.support@torbay.gov.uk](mailto:sgo.support@torbay.gov.uk)

**Family time and mediation**

Our support SGO worker can, if necessary, support you with family time in the local community. Additionally, special guardian support workers can help you access mediation support if necessary.

**Torbay's Family Information Directory**

The Torbay Family Information directory lists a range of services and resources including advice and support for: [parenting](http://fis.torbay.gov.uk/kb5/torbay/fsd/results.page?familychannel=2_7),[caring](http://fis.torbay.gov.uk/kb5/torbay/fsd/results.page?familychannel=2_9), [fostering, adoption](http://fis.torbay.gov.uk/kb5/torbay/fsd/results.page?familychannel=2_6), [financial support](http://fis.torbay.gov.uk/kb5/torbay/fsd/results.page?familychannel=2_4_2) and [rights and legal services](http://fis.torbay.gov.uk/kb5/torbay/fsd/results.page?familychannel=2_4_3).

**Website:**  [www.torbay.gov.uk/kb5/torbay/fsd/home.page](http://www.torbay.gov.uk/kb5/torbay/fsd/home.page) 

**Out of hours**

The Emergency Duty Service provides an emergency generic social work service across the whole of Torbay. Contact them on **0300 456 4876** or, if you have a hearing impairment: 07810 548 004

**iLearn and Grey Matter**

We provide a range of useful online training courses through iLearn and Grey MatterPlease check for spaces and dates available. **Email:** [sgo.support@torbay.gov.uk](mailto:sgo.support@torbay.gov.uk)

**Beacon House**

Beacon House is an independent specialist, innovative and creative therapeutic service for young people, families and adults. **Website**: <https://beaconhouse.org.uk>

**Life story work**

Life storybooks help children to understand their particular journey through to SGO.. Let your support worker know you are interested, or email us.**Email:** [sgo.support@torbay.gov.uk](mailto:sgo.support@torbay.gov.uk)

**FREE National Association of Therapeutic Parents (NAPT) membership**

Your special guardian support worker can set you up with a free membership to access third party support, education and resources. **Website:** <https://www.naotp.com/> **Call:** 01453 519000 **Email:** [natp@coect.co.uk](mailto:natp@coect.co.uk)

**The Family Rights Group**

The Family Rights Group provides independent advice and guidance for parents and carers. They operate a Freephone service: 0808 801 0366, Monday to Friday, 9.30am to 3pm, and a range of information on their website. **Website:** [www.frg.org.uk](http://www.frg.org.uk)  **Call**: 0808 801 0366 (Freephone hotline)

**Grandparents plus**

A specialist advice service provides support to grandparents, family members or friends caring for children.They offer independent, confidential, and non-judgmental advice and can talk you through all elements of your situation, including advising on available benefits and allowances.

**Website**: [www.grandparentsplus.org.uk](http://www.grandparentsplus.org.uk/) **Call:** **0300 123 7015**Monday to Friday 9.30am – 3.30pm

**Email**: [**advice@grandparentsplus.org.uk**](mailto:advice@grandparentsplus.org.uk)**.**

**The Special Educational Needs and/or Disabilities Information, Advice and Support Service for Torbay** (SENDIASS Torbay).

SENDIASS Torbay supports parents and carers in various ways, including phone or email contact and face-to-face meetings. They also provide a signposting service to direct SEND children, young people and their parents or carers towards the organisations that are best suited to help them.

**Website**:[**http://sendiasstorbay.org.uk/**](http://sendiasstorbay.org.uk/)**Call:** 01803 210 371 **Email**: [info@sendiasstorbay.org.uk](mailto:info@sendiasstorbay.org.uk)

**Tissues and Issues (SEND parents to support coffee mornings/HUB)**

They have a private Facebook group which is available all year round to communicate with others, ask for advice and offer support. It offers parents/grandparents/carers with children that have complex needs to come together to have a relaxed chat with parents/grandparents/carers in a similar situation. You do not need a formal diagnoses to attend.**Call:** 07796 470009 (Jackie)

**Email:** [tissuesandissues@outlook.com](mailto:tissuesandissues@outlook.com)**Website**: [Tissues and Issues | Facebook](https://www.facebook.com/groups/1998466853749511/)

**Talk Works**

You can self-refer using their webpage. They will contact you to offer you an initial appointment. Website: <https://www.talkworks.dpt.nhs.uk>

**Family Line**

Family Line support adult family members via telephone, text, email and webchat. They can also provide longer-term support through regular sessions with Befrienders and Counsellors.

Call: 0808 802 6666 Monday-Friday, 9 am to 9 pm

 Text: 07537 404 282 Monday-Friday, 9am to 9pm

 Text FAMILY ACTION to 85258 out of hours of crisis support.

 Email: [familyline@family-action.org.uk](mailto:familyline@family-action.org.uk)

 Website: [www.family-action.org.uk](http://www.family-action.org.uk)

**Child benefit**

You can claim Child Benefit as soon as the SGO has been awarded in court. **Child Benefit helpline**: 0300 200 3100 **Website**:  [www.gov.uk/child-benefit](http://www.gov.uk/child-benefit)

**Tax credits**

If you work and have childcare costs, you might be entitled to claim Working Tax Credit towards these costs. **Call:** 0345 300 3900 **Website**: [www.hmrc.gov.uk/taxcredits](http://www.hmrc.gov.uk/taxcredits)

**Child care**

Your child may be eligible for free childcare of up to 15 hours per week, for 38 weeks of the year from the term after their 2nd birthday. **Website:** [www.gov.uk/childcare-calculator](http://www.gov.uk/childcare-calculator)

**Financial Assessment and Benefits (FAB) team**

We can refer you to our Financial Assessment and Benefits (FAB) Team offer benefits advice.   
**Call**: 01803 219700 (ask for the FAB team)

**Supporting Families Employment Advisor**

Supporting Families Employment Advisor supports the whole family in their own home or the local community with personal challenges such as benefits, debts, housing, health-related issues and childcare. They can also advise on DLA & PIP enquiries.**Email:** [paul.blake@torbay.gov.uk](mailto:paul.blake@torbay.gov.uk)

**The Citizen Advice Bureau**

Citizen advice also advises and helps individuals resolve their problems with debt, benefits, employment, housing, discrimination, and many more issues. The advice is available to everyone and can be given face-to-face, by phone or online. <http://www.adviceguide.org.uk/>

**Turn 2 Us**

Turn2us is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial Call: 0808 802 5000**Email**: [info@turn2us.org.uk](mailto:info@turn2us.org.uk) **Website**: [www.turn2us.org.uk](http://www.turn2us.org.uk)

**The Elegant Trust**

The Elegant Trust provides educational grants to people in need in south-west England. One-off grants are made to Children for school clothing (not uniforms), books, equipment, fees and educational outings in the UK. **Call:** 01803 863160 **Email**: [info@elmgrant.org.uk](mailto:info@elmgrant.org.uk)

**Website**: <http://elmgrant.org.uk>

**Cosy Devon**

You can apply to find out if you're eligible for free home energy-saving improvements and greats ways of saving energy and money.  **Call**: 0800 0511 548 **Email:** [contactus@cosydevon.com](mailto:contactus@cosydevon.com)

**Website**: [www.cosydevon.com](http://www.cosydevon.com)

**Family Fund**

The family fund provides grants to low-income families raising children with complex needs.

**Call:** 01904 621115 **Email:** [info@familyfund.org](mailto:info@familyfund.org) **Website:** [www.familyfund.org.uk](http://www.familyfund.org.uk)   

**Adoption Support Fund**

The ASF pays for therapeutic support for families where children went from being looked after to becoming adopted or looked after under a special guardianship order. Contact your SGO worker who will see if you are eligible to make the referral for you.

**Pupil Premium Plus**

A child with an SGO is eligible for Pupil Premium Plus provided they were a child in care previously. This is done through the School Census. Speak to your SGO worker about how this works.

**The Torbay Uniform Bank**

The Torbay School Uniform Bank donates clean good conditioned used uniform through a referral system set up with schools across the bay. Speak to your child's school to request a referral for uniform or alternatively send them a message on Facebook.

**Torbay Together**

Torbay Together has a variety of activities and groups in the community listed on their website. [Torbay Together - Community listings, volunteering](https://torbaytogether.org.uk/)

**Citizen Advice Bureau**

The CAB can assist you with form filling and many other matters.

**Telephone:** 0808 808 3555 Monday to Friday, 9:30 am to 5 pm.

**Disability Support Torbay**

They are a charity which uses their knowledge and experience to support you in filling in benefit forms such as DLA or PIP. They can also offer support with appeals should your application be turned down.

Website: <http://dstorbay.org.uk/>

 Call: 01803 215871

 Email: [info@dstorbay.org.uk](mailto:info@dstorbay.org.uk)

**Coram Children's Legal Centre**

Coram Children's Legal Centre (CCLC) specialises in law and policy affecting children and young people. They give free legal information, advice, and representation to children, young people, families, carers, and professionals. Call: 0300 330 5480 Website: [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com)

**The Family Rights Group**

The Family Rights Group provides independent advice and guidance for parents and carers. They offer free and confidential advice service, providing legal and practical advice to families. Call: 0808 801 0366 (Freephone hotline) Monday to Friday, 9.30 am.  Website: [www.frg.org.uk](http://www.frg.org.uk)

**Checkpoint**

In case you require this service, contact your SGO support worker to support you with a referral. Checkpoint provides advice and support services to children and young people aged 8-17. They are based in Torbay, but have services across the local areas.

**The Torbay Child and Adolescent Mental Health Service (CAMHS)**

Contact your SGO support worker to support you with accessing a referral to their service. CAMHS provides emotional and mental health assessment and treatment to children, young people, aged 0-18, and their families/carers. Alternatively, you can contact your child's social worker.

Website: <https://www.torbayandsouthdevon.nhs.uk/services/camhs/>