

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 for more information.

Early Years Inclusion Service

Helping you to support your child's learning, development and emotional needs.
Email 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 for more information.

Pupil and School Support (PSS) Service

Advice and support for families and children with learning difficulties.
Email 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 for more information.

"We can do this if we all work together as a family"

Birmingham SEND Youth Forum

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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 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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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 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.

For more information and useful resources, visit www.birminghameducationsupportservices.co.uk/Services/4524

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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://www.birmingham.gov.uk/parents)

If you would like to access this service please email 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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BIRMINGHAM
CHILDREN'S TRUST



WEST MIDLANDS POLICE



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 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

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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