

# We're here to help

*We're providing a range of information, advice and support for parents/ carers of children with special educational needs or a disability (SEND) during this difficult time:*



## **SEND Parent Link Contact Line - 0121 303 8461**

For queries and concerns call [0121 303 8461](tel:01213038461) 9am to 5pm, Monday to Friday and you will be signposted to the relevant professional to help with your child's needs.

## **Communication and Autism Team (CAT)**

Advice and support for families and children with communication and autism.  
Email [CATParentEnquiries@birmingham.gov.uk](mailto:CATParentEnquiries@birmingham.gov.uk) for more information.

## **Early Years Inclusion Service**

Helping you to support your child's learning, development and emotional needs.  
Email [SENDenquiries@birmingham.gov.uk](mailto:SENDenquiries@birmingham.gov.uk) for more information.

## **Educational Psychology Service**

Get help with anxieties and emotional support from our Educational Psychologists.  
Email [epsparenthelplinenorth@birmingham.gov.uk](mailto:epsparenthelplinenorth@birmingham.gov.uk) for more information.

## **Pupil and School Support (PSS) Service**

Advice and support for families and children with learning difficulties.  
Email [SENDenquiries@birmingham.gov.uk](mailto:SENDenquiries@birmingham.gov.uk) for more information.

## **Sensory Support Service**

Providing families and children with sensory support and ideas to help stay motivated.  
Email [ESSensorySupportLeadership@birmingham.gov.uk](mailto:ESSensorySupportLeadership@birmingham.gov.uk) for more information.

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# COMMUNICATION AND AUTISM TEAM (CAT)

*COVID-19 & Advice  
for Parents / Carers*



Currently the nation is experiencing a situation we have not seen before. It is requiring us all to change our normal routines and may be causing your child with autism to feel concerned and present some challenges for you as a parent and/or carer.

The Communication and Autism Team are here to help you during this difficult time. Our families and children are really important to us and we are here to provide you with support through our telephone helpline service.

You can get advice and support on a range of topics, including the following:

- Strategies to support access to home routines
- Motivating and engaging your child
- Tips for helping your child /young person to manage their school work at home
- Social communication and interaction
- Sleeping, eating and personal hygiene
- Wellbeing
- Structure and routine
- Coping with new routines
- Helping your child to understand what is happening
- Looking after yourself

We would like to assure you that our support remains available to you by telephone throughout this period.

If you would like to access this service please email [CATParentEnquiries@birmingham.gov.uk](mailto:CATParentEnquiries@birmingham.gov.uk) with the following information:

- Your name
- The telephone number you would like to be contacted on
- The name of your child's school
- Times and dates you are not available

We will then arrange for a member of the team to call you back as soon as possible.

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# EARLY YEARS INCLUSION SUPPORT

*Helpline for parents and carers  
of Early Years (pre-school)  
children with Special  
Educational Needs  
and/or Disabilities*



Are you the parent or carer of a pre-school child with Special Educational Needs and /or Disabilities (SEND) who feels that you need someone to talk to about how to continue to support your child's learning, development and emotional needs in this challenging time for families?

Team members of Early Years Inclusion Support are qualified early years specialist teachers and practitioners. Whether your child is now at home with you full time or still accessing their early years setting, due to their SEND or because you are a keyworker, we can offer advice in the following areas:

- Ways to communicate and interact with your child
- How to develop and maintain some daily routines and structure
- Play activities that might be appropriate for your child in the context of your family home and the resources you have available

If you would like to access this service, please email [EYISParentEnquiries@birmingham.gov.uk](mailto:EYISParentEnquiries@birmingham.gov.uk) with the following information:

- Your name and relationship to the child
- Your child's name and date of birth
- The telephone number you would like to be contacted on
- The name and contact number for your child's Health Visitor or Health Visiting Team
- The name of your child's private voluntary or independent pre-school setting whether, or not, they are still attending through this period. If your child attends a nursery school or class, please use the email address for the specialist support service for schools which best relates to your child's area of SEND.
- Times and dates you are not available for a consultation.
- Whether an interpreter is required for you to access this service.

We will aim to get back to you as soon as possible to confirm a date and time for your consultation. Calls can last up to a maximum of 30 minutes and will be available weekdays between 9am and 4.30pm. You may also be offered a follow-up call if this would be beneficial.

Please note that while this service will be as confidential as possible all safeguarding duties and responsibilities remain.

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# BIRMINGHAM EDUCATIONAL PSYCHOLOGY SERVICE HELPLINE FOR PARENTS AND CARERS



**As a parent or carer at home with your children during the school shut down, do you feel that you need someone to talk to about how you can cope with this challenging time for families?**

Birmingham Educational Psychology Service is providing a telephone helpline for parents or carers who feel would benefit from a consultation with a psychologist to support with any concerns.

Areas of concern you may wish to discuss could include:

- Anxiety around the current situation and its impact on your child and family
- Supporting you to support your child's emotional needs
- Concerns about family relationships
- Concerns about friendships, learning, daily structure and activities
- How to best look after yourself so you can support your child

The concerns can be related to school or family life.

You will be offered an initial telephone consultation of 30 minutes with a psychologist and a potential follow-up 30-minute consultation at a later date.

If you would like to access this service please email [epsparenthelplinenorth@birmingham.gov.uk](mailto:epsparenthelplinenorth@birmingham.gov.uk) with the following information:

- Your name
- The telephone number you would like to be contacted on
- The name of your child's school
- Times and dates you are not available for a consultation
- Whether an interpreter is required for you to access this service

We will aim to get back to you as soon as possible to confirm a time and date for your consultation.

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# INFORMATION FOR PARENTS OF CHILDREN WITH LEARNING/ SPECIFIC LEARNING DIFFICULTIES INCLUDING DYSLEXIA



Currently the nation is experiencing a situation we have not seen before. It is requiring us all to change our normal routines and may be causing your child with a learning difficulty to feel concerned and present some challenges for you as a parent and/or carer.

The Learning Difficulties Service are here to help you during this difficult time. Our families and children are really important to us and we are here to provide you with support through our telephone helpline service.

You can get advice and support on a range of topics, including the following:

- Strategies to support access to home routines
- Motivating and engaging your child
- Tips for helping your child /young person to manage their school work at home
- A range of fun activities to do with your child
- Wellbeing
- Structure and routine
- Coping with new routines

We would like to assure you that our support remains available to you by telephone throughout this period.

If you want to know how the Pupil and School Support Service can support your child on their return to school, please take a look at our parent webpage: [acesstoeducation.birmingham.gov.uk/parents](https://acesstoeducation.birmingham.gov.uk/parents)

If you would like to access this service please email [LDParentEnquiries@birmingham.gov.uk](mailto:LDParentEnquiries@birmingham.gov.uk) with the following information:

- Your name
- The telephone number you would like to be contacted on
- The name of your child's school
- Times and dates you are not available

We will then arrange for a member of the team to call you back as soon as possible.

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# PHYSICAL DIFFICULTIES SUPPORT SERVICE (PDSS)

*Help and advice for  
parents of children  
with a physical  
difficulty*



Currently the nation is experiencing a situation we have not seen before. It is requiring us all to change our normal routines and may be causing your child with a physical difficulty to feel concerned and present some challenges for you as a parent and/or carer.

The Physical Difficulties Support Service (PDSS) are here to help you during this difficult time. Our families and children are really important to us and we are here to provide you with support through our telephone helpline service.

You can get advice and support on a range of topics, including the following:

- Strategies to support access to home routines
- Motivating and engaging your child
- Tips for helping your child /young person to manage their school work at home
- A range of fun activities to do with your child
- Wellbeing
- Structure and routine
- Recording work
- Using ICT
- Physical play and activities

If you would like to access this service, please email [PDSSParentEnquiry@birmingham.gov.uk](mailto:PDSSParentEnquiry@birmingham.gov.uk) with the following information:

- Your name and your child's name
- The telephone number you would like to be contacted on
- The name of your child's school
- Times and dates you are available for a telephone conversation

A PDSS teacher will respond to your request.

Visit the Access 2 Education website: <https://accesstoeducation.birmingham.gov.uk/parents> for suggested ICT Programmes and top tips to support your child whilst working at home.

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# BIRMINGHAM SENSORY SUPPORT SERVICE

*Support while children,  
young people and their  
families are at home*



Currently the nation is experiencing a situation we have not seen before. It is requiring us all to change our normal routines and may be causing your child with a sensory impairment to feel concerned and present some challenges for you as a parent and/or carer.

The Sensory Support Service are here to help you during this difficult time. Our families and children are really important to us and we are here to provide you with support through our telephone helpline service.

You can get advice and support on a range of topics, including the following:

- Strategies to support access to home routines
- Motivating and engaging your child
- Tips for helping your child /young person to manage their school work at home
- Advice on the use specialist equipment in relation to hearing or vision loss
- Advice and support in relation to Radio Aids
- Wellbeing
- Structure and routines
- Helping your child to understand what is happening
- Looking after yourself

Help can be provided through email, phone, WhatsApp, video, or Skype (with subtitles if necessary).

We would like to assure you that our support remains available to you by telephone throughout this period.

If your child is already supported by Sensory Support, in the first instance please contact your child's allocated Teacher of the Deaf or Teacher of the Vision Impaired on their mobile number or email address. If you are unable to make contact with them, please use the email address below to contact the Sensory Support Service.

If your child has a hearing or vision loss and they are not already known to the Birmingham Sensory Support Service and you would like to access support from a Teacher of the Deaf or Teacher of the Vision Impaired, please email: [SSParentEnquiry@birmingham.gov.uk](mailto:SSParentEnquiry@birmingham.gov.uk)

We will require the following information:

- Your name
- Your child's name
- The telephone number you would like to be contacted on
- Details of your child's hearing or vision loss, including diagnosis and hospital they attend
- The name of your child's school/setting where applicable
- Whether an interpreter is required for you to access this service

A member of the team will aim to get back to you as soon as possible.

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# THE CHILDREN'S OCCUPATIONAL THERAPY SERVICE

*Support while children,  
young people and their  
families are at home*



As a parent or carer at home with your children during the school shut down, some of the equipment you use may not be working or start to be too small. The manual handling equipment may not be working as well or you start to have a sore or painful neck back or shoulder as you are lifting your child more. The strategies and ways you support your child's activities of daily living may not be working as well?

The Children's Occupational Therapy Service Help line is available for you to contact for advice, support and guidance. The Service is providing a telephone helpline for parents or carers who feel would benefit from a consultation with a Specialist Children's Occupational Therapist to support with any concerns or issues.

Areas of concern you may wish to discuss could include:

- Equipment stopped working or has become too small
- Activities of daily living are becoming more difficult, like wash and dressing
- Lifting or moving your child is becoming painful, or you are noticing you are more sore in the evenings
- Daily structure and techniques are more challenging to do at home
- How to best look after yourself so you can support your child.

You can contact the Children's Occupational Therapy line on 0121 303 3865, If one of the Therapists is available, they will be able to discuss the issue. If the Therapist is not available please leave:

- Your name
- The telephone number you would like to be contacted on
- The name of your child's
- Whether an interpreter is required for you to access this service telephone number and what the issues relates to.

One of the Children's Occupational Therapists will contact you back to discuss the issue and find a solution or signpost to a service which may be able to support.

We will aim to get back to you as soon as possible.

A member of the team will aim to get back to you as soon as possible.

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