



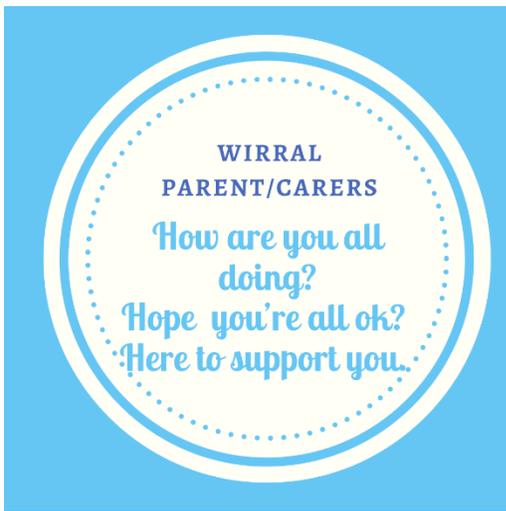
snapshot

Wirral SEND Services

Coronavirus
(COVID-19)

PARENT/CARER EDITION

MAY 2020



Welcome to Edition 1 of the SEND Snapshot for Parent/Carers.

Hi Everyone,
Challenging times for us all eh!
We have been thinking of a way to keep in touch and having prepared a similar update for schools, Wirral's Parent/Carer forum (PCPW) asked us to prepare a SEND

update for Wirral families. Our hope is to keep you in touch with our services and up to date on the adaptations we're making to keep things moving and keep our children supported during this period of uncertainty.

Wirral's Local Offer website and social media feeds via Twitter and Facebook continue to signpost you and offer lots of information to support you and it would be worthwhile having a look in the newly added COVID 19 support section.

<https://localofferwirral.org/category/covid-19-support/>

BREAKING NEWS!! As you'll no doubt be aware, revised temporary Government legislation came into effect on Friday 1st May. Special Educational Needs and Disability (Coronavirus) (Amendment) Regulations 2020. We received notification of this during the afternoon of Thursday 30th April.



Joint DHSC & DFE
Ministerial Letter.pdf

Andre Imich, a SEND Professional Advisor to the Dept for Education has kindly prepared a helpful PowerPoint.



EHC plans -
Guidance on tempora

Hope you find this SEND Snapshot useful. Feel free to feedback to localofferwirral@wirral.gov.uk. We'd love to hear from you!

ASC Team

The team are working from home. Please contact us via email using SESS@wirral.gov.uk.

CAMHS

Wirral CAMHS have been involved in the creation of a CWP wide 24/7 crisis line. CWP's new 24/7 mental health helpline is now live, providing around-the-clock access to mental health support for our local population, reducing pressures on other areas of the health system such as A&E, 999 and NHS 111.

The number for the new crisis line is: **0300 303 3972**.

Added to the Crisis line CAMHS are providing a 7 day a week 8am – 8pm risk place based offer where we will complete urgent risk assessments at the Birch Centre – referrals to this will be picked up on the Crisis line.

In addition to the 24/7 Crisis phone line and the Risk Response the CAMHS Learning Disability team are undertaking the following:

The team are ensuring that the children and young people with learning disabilities known to the team have a 'flag' on their WUTH patient record to identify them as person with a learning disability and therefore requiring reasonable adjustments should they attend hospital.

The team are supporting families to ensure their child with a learning disability and autism has an up to date health passport. All the key documents from gov.uk, public health, NICE and NHS England are pointing to hospital passports as essential for people with learning disabilities and/or autism during the pandemic. The team are supporting Parent/Carers to complete these where needed and engaging with the Learning Disability Liaison Nurse at the local hospital trust.

Support is to be offered to the wider CAMHS service in respect of children with learning disabilities and/or autism to ensure access to health passports.

Telephone advice calls to families known to the CAMHS LD team. This should be viewed as part of a crisis response in that such early interventions can prove helpful in avoiding crisis. The importance of continuing this of type of intervention cannot be over emphasised. The team are receiving positive feedback from Parent/Carers and social workers in terms of helping to sustain, advise, listen, offer practical suggestions and strategies, and signpost families during the current difficulties.

Content supplied by Kate Burnett (Local Offer Champion/CAMHS)

Email: kate.burnett1@nhs.net

DCO (Designated Clinical Officer)

Our little team (DMO, DCO, SEND specialist nurse and our two-part time clerical support staff) are still doing the statutory work to the best of our ability with a few adjustments necessary in light of Covid19 and government guidance. This does also change day to day as staff go off to self-isolate and see to their caring responsibilities. We adapt and adjust as necessary.

As meetings cannot go ahead in the current climate both DMO & DCO have equipped themselves with new IT applications on their computers and updated their knowledge to ensure the meetings are represented by Health.

The SEND service in Health has had to make adjustments as some assessments which, would usually be face to face, cannot now go ahead . We need to ensure Health needs continue to be considered as part of the EHCP applications that are coming in. We will of course attempt to do the best we can to ensure the needs are captured but there may be some later adjustments required. We have been required to complete training to ensure we are up to date on current management and equipment required for caring for patients in the acute sector. This is in case we are needed to step up to the frontline over the coming days and weeks. We appreciate we are not front line working but we consider our work just as important making sure that the Health

needs are considered as part of a process to support our SEND children and young people.

We trust you all are staying home to stay safe when you can.



Contact Elaine Mooney (DCO)

Email: emooney@nhs.net

Direct dial: 0151 514 2672

Early Years SEND Team

The Early Years SEND Team is continuing to contact parents of children with SEND who receive Portage. We have tried to contact families of children who usually attend a setting but are currently not attending. The nurseries should be in contact with the families and we will email them next week. We have been asked by families for advice on next steps for individual children, strategies for behaviour, foodbank info and much more. Many parents are delighted to be able to talk to someone about their child and we have had lots of lovely progress stories being told. Some parents are really enjoying the time with their child at home and life is relaxed and peaceful. Some parents are struggling but just hearing a positive voice from the team has helped them. We have sent out activities and ideas via email.

We contacted the parents of F2 children as a first priority and then F1 children to check that they knew which school their child is going to; whether or not they are appealing; and for us to think about how we can support the transition to schools and help the parents feel confident about the next step in their child's life. We will be waiting for government guidance on going back to school/transition/well-being etc. and we are also in contact with the Local Authority and how we should work together on Wirral. The children are at the centre of all our work.

We are continuing to contact SENCOs in settings whether they are open or not and we have received lots of emails.

Contact - Penny Bishop, Early Years SEND Manager

Email: pennybishop@wirral.gov.uk Mobile: 07826905206

Education Psychology Team

All EP's are continuing to work from home. They are conducting their new assessments by contacting key school staff, reading existing reports and talking directly with families. They are also using questionnaires to elicit views. This isn't ideal as the lack of direct involvements with children means the EP has difficulties with formulation and the advice that they need to give to the LA re outcomes and provision. All reports, where the EP has had no previous involvement with the child and has not been able to see them, is written with a caveat to that effect.

Please do not hesitate to contact your child's school should you have any concerns in the first instance.

Keep well and safe.

Contact - Cath O'Connor, Principal Educational Psychologist.

Email: catherineoconnor@wirral.gov.uk

Home Education

Wirral Home & Continuing Education Service is running a remote service. All pupils that we were working with before the lock down have been allocated a "key worker" who is one of the teachers or support staff with whom the CYP had a good relationship and is the families point of contact. "Key workers" ring twice per week to check in with the family and if it is possible, they speak to the pupil. We're making the best of usual forms of technology in that, subject teachers have set work for the child/young person which is emailed or delivered to the pupil's home (on the step). The "key worker" will offer help with work or will pass the issue onto the subject teacher. Work is marked with feedback and then replenished when completed.

A record of the contact with families is recorded on our monitoring log. Any urgent issues are passed directly from the key worker to Dee Counsell or to me.

We are also making door-step visits to some families - all the keeping safe guidelines (done for good reasons, social distancing

observed, time limited etc) are being followed by the 3 staff who are doing this.

The families have been very happy that the people they have got to know are keeping in touch and that their child's education is carrying on even in such tricky times.

Obviously not all the children/young people are able to take advantage of the support we're offering but most are and there have been some lovely surprises! A young man who has struggled to make a relationship with his TA for a long time has been coming down from his room to sit in the garden with his mum when the TA visits.

One of the younger pupils with extreme anxiety has completed all her set work and set herself a challenge to memorise all the USA states and state capitals. She's getting out into the garden every day to play with the dog - a big achievement for a girl who has been struggling to walk from her house into her mum's car!

Contact: Jackie Forsey, Head of Service, Wirral Home and Continuing Education Service

E mail: JForsey@wirralhometeach.co.uk

Inclusion

- The Behaviour and Exclusions Coordinator, Linda Dobbing is available via email to answer any queries with regards to the law for behaviour/exclusions or any parents wanting to know specific information re exclusions. Linda will try to answer questions and resolve any issues as the first port of call.

- I am also available and do have some contact with parents when pupils have been excluded and parents need to speak to someone about it or when I am challenging the school over the exclusion.

- All queries should go through Linda in the first instance at lindadobbing@wirral.gov.uk

Please note that Inclusion staff cannot offer advice to parents/carers. We can only inform them of statutory guidance.

Contact details: Anna Dollard, Inclusion Manager

E mail: annadollard1@wirral.gov.uk Mobile number 07785 915449

Local Offer

Firstly, please be aware that we have taken the opportunity to widen our engagement options with you and have created a dedicated e mail address for you to share your thoughts, feedback, suggestions... localofferwirral@wirral.gov.uk

We have added a great deal of new and supportive content to the Local Offer website. The content predominantly offers information to help us all manage the daily challenges that COVID 19 has brought us. The info and resources are in the What's New section accessed by the main menu

<https://localofferwirral.org/whats-new/>

Poppy has also added content into the section dedicated to our young people. Lots of good stuff has been shared with us so please make use of it and share with your young people.

<https://localofferwirral.org/category/young-people/>

Given the volume of pandemic specific information, we have created a COVID 19 support section which is accessed via the Main menu.

<https://localofferwirral.org/category/covid-19-support/>

We have also made good use of our Twitter account @lowirral and Facebook page The Local Offer Wirral

We have taken part in some quality 3 webinars hosted by the Witherslack Group. They have been excellent, and we have shared the information/advice/strategies. The webinars are free and easy to access. They are hosting 2/3 per week and you can register via their website <https://witherslackgroup.co.uk/webinars/> The Witherslack Group plan to make the recordings of the webinars available and have released recordings of the webinars.

“Managing you and your child’s anxiety during self-isolation” and was presented by the fabulous Professor Amanda Kirby. Here’s the link:

<https://vimeo.com/402147033>

“An autism friendly compass: practical hints and tips for successful autism friendly days at home” presented by Anne-Marie Harrison from Ideas Afresh. Here’s the link:

<https://vimeo.com/402550938>

“Managing you and your child’s mental health during self-isolation” presented by Liverpool’s ADHD foundation Colin Foley. Here’s the link:

<https://vimeo.com/403254355>

We have been supporting Youth services to find creative ways to stay in contact with our SEND children during lockdown. The Youth Voice group held their first on-line meeting on Monday, and it was evident the young people were delighted to see one another albeit from their homes. If you would like any more information on this strand of engagement please contact

selinewakerley@wirral.gov.uk

We have now closed the SEND Young Person’s Consultation and were pleased to have received approximately 260 completed questionnaires. COVID 19 interrupted many of the planned sessions Poppy had lined up to go into Wirral schools but she did get to 12; 9 Primary and 3 Secondary. We’ll share the findings when all the data has been collated.

Contact: Sally Tittle, SEND Participation & Engagement Lead

E mail: sallytittle@wirral.gov.uk Mobile: 07879848468

Orrets Outreach

The Outreach Teaching and advisory teams understand that these are difficult times for those colleagues working to support SEND pupils and we are happy for schools who do not currently have pupils on the outreach programmes to contact us directly during closure for advice

We can offer support and advice for SENCOs, schools, advocacy partners and parents on a range of topics.

The SENAAT team consists of Andrew Humphreys, Dawn Brockett, Angela Lynch and Sarah Quilty.

If you are unsure of who your SENAAT teacher is, or have any queries regarding the service, contact Andrew Humphreys, SENAAT Manager, at Orrets Meadow on 0151 678 8070 or via email, humphreysa@orretsmeadow.wirral.sch.uk

The Orrets Outreach teaching team continue to support their pupils either directly via email with parent/carers or through the School Offices/SENCOs. Contact details for Outreach teachers have been shared with SENCOs and parent/Carers and we are dealing with enquiries/sending more work and supporting pupils as requested. If you need to contact a specific teacher, you may email me, and I will forward the details to you.

Our Facebook, Twitter and Website pages are being updated daily with resources to support SpLD pupils and someone is always available to answer questions whether the child is on our programme or not.

We are planning in the event that schools reopen before summer and will be liaising with Schools in order to facilitate our SEND transition meeting, which is currently scheduled for Tuesday 16th June 4-6pm.

If schools do not reopen or restrictions are in place, we will be looking at other ways to support SEND pupils transitioning to high schools.

For specific enquires please contact me, Cathy Cotgrave, **Head of Outreach Services** cotgravec@orretsmeadow.wirral.sch.uk

SEND Team

Over the past few weeks, we have witnessed unprecedented changes in Education and across all aspects of our daily lives, and

we are mindful that it is a worrying time for children, young people, and their families.

I would like to address two key points that I hope you will find useful in explaining how the SEND Team's service will be running over the coming weeks.

What's the current situation?

The afternoon of 30th April 2020 saw the release of The Special Educational Needs and Disability (Coronavirus) (Amendment) Regulations 2020 and they came into force on 1st May 2020.

Although we have been anticipating such an announcement, we will need to consider the specific details and implications of the Regulations and will look to update you on what this will mean for children, young people, and parents in Wirral.

How do I get in contact with the SEN Team?

The SEN Team, alongside the vast majority of Children's Services and the wider Council staff, are working remotely from home. Until further notice, it would greatly assist us if you could use either email or mobile numbers when contacting the SEN Team.

The current SEN Team contact list is available on the Local Offer at the link below and we will update this with mobile numbers and other contact information when we can.

<https://localofferwirral.org/wp-content/uploads/2019/09/SEN-Team-Contact-Details-September-2019.pdf>

If you have any other questions

It's a tricky time and we know you may be worried about the impact this might have on you and your family. If it isn't an issue the SEN Team can support with, the following contacts may be of use to you.

Wirral Council Coronavirus helpline:

- Mon to Fri 9am - 5pm
- 0151 666 5050
- covid19enquiries@wirral.gov.uk

Wirral SEND Partnership – Information, Advice and Support

- 0151 522 7990 Option 2
- ias@wired.me.uk

Stay safe.

Contact: Ben Blake & Victoria Whitton, SEND Managers

E mail: benblake@wirral.gov.uk & victoriawhitton@wirral.gov.uk

SENDIASS

Wirral SEND Partnership and Wirral Mediation Service remain fully operational. WIRED has migrated the whole organisation to home working arrangements and have the following digital systems in place:

1. All helpline phone lines working as normal – staff can answer both main telephone helplines and individual extensions from home
2. Voice telephone conferencing facilities for staff, service users and professionals
3. Video conferencing facilities for staff, service users and professionals (via Zoom and Horizons Collaborate) enabling face to face support continues to be delivered. Plus, we have now added Microsoft teams to keep in contact, as well as Zoom.

Contact: Manager, Becky Heskey, 0151 522 7990 option 2

SEND Resolution service

The service is still active.

Complaints/concerns need to be sent via email to SEND Resolution sendresolution@wirral.gov.uk as there is no access to telephones.

Contact: Lyndzay Roberts SEND Resolution Officer

SEND Youth Matters

During COVID 19 we have adapted our sessions, wherever possible, to be accessible on-line. These have run successfully over the last two weeks and the young people are enjoying the interaction with their friends, youth workers and to have the opportunity to engage. If you are aware of any young people who would benefit from joining in, then please ask them or their Parent/Carers to get in touch and we'll do what we can to help. To join the sessions listed below the young people need to e mail me to obtain the link.

SEND YOUTH VOICE GROUP – Using dance, drama and crafts as a way of looking at issues for SEND young people. The group are a voice group for the SEND young people in Wirral, working with services, organisations and professionals to challenge, change and improve the world around them. Sally & Poppy join these weekly sessions to offer support and a friendly face to the young people.

Sessions runs from:

6-7 pm for under 18's

7-8 pm for 18+

7-8 pm for 21+

Children Looked after Junior group - A group for children looked after and who have a disability. Fun, with dance, drama and crafts.

This runs on a Saturday morning from 10-11am for age groups 8-14yrs.

Contact: Seline Wakerley, Participation & Engagement, Creative Youth Development Team/Dance

Email: selinewakerley@wirral.gov.uk

Mobile: 07867465913

Sensory Service

The Sensory Service continue to develop and maintain electronic interventions with supported children. All families on the Service's caseload will receive a 'Wellness' phone call by 1st May. For advice or queries please email or phone

If children have faulty hearing aids, parent/carers should ring Paediatric Audiology to discuss arrangements for a replacement. Paediatric Audiology will then discuss arrangements for this.

Sundries i.e. Batteries, tubing and stick and stays can be posted, unless a full box of cochlear implant batteries are required, these will need to be collected.

If a child requires new moulds, please contact Paediatric Audiology and although they are unable to offer impressions at this point, they will get a previous mould re scanned and a process called " double dipping " should make this one size bigger.

Paediatric Audiology can be contacted on **0151 5142512/ 0151 514 2511** and their email wih-tr.PaedAudio@nhs.net is being checked daily:

Hearing Support also have a supply of batteries which can be dropped off, should parents have urgent need of them.

Head of Sensory Service, Peter Davies pjdavies@wirral.gov.uk Tel: 07787261001

Hearing Support Team – Helen Midda helenmidda@wirral.gov.uk
Vision Support Team – Vanessa Ikin vanessaikin@wirral.gov.uk

Referral documents and useful links are on the Local Offer <https://localofferwirral.org/listing/sensory-service/>

Contact: Peter Davies Head of Sensory Service (see above)

Social Care – Children's Services

All Social Care staff and business support staff are currently working remotely from home. All staff have access to the systems they require to complete their work.

Should you have any immediate safeguarding concerns, please contact the Integrated Front Door immediately on 0151 606 2008 or if out of office hours on 0151 677 6557.

Children/young people who are open to Children's Social Care/Early Help are still being seen and telephone/video calls are also taking place to ensure children/young people are protected and feel supported.

For those families who are in receipt of Direct Payments, social workers will be contacting families to ensure they have the right information and to see if any other support is required over the next few months. We want to ensure that families are safely supported during the current arrangements around social distancing.

School Link Workers have been identified and will be contacting schools on a weekly basis to ensure communication remains strong and any issues are identified at the earliest opportunity.

For any parents who feel that they require any support/guidance please visit the [Wirral Infobank Website](#). This website is there to match the needs of residents with local sources of support during the Coronavirus pandemic – including connecting people with faith groups, guiding people on how to volunteer in the community and signposting to up to date national health information. This website is providing a lifeline to people needing food, medication and more.

If parents cannot find the support, they require on the website above then they can contact the Integrated Front Door for further assistance.

Integrated Front Door can be contacted by telephone: 0151 606 2008 or via email: ifd@wirral.gov.uk

Contact: Alison Watson, Designated Social Care Officer for SEND

alisonwatson@wirral.gov.uk

Specialist Support Team-Children and Young People who have Physical and Medical Needs

Jayne and Julie continue to work from home offering advice and support to colleagues in schools and settings in relation to pupils who have medical and/or physical needs. The Team can be contacted by email and phone. A priority for the team this half term will be the identification of any children or young people who will require enhanced transition planning to enable them to start in new settings or to move the next phase of their education.

The Team would be happy to hear from any Parent/Carers where their child's school has found creative ways of keeping in touch with children, who have disabilities and/or underlying health needs, so that any good practice can be shared.

Contact: MPN manager, Julie Hudson: JulieHUDSON@wirral.gov.uk 07799417210 or Jayne Catton: JayneCATTON@wirral.gov.uk 07901 511 323

Wirral Mediation & Disagreement Resolution Service

Mediations/Disagreement Resolutions delivered through video/telephone conferencing.

Email: mediationadmin@wired.me.uk Tel: 0151 522 7990 (option 2)

Contact – Natalie Johnson, Mediation Service Manager – iasmanager@wired.me.uk

We hope you found this SEND Snapshot useful.

We have all benefitted from some fabulous examples of partnership working over the last few weeks.

We will continue to meet with Wirral's Parent Carer Forum, PCPW who will signpost us to the areas you as Parent/Carers are asking for help with.

