



The Integrated Service for Children with Disabilities

A guide to services



Achieving for Children's vision

We support children to live safe, happy, healthy and successful lives

Our mission

We provide children and their families with the support and services they need to live happy, healthy and successful lives

Our priorities

We will put children and young people first

We will embrace diversity and champion inclusion

We will nurture strong, responsive and caring relationships

We will be resourceful, adaptable and dependable

We will value and invest in our staff to deliver innovative and quality services

We will work with our customers to deliver the most effective solutions for them

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Introduction

I hope that you find this guide useful and that it will inform you about the many services that make up the Integrated Service for Children with Disabilities (ISCD) based at the Moor Lane Centre, and also operating from Windham Croft Centre, Kingston special schools and out in the community.

All of our work is guided by Achieving for Children's (AfC) vision and values, as well as our own service mission statement which has been developed in consultation with young people and parents who use the ISCD.

- The Integrated Service for Children with Disabilities aims to provide children and young people with disabilities with the foundations to lead a fulfilled life.
- The role of the service is to enable families and other key people to provide the support children and young people need and deserve.
- We aspire to listen to and work in partnership with children, young people, families and others.
- We are committed to safeguarding children and young people and to supporting them to achieve positive outcomes and quality of life.

The ISCD is made up of teams from health and social care. We also work closely with other AfC teams, services and the voluntary sector to provide the most appropriate support for each individual.

As Head of Service for the ISCD my role is to ensure that all of the services we provide are centred on the children and young people we support, are delivered effectively and that the vision, values and strategic aims of AfC and the ISCD guide the all the work we do.

Service management

Heather Anderson

Interim Head of Integrated Services for Children with Disabilities



Caroline Jager

Manager Short Breaks and Family Support



Sophie Evans

Team Manager, Children with Disabilities, Social Care, Kingston and Richmond



Candice Raymond

Interim Health and Therapies Manager



We are a service which is committed to listening to and working in partnership with parents, carers, children and young people. We have a service partnership group with parents groups from the voluntary sector and senior staff regularly meet and work with parents, carers and young people to receive feedback and to develop the service. Young people and parents play an active part in the recruitment of staff or the service. If you are interested in being involved, please let me know.

We are very keen to hear the views about the services your child and family receives. There are monthly drop-in sessions with me and there are compliment and complaint leaflets available. All feedback received is reviewed by the Senior Management Team.

To refer your child and/or family to the service or to find out about using the facilities at both the centres please do not hesitate to contact me.

Heather Anderson

Interim Head of Integrated Service for Children with Disabilities

E: heather.anderson@achievingforchildren.org.uk

T: 020 8547 5741 (Kingston)

Lesley Yexley

Manager, Business Support Team



Grace Over

Manager, Participation & Engagement



Children with Disabilities Social Care Teams

There are two Children with Disabilities Assessment and Care Planning social care teams, each supporting one borough.

There are eligibility criteria for access to the team and each individual case will be assessed by discussion between the team manager and the SPA (Single Point of Access) Manager.

The objective of the teams is to support children and young people with disabilities and their families by:

- assessing their needs and identifying services to meet those needs;
- reviewing and monitoring services; and
- providing statutory support for children in need, looked after children and those in need of protection, and those subject to public law proceedings.

The teams work with children and young people with disabilities who live within the Kingston and Richmond boroughs.

Referrals:

Parents and carers of children and young people with disabilities can make a direct referral via the SPA.

The teams also accept referrals from professionals, again via the SPA. Referring professionals need to **gain permission from parents or carers.**

Kingston SPA: 020 8547 5008

Richmond SPA: 020 8891 7969

The Children's Act 1989 places a duty on children's services to provide or co-ordinate the provision of services to all disabled children. The overall provision of these services is a responsibility across children's services and associated health and voluntary sector services. All the Children with Disabilities Teams provide specialist services to a defined group and at times this may include support to access care or short breaks provisions if needed.



Short Breaks and Family Support in Kingston and Richmond

The Short Break Care Team delivers the Home and Community Support Service, Aiming High for Children and Young People Programme, specialist after school clubs, holiday activities and inclusion in mainstream settings programme.

The Short Break Care Team is passionate about ensuring the best possible outcomes for children and young people with disabilities during their short break activities and delivers services so they can be safe, happy, healthy and have successful and fulfilling lives.

The following provides information on all aspects of the services provided by the Short Break Care Team.

Home and Community Support Service

The Home and Community Support Service provides one-to-one support for children and young people with disabilities aged up to 18 years, who meet the eligibility criteria for the Integrated Service for Children with Disabilities (ISCD) Social Care Team, in their own homes or in the community.

The service is registered as a Domiciliary Care Agency with the Care Quality Commission and complies with the National Minimum Standards for Domiciliary Care published by the Secretary of State under the Care Standards Act 2000. The service is inspected regularly by the Care Quality Commission.

In order to access the service, a family will have an assessment of their needs and if the need for home and community support is identified, a home and community support worker will be allocated. This person will be able to take the child or young person out to enjoy an activity planned to meet their own needs. The service is operational six days a week, excluding public holidays.

Families that are eligible can also access the Sitting Service. Once a referral has been made and agreed, the family will be offered 18 hours of sitting each six month period. There is a charge of £8.00 an hour for this service.

Referrals:

Referrals for the Home and Community Support Service are taken via the ISCD Social Care Team or the Transition and Family Support Team who will make an application to the Short Break Funding Panel.

After-school clubs and specialist holiday groups

Clubs and holiday groups for after school and school holidays are run by the Home and Community Support Service in Kingston. In Richmond, the same services are run by Crofters.

Kingston groups - Ofsted registered

The Moor Lane after school and holiday groups are for children and young people with disabilities aged between 8 and 18 years who are eligible for a service from the ISCD Social Care Team in Kingston. The groups run from the Moor Lane Centre in Chessington.

The after-school clubs run three days a week (Monday, Wednesday and Friday) and the holiday activities run during the main school holidays. Sessions offer activities at the Moor Lane Centre and in the community.

Children and young people can attend the after-school and/or the holiday groups after an assessment of the child by a social worker from the ISCD Social Care Team. The requests are discussed at the Short Breaks Funding Panel and the family is informed of the decision.

Richmond groups - Ofsted registered

Crofters is a club for children and young people with disabilities aged between 4 and 18 years who are eligible for a service from the ISCD Social Care Team in Richmond. The groups run from the Windham Croft Centre in Kew.

The service provides a variety of activities which are based in two sites: the Windham Croft Centre in Kew and the Barn Centre in Whitton. The sessions are held after school, at weekends and during the school holidays.

Assessed need and open sessions

Children and young people can attend assessed need sessions after an assessment of the child by a social worker from the ISCD Social Care Team. The requests for Crofters sessions are discussed at the Short Breaks Funding Panel and the family is informed of the decision.

Families whose child has not had assessed need sessions agreed are still eligible for a service for the Disabled Children's Team, can apply to Crofters for their child to attend the open sessions.

After school sessions are held on Monday to Thursday. There are three weekend sessions each month and each session provides opportunities for children and young people of varied ages. There are also holiday activities during the main school holidays including half terms.

Referrals:

Referrals to the Kingston and Richmond services are only accepted via the ISCD Social Care Team or the Transition and Family Support Team and application to the Short Break Funding Panel.

Kingston's specialist holiday club for working parents and carers

The Kingston Holiday Club is a specialist holiday club for children and young people with disabilities and is available to children living in Kingston only. The play scheme is designed for those parents or carers that work full and part time and need childcare during the holidays.

The children and young people that attend this play scheme are aged between 5 and 18 years. The play scheme caters for children and young people for whom mainstream play schemes are not suitable due to their level of need.

During the day the children and young people have the opportunity to experience a range of trips and outings, for example boat trips up the Thames, train rides, swimming and companion cycling.

The Kingston Holiday Club runs from the Moor Lane Centre, Moor Lane, Chessington, Surrey, KT9 2AA.

The play scheme is a full day care scheme; children attend from 8:30am to 5.45pm. The club is open every school holiday, except Christmas. The cost of the play scheme is £25.00 a day for each child.

Referrals:

Referrals are only accepted via the ISCD Social Care Team or the Transition and Family Support Team and application to the Short Break Funding Panel.

Aiming High short break programme

The Aiming High programme consists of:

- commissioned specialist short break activities;
- Aiming High funding for disabled children and young people to access mainstream or specialist out-of-school activities;
- Enhanced Ratio Funding/Inclusion Grant: funding to support disabled children and young people to access mainstream out-of-school activities, ie an additional support worker within a setting;
- home and community support (in Richmond only);
- one-to-one support for individual children in their own homes or in the community; and
- sitting service.

Commissioned short break activities

The providers across Kingston and Richmond will offer a variety of activities including:

- after school, weekend and holiday groups
- water sports
- sibling group
- drama and dance
- music and art
- specialist cycling
- family fun day.



Aiming High funding

Aiming High funding can be provided for children and young people eligible to access mainstream out of school short break activities. The funding is paid directly to the provider of the activity and pays for the cost of the activity.

Eligibility

- The child or young person has a disability
- The child or young person is aged between 0 and 18 years of age
- The child or young person lives in the Royal Borough of Kingston upon Thames or the London Borough of Richmond upon Thames.

How to apply

Any professional (eg, social worker, teacher, SENCo, family support worker) who knows and works with the child or young person can apply at any time during the year for funding to pay for the cost of a short break activity.

The professional completes an Aiming High application form, including information about the short break activity they are requesting funding for (eg, the provider's name, address) and what the activity is, the number of sessions and the cost.

No more than two sessions a week will be funded for after-school clubs or holiday activities and normally activities are agreed one term at a time.

Once the form is completed and sent back to the Short Break and Aiming High Manager, the application is discussed by a virtual panel and a decision made within 48 hours.

The professional who is applying for the funding is informed of the decision and will then in turn inform the family of the child or young person.

Inclusion

Enhanced Ratio Funding and Inclusion Grant

This funding can provide access to training for providers or an increase in staff ratio to support a child or young person who requires additional support while attending the setting.

This funding is available in Kingston and Richmond. The only difference between the two grants is that the Inclusion Grant is for working parents and carers only.

The provider can apply for up to a maximum of £85 a week, however AfC is more likely to consider funding if multiple children are attending one setting.

Eligibility

- The child or young person has a disability
- The child or young person is aged between 5 and 18 years of age
- The child or young person lives in the Royal Borough of Kingston upon Thames or the London Borough of Richmond upon Thames.
- Inclusion is the primary purpose of the application for funding.

How the Enhanced Ratio Funding and Inclusion Grant helps providers

Funding can be provided for eligible children and young people to attend the setting and improve their overall experience whilst attending.

Training and advice can be given to support staff in their roles with the eligible children or young people.

Funding may be provided for additional staff to support individuals if this is required.



Warren Park and Croft Cottage

Overnight short breaks are available at Warren Park for families in Kingston and Richmond and at Croft Cottage for families from Richmond. All children who access these services will be those who are eligible for services from the ISCD Social Care Teams.

Both overnight provisions are commissioned by AfC and delivered by independent providers. Warren Park is delivered by Action for Children and Croft Cottage by EnhanceAble.

Referrals:

Referrals are only accepted via the ISCD Social Care Team or the Transition and Family Support Team and application to the Short Break Funding Panel.



Health and Therapies Service

In Kingston, the ISCD includes health service provision as part of the integrated offer to children and families. The health services are commissioned by the Clinical Commissioning Group and delivered directly by AfC staff. The service also commissions an external provider to offer an orthotic service for children. Other services are provided by the ISCD, commissioned from a different provider. Speech and language therapy is provided by Your Healthcare and Community Paediatrics by Kingston Hospital.

In Richmond, relevant community health services are commissioned by the Richmond Clinical Commissioning Group and are provided by Hounslow and Richmond Community Health Trust. These services include community paediatrics, community children's nursing, speech and language therapy, occupational therapy and physiotherapy.

Kingston ISCD health services work as an integral part of the ISCD and are based at the Moor Lane site. This co-location enables communication and liaison and allows for significant joint working practices.

Most of the directly employed Achieving for Children health staff are funded through Kingston Clinical Commissioning Group. Therapy services are sometimes funded by the Special Educational Needs Service where therapy intervention and management is concerned with access to educational settings and to the wider curriculum.

Some health services are provided by external providers, for example, wheelchair services and special seating services which are provided by Queen Mary's at Roehampton through a national NHS England contract. In Richmond, orthotics is also provided by Queen Mary's.

Other relevant healthcare providers are acute trusts such as Kingston Hospital, St George's Healthcare, West Middlesex Hospital, Guys and St Thomas' and Great Ormond Street.

South West London and St Georges Mental Health Trust provides support for Kingston and Richmond residents. For example, in the absence of a disability and for children over school age, referrals for autism spectrum diagnosis will be referred to the trust.

Community Paediatric Service in Kingston

T: 020 8547 6527

The consultant community paediatricians are part of the Kingston Hospital Trust Child Development Team providing services for children and young people aged 0 to 18 years who have a range of developmental and special needs.

The consultant community paediatricians carry out neuro-developmental assessments looking at aspects of children's hearing, vision, motor, speech, behavioural, learning, sensory, feeding, social and general development and, where possible, carry out joint assessments with in-house and external therapy colleagues. They carry out statutory assessments for children who are looked after and those children going through the education, health and care plan process. There are designated clinics for children with Downs Syndrome.

Community consultants run outreach clinics for children who attend local special schools and work as part of the Social Communication Assessment Team. They participate in the clinics of visiting orthopaedic and neurology professionals.

Referrals:

The Community Paediatric Service accepts referrals for disabled children and young people who are registered with a Kingston PCT GP.

The Community Paediatric Service is part of the weekly integrated team around the child (ITAC) meetings held at the Moor Lane Centre. These act as a single point of access for all referrals to the ISCD, as well as providing care pathway planning for children and young people who meet the criteria for the service as a whole and who require multi-agency or multi-disciplinary involvement.

Community Nursing Team in Kingston

T: 020 8547 6527

The Community Nursing Team provides a specialist nursing service within both Bedelsford and Dysart Schools and from the Moor Lane Centre.

The team:

- supports children and young people and their families and carers through diagnosis, transition into school life and adult services as well as end of life care;
- assesses, plans, implements, and evaluates the individual health care needs of children and young people with special or complex health care needs;
- provides specialist nursing support and advice to families in their own home and teaches families, children, young people and carers the specific skills they need;
- offers training and support to special and mainstream schools and respite services to ensure that the needs of children and young people are met at all times;
- provides, maintains and monitors equipment to facilitate the meeting of health care needs; and
- offers telephone support and advice as needed.

The team is committed to safeguarding the children and young people under our care.

The team communicates with and works as part of an integrated service to ensure that all aspects of a child's or young person's needs are met.

Referrals:

The Disabled Children's Nursing Team accepts referrals for disabled children and young people with a nursing need who are registered with a Kingston PCT GP, from paediatricians and staff who work in the Moor Lane Children and Young People's Development Service.

The Disabled Children's Nursing Team is part of the ITAC meetings held at the Moor Lane Centre. ITAC acts as a single point of access for all referrals to the ISCD, as well as providing care pathway planning for children and young people who meet criteria for the service as a whole and who require multi-agency or multi-disciplinary involvement.



Speech and language therapy for pre-school children in Kingston

T: 020 8547 6527

Speech and language therapy within the integrated service is provided by Your Healthcare.

You can access speech and language therapy in the Early Years Team if the child:

- is pre-school age (not yet in reception);
- is registered with a Kingston GP;
- has a speech, language and/or communication need, where:
 - speech includes the sounds we use for talking;
 - language includes understanding and talking; and
 - communication includes conversational skills and rules as well as facial expression, eye-contact and gesture.
- has difficulties with eating, drinking and/or swallowing:
 - shows clinical signs of aspiration (food or drink going down into the lungs), for example, frequent coughing and/or choking when eating and/or drinking, breathing distress and/or increased wheezing during or after eating and/or drinking;
 - recurrent chest infection;
 - shows signs of stress when eating and drinking, for example, sweating, skin pallor change, eye tearing and blinking, grimacing, etc;
 - food or drink coming out of the nose;
 - a gurgly, wet voice or breathing during or after meals;
 - slow, effortful chewing;
 - excessive dribbling or loss of food or drink out of the mouth when eating and drinking;
 - has alternative or supplementary non-oral feeding, for example via nasogastric tube;
 - has shown a regression in their eating and drinking skills; or
 - is stuck with making progress in their eating and drinking development.

What we do

Speech, language and communication

Following referral, a speech and language therapist will carry out a triage appointment to determine the need for speech and language therapy and what can be offered. A triage appointment could result in advice and supported discharge or agreement to carry out an assessment.

When therapy is required, a plan is made for each child, in collaboration with those involved. This plan may include ongoing assessment of the child, regular contact and/or advice for parents, carers, pre-school staff, and/or blocks of therapy to try out strategies. This may be delivered by a speech and language therapist or a speech and language therapy assistant.

We provide a service in different settings according to the child's needs, for example, in the clinic, nursery or home. The frequency and type of intervention varies depending on the child's needs. The emphasis is on giving the parents, carers and pre-school staff the skills to help develop the child's communication skills at home or in the nursery setting.

Eating, drinking and swallowing

Following referral, a triage appointment will be carried out to determine the need for an eating, drinking and swallowing assessment and what we can offer. The triage appointment may be carried out in clinic or by telephone. A triage appointment could result in advice and supported discharge or an agreement to carry out an assessment.

On assessment, the therapist will assess the child's eating, drinking and swallowing function: their ability to suck, bite, chew and swallow and any other areas of the child (for example, their ability to sit in a stable, upright position), the environment that may impact on the child's safety when eating and drinking, and/or their nutrition and hydration. This may be carried out at home, in clinic and/or in the child's nursery.

As above, an intervention programme is set up for each child. This programme may include ongoing assessment of the child and/or advice for parents, carers, pre-school staff, and/or blocks of therapy to try out strategies a range of strategies. The frequency and type of intervention varies depending on the child's needs.

How to contact us:

To make a referral or for queries, please contact:

Amy Gee, Appointments and Referrals Coordinator

Hollyfield House, 22 Hollyfield Road, Surbiton KT9 2BU

T: 020 8274 7814

E: sltchildren@yourhealthcare.org

W: [@kingston_SLT_EY](http://www.yourhealthcare.org/Services/EYT-EDS)

F: [facebook.com/KingstonSLTEYT](https://www.facebook.com/KingstonSLTEYT)

The Speech and Language Therapy Service is part of the weekly ITAC meetings held at the Moor Lane Centre. ITAC acts as a single point of access for all referrals to the Children and Young People's Development Service, as well as providing care pathway planning for children and young people who meet criteria for the service as a whole and who require multi-agency or multi-disciplinary involvement.



Integrated Service for Children with a Disability: Health Occupational Therapy Services

T: 020 8547 5743

More about making a referral

The Occupational Therapy Service based at Moor Lane is funded by the NHS. Achieving for Children is commissioned by Kingston Clinical Commissioning Group (CCG) to provide occupational therapy for children with a disability. The Occupational Therapy Service provides a co-ordinated community service for children and young people with significant disability and complex health needs aged 0 to 18 years. Referrals are made through a single point of access and are discussed at a weekly meeting with the Integrated Team Around the Child (ITAC). All children and young people accepted into the service must have a GP based in the Royal Borough of Kingston area.

The role of the Occupational Therapy Team is to:

- provide an assessment and advice service to children aged 0 to 18 years who have significant functional difficulties in the areas of self-care skills (cutlery use, dressing, toileting), use of tools and equipment (pencil, scissors) and mobility and posture (navigating around environments and maintaining an upright sitting posture) due to a complex, severe or enduring physical and/or developmental condition that significantly affects ability to achieve potential in terms of activities of daily living;
- offer advice and strategies to support children with occupational therapy needs. Where children's difficulties are primarily with school-related tasks, or where there has been no local intervention to date within a school or setting, we offer a resource pack of activities to provide advice and strategies to help support pupils to access the curriculum to the best of their abilities. Children may be referred individually to occupational therapy after implementation of the resource pack if there is a significant lack of progress or skills deteriorate, given their age and level of functioning;
- increase awareness of occupational therapy and occupational therapy strategies to support children and share good practice with the wider children's workforce;
- liaise with the multi-disciplinary team, families, carers and other professionals to maintain a holistic view of the child or young person. Where there are other professionals involved, the team aim to provide advice and support jointly with those other relevant professionals;
- encourage functional independence and hand skills through the use of upper limb splints where these are required.

The service is also able to accept additional work, outside the core service specification, on a commissioned basis.

Physiotherapy Service

T: 020 8547 6527

The Physiotherapy Team provides a physiotherapy service to children and young people up to the age of 18 years, at the Moor Lane Centre or when they leave Dysart or Bedelsford School.

The Physiotherapy Service:

- provides a service to babies, children and young people up to age 18 years who have delayed gross motor development, neurological conditions or neuromuscular conditions resulting in gross motor difficulties;
- provides physical intervention aimed at improving gross motor function through positioning advice, stretching and strengthening exercise programmes and 24 hour postural management (including provision of equipment);
- works closely with parents and carers to enable each child to develop their full potential and achieve optimal functional ability and prevent or minimise the development of contractures and deformities and deterioration;

- assesses and offers advice and provision of suitable equipment and orthoses to assist with the child's postural management and enhance their mobility; and
- works closely as part of the multi-disciplinary team to provide a holistic approach to care and intervention for the child or young person in order to achieve the best possible outcomes.

Referrals:

The Physiotherapy Service accepts referrals for disabled children and young people who have a Kingston GP. Referrals mainly come from health care professionals including paediatricians, GPs, health visitors, nurses, occupational therapists and speech therapists.

The Physiotherapy Service participates in weekly ITAC meetings held at the Moor Lane Centre. The meeting acts as a single point of access for all referrals to the Integrated Service for Children with Disabilities, as well as providing care pathway planning for children and young people who meet criteria for the service as a whole and who require multi-agency or multi-disciplinary involvement.

Integrated Service for Children with a Disability: Emotional Health Service

T: 020 8547 6527

The service is offered to children and young people with a Kingston GP who have a range of emotional and behavioural problems related to an identified disability.

The Integrated Service for Children with a Disability: Emotional Health Service provides assessment and therapeutic services for children with a range of emotional and behavioural issues that are secondary to their disability or complex needs. The presenting concerns might include difficulties with regulating attention, sleeping, feeding, emotional outbursts and/or aggression, accidental self-harming, inappropriate sexualised behaviour, highly ritualised or compulsive behaviour as well as difficulties with learning new skills. These difficulties cannot be resolved through generic services.

After initial assessment, the child and family will have access to psychological interventions which broadly fit within a cognitive behavioural model. These might include: consultation with other teams within the service, psycho-education around the developmental and emotional needs of the child, parenting skills work, individual and family-based cognitive behaviour therapy, home-based intensive behavioural programmes (as part of a multi-agency intervention), as well as therapeutic support for families in their adjustment to their child's disability. Short term work with young people and their families may involve four to six consultation sessions plus consultation to the professional networks supporting the child.

Referrals:

Referrals to the service are made by professionals working within the Integrated Service for Children with a Disability, such as social workers or health professionals. Referrals are made through the ITAC the Child at Moor Lane. ITAC acts as a single point of access for all referrals to the ISCD, as well as providing care pathway planning for children and young people who meet criteria for the service as a whole and who require multi-agency or multi-disciplinary involvement.



Participation and Engagement Team for Children and Young People with Disabilities in Kingston and Richmond

The Moor Lane Centre
Moor Lane
Chessington
Surrey KT9 2AA

The Windham Croft Centre
20 Windham Road
Kew
TW9 2HP

T: 020 8547 6215 or 07795 971 095

E: grace.over@achievingforchildren.org.uk

The Participation Team's role is to make sure that children and young people with disabilities have the opportunity to give their views about matters that affect them and that their views are taken seriously and responded to. The Participation Team can work with young people aged 14 to 25 who live in Kingston or Richmond and who have a disability.

The Participation Team will:

- ensure children and young people have access to information they understand;
- promote the rights of children and young people;
- support staff within the service as well as other agencies, to communicate with, consult with and involve children and young people more effectively;
- consult directly with children and young people around issues that affect them;
- support the involvement of children and young people in meetings about them;
- involve young people in the recruitment of staff;
- support children and young people to be actively involved in the commissioning, planning, design, delivery and evaluation of the services and support they receive; and
- ensure children and young people's involvement is valued and rewarded.

Referrals:

There is no formal referral process. Children, young people, families or professionals can contact the Participation Team directly for information.



Business Support Team in Kingston and Richmond

Moor Lane

T: 020 8547 6527

F: 020 8391 0034

Windham Croft

T: 020 8831 6470

F: 020 8831 6050

The Business Support Team is comprised of:

- a business support manager
- business support officers
- business support assistants
- a Way to Work apprentice
- a Moor Lane caretaker
- cleaners.

The team covers the reception desks, greeting visitors to the buildings, and providing advice and information, on a face-to-face basis, or over the phone. We also support the other services to carry out their work, by ensuring that equipment is available and in a good working order, booking rooms, taking minutes of meetings as appropriate, receiving post into the buildings and distributing to the relevant recipients, as well as dealing with post leaving the buildings.

Team members also have specific roles that include:

- co-ordinating clinic appointments for consultant paediatricians and others;
- typing up reports and letters from those clinics;
- supporting training sessions;
- processing of orders and invoices;
- taking delivery of supplies;
- inputting data on systems (including payment systems for sessional/bank staff, and client data systems);
- ensuring the premises are maintained to a high standard of cleanliness;
- dealing with minor repairs;
- liaising with external contractors;
- supporting Short Break Panels;
- providing support to senior management;
- providing support to social work teams;
- dealing with recruitment issues; and
- receipt and banking of monies received.

It is our aim to provide a friendly welcome to callers and visitors, and to provide help, support and information to all users of the service.



Lesley Yexley

Manager, Business Support Team

Other services at Moor Lane

There are other teams based at the Moor Lane Centre, but not a part of the Integrated Service for Children with Disabilities:

- Emotional Health Service
- Educational Psychology
- Portage
- Sensory Impairment Team
- Looked After Children's Nursing Team
- Skanska Home School Transport
- Moor Lane Nursery

Contact details for all the above services can be found on the Kingston website www.kingston.gov.uk

Other services at the Windham Croft Centre

- Windham Nursery
- Windham Children's Centre

Contact details for all the above services can be found on the Richmond website www.richmond.gov.uk



Richmond and Kingston SEND Information Advice and Support Service

- Providing impartial and confidential advice and information for families on special educational needs and disability (SEND) around education, health and care.
- Support with understanding reports and letters, attending meetings and preparing for assessments and reviews.
- Information and signposting to support services in your area.
- Support with transition and preparing for adulthood.
- Support with and signposting to our specialist mediation team.
- Advice and support on benefits.

KIDS is a national charity providing a wide range of services for disabled children, young people and their families across the country. KIDS' vision is a world in which all disabled children and young people realise their aspirations and their right to an inclusive community which supports them and their families.

Our friendly team of local advisors offers impartial advice and support on all matters relating to special educational needs and disability. Our aim is to enable you to make informed decisions.

We offer support with education, health and care plans, personal budgets, person centred planning and how to use the Local Offer (www.afclocaloffer.org.uk).

Our service is available for children, young people and their families with a special educational need and disability who live in Kingston or Richmond boroughs. We are based at the Moor Lane Centre in Kingston and the Croft Centre in Richmond. We are always happy to meet at a venue convenient to you.

T: Kingston 020 8547 6200

T: Richmond 020 8831 6179

E: RichmondKingston@kids.org.uk

W: www.kids.org.uk



Referrals to the service

All **social care referrals** for both boroughs should be made via the Single Point of Access (SPA) teams in either borough.

Kingston: 020 8547 5008

Richmond: 020 8891 7969

Health referrals for Kingston should be made by a professional involved with the child or young person using the referral form that can be found at the following link.

www.afclocaloffer.org.uk - search: [Moor Lane referral form](#)

Please send the completed form to the referrals coordinator based at Moor Lane.

ITAC@rbk.kingston.gov.uk

T: 020 8547 6339

Health Referrals for Richmond should be made via the SPA.

If you are concerned about a child please contact the SPA teams during working hours or out of working hours please call:

Kingston: 020 8770 5000

Richmond: 020 8744 2442



Moor Lane accessible playground and leisure activities rooms

There is a fully accessible playground at the Moor Lane Centre and we encourage families to come along and enjoy the facilities.

The playground opening hours are:

Monday to Friday: 9am to 5pm (or dusk if earlier)

Saturday: 9am to 12 noon

Sunday opening during the summer holidays: 9am to 5pm

There are also two fully-equipped leisure activity rooms, an accessible kitchen and accessible bathroom facilities.

The activity rooms and playground can be hired out for private use.

If you would be interested please contact the Moor Lane Business Support Team on
T: 020 8547 6527.



Windham Croft facilities

The Windham Croft Centre has a sensory garden that families can use during office hours.

Please contact the Windham Centre Business Support Team regarding opening hours on
T: 020 8831 6470.



Locations and opening hours

The Moor Lane Centre

Moor Lane, Chessington, Surrey, KT9 2AA

T: 020 8547 6527

F: 020 8391 0034

Opening hours:

Monday to Thursday: 8.45am to 5.00pm

Friday: 8.45am to 4.45 pm

Bus

- 71 bus takes you there. Ask for 'Church Rise Bus Stop'
The bus will stop opposite or near the Chessington Methodist Church

Train

- Chessington North Station—Trains run every half hour.
- Trains arrive at Chessington North every 17 and 47 mins past the hour
- Trains depart every 12 and 42 mins past the hour towards London Waterloo

Car

There are free parking spaces available on a first-come-first-served basis.

If you are driving with a Sat Nav please type Moor Lane (KT9 2AA).

We are the green gates next to number 151.



The Windham Croft Centre

16 Windham Road, Kew, TW9 2HP

T: 020 8831 6470

F: 020 8831 6049

E: dct@richmond.gov.uk

Opening hours:

Monday to Thursday: 8.45am to 5.15pm

Friday: 8.45am to 5.00pm

Access to the Windham Croft Centre

There is pay and display parking on Windham Road 10am-4pm. Free parking on Kew Road after 10am or on Lion Gate Gardens outside of the hours of 10-12am weekdays, free at weekends.

Walking from Richmond station takes 10-15 minutes.

Kew station is about the same distance. From Kew station follow signs towards Kew Gardens, which will take you onto Sandycombe Road.

North Sheen station is a 5 to 10 minute walk.



**achieving
for children**