

CHYPPS

Information, Advice and Support for children and young people with Special Educational Needs and Disabilities

FAQs

What is CHYPPS (Children and Young People's Partnership Service)?

It is an information, advice and support service for children and young people with special educational needs or disabilities. If you are disabled, or if you have special educational needs, CHYPPS can give you information and advice on a range of issues.

What kind of things can I get information, advice and support with?

If you are disabled, or if you have special educational needs, we can talk to you about issues to do with:

- Education (for example, your school or college)
- Health (for example, finding services in your local area, like physiotherapy)
- Social care (for example, short breaks)

If there is something that we cannot help you with, we will always try to find someone else that can help.

How can I get in touch with CHYPPS?

There are different ways to get in touch.

- You can call **01865 801516** between 9 – 4.30 during the week and ask to speak to someone from CHYPPS
- If you ring and no-one answers the phone, sometimes all the lines are busy, you can leave a message on the answerphone with your number and ask that someone calls you back
- You can text **07786524294**
- You can fill in the 'I would like help' form on the webpage and e-mail it back to CHYPPS

Can I contact the service myself or does an adult have to do it?

You can contact your local service yourself. They might be able to give you some information, advice or support on the phone, or they might

arrange to meet with you. If you want to ask someone else to contact the service for you, like a parent or carer, then that is ok too.

Do I have to bring an adult with me?

If you are 16 years old or older, then you can come on your own to a service, if you like. If you are younger than 16 years old, then you can still come to a service to get information, advice or support, but you might need an adult with you to help you make certain decisions about your education, health or social care.

Can I bring someone else with me to meetings?

You can visit the service on your own, or you can choose to bring someone like a parent, carer or advocate to support you. It's up to you.

What will it be like if I contact CHYPPS for support ?

The people who work for CHYPPS are friendly and professional with lots of knowledge about your local area and how to help. It is their job to be impartial, which means they will give you honest, clear and professional information so you can make choices for yourself. They will not tell you what to do but they will help you to understand your choices and options. If you contact a service, they might be able to chat with you on the phone and give you the information or advice you need. If you go to visit your service, someone will meet with you and chat to you about what you need. You might need to make an appointment so call them first. They are there to listen and help you.

Will our meetings be private? Will they tell my family, carers, teachers or social worker what I have said?

It is your right to get information, advice and support on your own, if you want. If you are 16 years or older you can also make your own decisions and you will be in charge of those decisions, unless you want help. Your meetings will be private, unless you give us permission to tell other people what we have talked about. The only time we will tell someone without your permission, is if we think someone is in danger of being hurt.

If I tell you my personal information, what will you do with it?

We will record your information on our computers. We work with lots of different people, so we need to keep track of who everyone is and what we talked about. The people in our office will see this, but we will keep it safe from anyone else. We will only share your information if you say it is ok, or if we think someone is in danger of being hurt.

What should I do if I am not happy with a service?

If you feel unhappy with what CHYPPS has done to help you, then try to talk to the people in CHYPPS about it and maybe they can sort the problem out. If you are still not happy then ask them what else you can do to complain.

Useful links to webpages that tell you more

If you want to know more about information, advice and support services for children and young people

<http://cyp.iassnetwork.org.uk/>

Get Your Rights

Get Your Rights is a new interactive website which helps to explain to children and young people their rights when using the NHS. It has been developed in partnership and co-produced with children and young people, and sets out their rights in an interactive and accessible way.

It includes videos from young people telling their stories about how the rights have made a difference to them, and messages from professionals explaining why they value young people's rights.

There is also a resource hub with links to practical support for professionals.

It also has advice on what to do if young people are concerned their rights haven't been respected, including information about their local Healthwatch and how to get in touch with them.

<http://www.getyourrights.org/>