



By Millie Rzyzsko

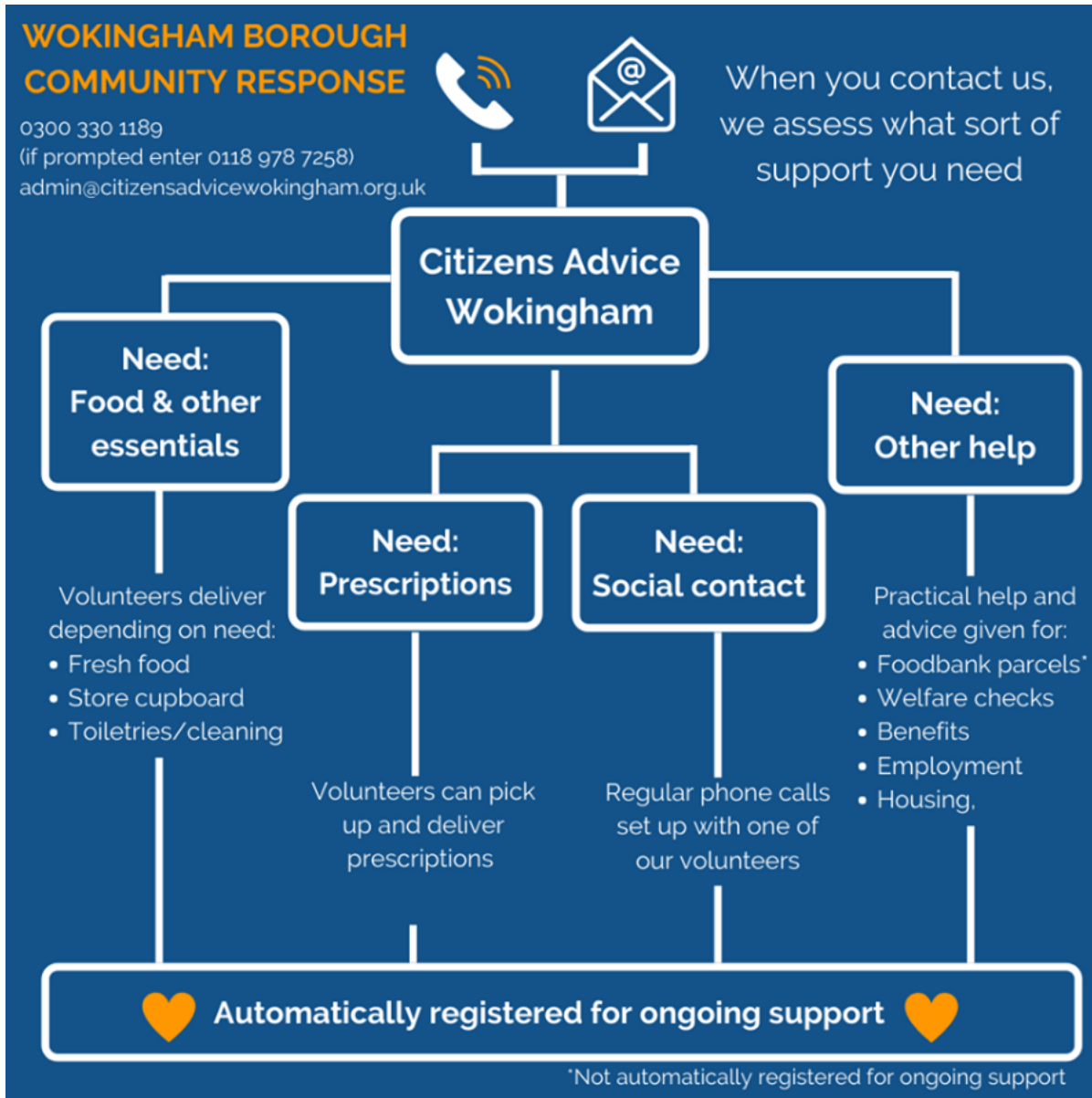
## **Covid-19 Quick Reference Guide for SEND Families**

### **Useful Information & Resources, January 2021 Update**

**This guide pulls together links and resources for families who have children and young people with SEND in the Wokingham Borough, it is not an exhaustive list but gives some key information.**

**We will produce updates as further information becomes available.**

# General Help & Support



In Wokingham Borough, the Citizens Advice - Wokingham are coordinating the community response for all who need assistance, acting as the 'One Front Door' to link to the support you need.

Citizens Advice are working with Wokingham Borough Council and organisations such as local foodbanks, The Cowshed, Wokingham United Charities, Berkshire Women's Aid, Wokingham Volunteer Centre, First Days, Involve, Link Visiting Scheme, Age UK Berkshire and many more – including mental health and wellbeing support. They have a long list of charities and community groups operating across the area.

You can access the support through a variety of methods, please see the image or by One Front Door request online webform:

<http://citizensadvicewokingham.org.uk/coronavirus/>

**Telephone: 0300 330 1189  
(if prompted enter 0118 978 7258)**

**Email: admin@citizensadvicewokingham.org.uk**



## Message from WBC Children with Disabilities Team

25th January 2021

*The Children with Disabilities Service is very aware of the pressures that families have been under, especially as we find ourselves in another National Lockdown. As a service, we continue to work hard to ensure that ongoing support can be provided to Wokingham's most vulnerable disabled children.*

*Over the past year we have continued to offer Social Work and Occupational Therapy interventions, and support with short breaks via the Short Break and Early Help Team, Bridges Resource Centre and Saturday Club. We worked closely with Thumbs Up Club and Addington School to ensure the availability of summer holiday provision and continue to consider the alternative use of direct payments for items that will help support children / keep them entertained if their usual short break provision is temporarily unavailable. We have also provided guidance (available on the Local Offer) to ensure that Personal Assistants (employed via a direct payment or agency) are able to continue to support children in a Covid secure way, through appropriate use of PPE.*

*In addition, support from both the ASSIST and FIRST teams has continued online, with ASSIST running a full programme of events and FIRST developing workshops and courses on support with sleep and behaviour.*

*Although given the current Covid context, it is difficult to provide clear timescales and make definitive plans moving forward, we will continue to bring back online as much provision as is feasibly possible, in line with Government guidelines. In the interim, we will continue to deliver the services set out above and work creatively with families and providers to ensure that appropriate support is in place.*

*Should you find yourself with particular challenges or difficulties, please get in touch and we will be happy to see what we can do to support you and your child/ren through these difficult times. A list of useful contact numbers has been attached for your reference.*

*I would also like to reassure families that we are working closely with our Education & Health colleagues to ensure a continuity of service to those children who are additionally vulnerable due to their multiple and complex needs.*

*The Children with Disabilities Service are committed to ensuring the delivery of safe and effective provisions and will continue to provide you with updates as changes occur.*

*Kelli Scott, Interim Service Manager, CWD and Early Help*

If your child is registered with the Children with Disabilities Service or is in receipt of a short break payment, you can contact your child's social worker or the Children with Disabilities main email/telephone on: [iddservice@wokingham.gov.uk](mailto:iddservice@wokingham.gov.uk) or 0118 974 6890 for more help and information.



## Message from WBC SEND Team

25<sup>th</sup> March 2020 – Awaiting Update (Jan 2021)

*The Special Educational Needs and Disability Service are working hard during this challenging time to ensure that we are able to provide relevant support and guidance to our service users whilst continuing to meet our statutory obligations with particular focus on requests for Education, Health and Care Needs Assessments (EHCNA), decisions to issue draft EHCP's Annual Reviews and Phased Transfers.*

*Whilst our aim is to maintain "business as usual" wherever possible, the unprecedented situation nationally around COVID-19 will have an impact on our statutory processes and timescales. For now we continue to hold weekly SEND panels virtually to consider statutory requests and attend annual reviews where they are taking place in efforts to reduce the impact. It is important to note that a large number of partners across education, health and social care are severely impacted by the current situation and we are working with them to reduce disruptions to the SEND service delivery wherever possible.*

*We continue to monitor the rapidly changing situation and as a service are reviewing our activity on a daily basis to ensure alignment with Government and Public Health advice and are committed to ensuring the delivery of services. If you have any queries, please do feel free to make contact with your allocated SEND Officer or email [SEN@wokingham.gov.uk](mailto:SEN@wokingham.gov.uk).*

*Wokingham Borough Council takes the safety and wellbeing of all of its staff and service users incredibly seriously and thus during this time want to limit the amount of contact in order to reduce the risk of potential transmission of the Coronavirus and ensure that our delivery activity is in line with governmental guidance.*

*We thank you for your support and understanding during these difficult and exceptional times.*

**Sonia Aulak, Interim SEND Strategic Lead**

To contact the SEND Team email: [SEN@wokingham.gov.uk](mailto:SEN@wokingham.gov.uk)

## Message from SENDIASS

20<sup>th</sup> January 2021

*The SENDIASS team are currently working from home but we very much operational and available to give parents advice, complete paperwork and review plans etc, so do continue to touch.*

*The best way to contact us is via email: [sendiass@wokingham.gov.uk](mailto:sendiass@wokingham.gov.uk), leaving brief details of the support you need along with a phone number. We will call you back to discuss what you need in more detail.*

*Please let us know if there are times that we should avoid or times that would be more suitable for you to talk to us.*

**Julie Monahan, SENDIASS Manager (07808 143619)**



*are still help to get in*

## Message from SEND Voices

Wokingham

20<sup>th</sup> January 2021



So here we go again! Lockdown #3 and back to home education for many (although we know for some it never stopped).

We hope that you and your family are staying safe. SEND Voices Wokingham remain fully operational and share the joys of home schooling alongside working from home with you!

We continue to have regular conversations with the Wokingham Borough Council Children with Disabilities team (Social Care), SEND team and SENDIASS as well as the other local voluntary groups and charities that support many of you. This ensures that your voice is heard so that what is working for families and where improvements can be made is heard by services, helping to make sure that services and the covid-19 response is adequately meeting the needs of Wokingham's SEND community.

SEND Voices Wokingham's primary concern continues to be that families, particularly those with limited support or where situations are becoming extremely challenging, are able to get the support they need when they need it. There are useful contact number and links in our Covid-19 Guide for SEND Families on our website.

Please do keep letting us know what is going well and where things can be improved, and we will share any information and updates we get with families through our members mailing list, website and social media. You can contact us via email: [info@sendvoiceswokingham.org.uk](mailto:info@sendvoiceswokingham.org.uk) or message via Facebook @SendVoicesWokingham

We are looking forward to being able to meet with you again face to face, in the not-too-distant future, but in the meantime please stay safe and keep in touch!

*Sarah Clarke Interim Chair*

Email : [info@sendvoiceswokingham.org.uk](mailto:info@sendvoiceswokingham.org.uk)

Web site : [www.SENDVoicesWorkingham.org.uk](http://www.SENDVoicesWorkingham.org.uk)

## Wokingham Borough Council – Information for Families



**WOKINGHAM  
BOROUGH COUNCIL**

[Coronavirus: Information for parents and carers with a child with special educational needs and/or disabilities \(SEND\) web page.](#)

This page is also accessible via the [Local Offer home page.](#)

# My child has SEND, we are starting to struggle. What do I do?

## General Practical Support

### Wokingham Borough Community Response

#### One Front Door – Citizens Advice

<http://citizensadvicewokingham.org.uk/coronavirus/>

Deliveries of Food & Essentials  
Collection of Prescriptions, Social Contact  
Practical Advice including food parcels,  
benefits, housing, employment

#### Information for Families on changes to Wokingham Borough Council Services

<https://www.wokingham.gov.uk/health/public-health-campaigns/how-coronavirus-covid-19-is-affecting-our-services/>

#### Information for Families Life during Lockdown from NHS and WBC

[https://www.berkshirerwestsafeguardingchildrenpartnership.org.uk/assets/1/coping\\_-\\_family\\_-\\_bw\\_1.2.pdf](https://www.berkshirerwestsafeguardingchildrenpartnership.org.uk/assets/1/coping_-_family_-_bw_1.2.pdf)

## Support Available from School

**If your child has an ECHP** they are classed as "vulnerable"

This means that under the restrictions, they have a right to be in school if this is what their parent wishes. If a parent prefers to keep their child at home, they can do so without being penalised. Speak to your school if you would like a place for your child

Trouble contacting school?  
Contact the SEND team via email:

[SEN@wokingham.gov.uk](mailto:SEN@wokingham.gov.uk)

**If your child is on SEN Support** contact your child's school. They can offer tips and advice on activities to support you.

## Support available from Social Care

**If your child is registered with the Children with Disabilities Service or is in receipt of a short break payment**, you can contact your child's social worker or the Children with Disabilities main email: [lddservice@wokingham.gov.uk](mailto:lddservice@wokingham.gov.uk) or tel 0118 974 6890.

**If your child has a social worker** and there is an emergency outside of office hours (9am-5pm Monday to Friday) you can contact the Emergency Duty Service (EDS) on 01344

**Short Break services** have had to change how they operate. Check with your Short Break provider about alternatives they are offering.

If you receive **Short Breaks payments** and need additional equipment to support sensory needs and activities, please contact the Short Breaks Coordinator to discuss your requirements. Email: [ShortBreaksCoordinator@wokingham.gov.uk](mailto:ShortBreaksCoordinator@wokingham.gov.uk)

If you are experiencing challenges that are having a significant impact on your ability to provide safe and consistent care for your child or you have a safeguarding concern, then you can contact the Duty Triage and Assessment Team on 0118 974 6000

# Useful Contact Numbers for Wokingham Borough Council



	Email	Telephone
<b>Children with Disabilities Team (formerly DCT)</b> Web link: <a href="#">CWD</a>	<a href="mailto:cwdduty@wokingham.gov.uk">cwdduty@wokingham.gov.uk</a>	0118 974 6881 / 0118 974 6890 Out of hours (5pm – 9am & 24hrs at weekend) 01344 786 543
<b>Short Breaks/Respite Care</b> Web link: <a href="#">Short Breaks</a>	<a href="mailto:ShortBreaksCoordinator@wokingham.gov.uk">ShortBreaksCoordinator@wokingham.gov.uk</a> General short breaks enquiries and alternative use of Direct Payment requests	0118 974 6881 / 0118 974 6890
<b>Direct Payments</b>	<a href="mailto:DPwokinghamcard@wokingham.gov.uk">DPwokinghamcard@wokingham.gov.uk</a>	0118 974 6809
<b>SEND Team</b> Web link: <a href="#">SEND Team</a>	<a href="mailto:SEN@wokingham.gov.uk">SEN@wokingham.gov.uk</a>	0118 974 6216 Individual case officers can also be contacted via phone and email.
<b>ASSIST</b> (Autism Spectrum Service for Information Support and Training) Web link: <a href="#">ASSIST</a>	<a href="mailto:assist@wokingham.gov.uk">assist@wokingham.gov.uk</a>	0118 908 8053
<b>SENDIASS</b> (Special Educational Needs and Disability Information Advice and Support Service) Website: <a href="http://www.sendiasswokingham.org.uk">www.sendiasswokingham.org.uk</a>	<a href="mailto:sendiass@wokingham.gov.uk">sendiass@wokingham.gov.uk</a>	Please email and if you need to speak to someone please leave details of convenient times for calls
<b>First Team</b> (for help with sleep and behavioural problems) Web link: <a href="#">First Team</a>	<a href="mailto:CSBridgesResource@wokingham.gov.uk">CSBridgesResource@wokingham.gov.uk</a>	0118 969 5977

# Information from Health & Clinical Commissioning Group (CCG)

Our role is to keep these people safe and well which is why we've produced an easy and accessible guide - '#Coping: Family life during the lockdown'. It features the best and most reliable sources of support and information from national agencies and more local organisations.

It's been put together by a range of partners including the local NHS, local authorities and the Berkshire West Safeguarding Children Partnership.

The links to all the information in the next 3 images can be accessed here:

<https://www.berkshirwestsafeguardingchildrenpartnership.org.uk/scp/helping-you/coronavirus>

Information on services such as:

- CAMHS
- CYPIT (physio, Speech & Language, OT, Nutrition & Dietetics),
- Public Health nursing including school nurses and health visitors and
- Specialist Children's services (community paediatricians, respite care)



Here: <https://cypf.berkshirehealthcare.nhs.uk/covid-19-coronavirus/information-for-our-patients/changes-to-our-services/>

Changes to collection of prescriptions from CAMHS: [CAMHS Prescriptions during Covid-19](#)

## #Coping



## Family life during the lockdown

Over the past few weeks, the coronavirus (COVID-19) crisis has brought a lot of sudden changes for families with children. Parenting can be very rewarding. However, in these uncertain and challenging times you may be feeling stressed as you try to balance work, childcare and self-care while dealing with worries – both your children's and your own. In recognition of this, we have put together some of the best reliable and free sources of information and advice to help you and your family to cope under lockdown.

Five ways to wellbeing

### Best for advice to support family life during the COVID-19 pandemic



NSPCC <a href="#">click here</a>	Tips and advice to support you and your family – whether you want to try something new today or just start thinking about changes you could make over the coming weeks.
Family Lives <a href="#">click here</a>	Advice on coping during the outbreak, both practically and emotionally.
Relate <a href="#">click here</a>	Blogs, advice and tips for helping your relationships to stay healthy.

#Coping

### Best for parenting tips



Family Lives – Parents Together Online <a href="#">click here</a>	Online parenting course in six interactive blocks filled with techniques and ideas to help you become a more confident and happier parent.
<a href="#">Parent TV channel</a>	The website also has a range of short videos with instant parenting tips on Family Lives' Parentchannel.tv.
Mind Ed for Families <a href="#">click here</a>	Written by experts and parents together, this provides materials for parents and carers of children and teens struggling with mental health issues.

Young people's guide

#Coping

Also available

For further help and support the Berkshire West Safeguarding Children Partnership [website](#) has a dedicated information page for children and their families.

**Online safety** – As a parent or carer you play a key role in helping your child stay safe online. See [www.saferinternet.org.uk](http://www.saferinternet.org.uk) and [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) for more information.

## Best for support from other parents

Family Lives forum <a href="#">click here</a>	Family Lives forums are a safe space for families to share dilemmas, experiences and issues with others who understand the ups and downs of family life.
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## Best for helping your child or young person with their mental health during the COVID-19 outbreak

Public Health England – Guidance on supporting children and young people’s mental health and wellbeing <a href="#">click here</a>	Advice for parents and carers on how to look after the mental health and wellbeing of children and young people of all ages during the pandemic.
YoungMinds <a href="#">click here</a>	Tips, advice and where to get support for your child’s mental health during the COVID-19 crisis.
Anna Freud Centre <a href="#">Videos</a>	Separate videos for young people and for parents/carers provide targeted advice and guidance on dealing with the disruption caused by the coronavirus.
<a href="#">Self-care resources</a>	Simple self-care resources also available.
<a href="#">Childline: Coronavirus advice</a>	Information about the coronavirus and simple tips and advice to help children cope during the lockdown.
<a href="#">Calm Zone</a>	Help children to overcome stress and anxiety.
Partnership for Children <a href="#">click here</a>	Online resources include resilience-building activities to help children to deal with change and uncertainty during the coronavirus pandemic.



## Best for ideas and activities to keep children busy and entertained

HomeStart <a href="#">click here</a>	Great practical ideas for activities to do with children of all ages if you’re self-isolating or practicing social distancing.
Chatterpack <a href="#">click here</a>	A list of free online boredom-busting resources.
DfE Guidance: Online <a href="#">educational resources</a> for home education	A wide range of support and resources for children and young people of all ages. Includes a section on wellbeing.



## Best for your own wellbeing

Mind <a href="#">click here</a>	Lots of advice to support your wellbeing.
Talking Therapies <a href="#">Silver Cloud online</a>	A free NHS service for anyone aged 17+ within Berkshire who may be struggling with stress, sleep issues, low mood and anxiety.
Public Health England – Guidance on the mental health and wellbeing aspects of COVID-19 <a href="#">click here</a>	Advice and information on how to look after your mental health and wellbeing during the coronavirus (COVID-19) outbreak. Includes a full guide and an easy read version.
Every Mind Matters <a href="#">click here</a>	Expert advice from the NHS and Public Health England to help you look after your mental health and wellbeing.



## Best for if you feel you need more help

Family Lives helpline 0808 800 2222 <a href="#">click here</a>	Free and confidential national helpline service for families. Offers emotional support, information, advice and guidance on any aspect of parenting and family life.  Open: Monday - Friday 9am - 9pm and Saturday and Sunday 10am - 3pm
YoungMinds parents’ helpline 0808 802 5544 <a href="#">click here</a>	Free and confidential national helpline. Offers advice to parents/carers worried about a child or young person under 25 years old. Advice on a child’s behaviour, emotional wellbeing or mental health condition.  Open: Monday - Friday 9.30am - 4pm

**Family Information Services** provide FREE impartial information and guidance about a wide range of services for children, young people and their families.

Click on your area for more information.

[Reading](#) [West Berkshire](#) [Wokingham](#)



Also available

[#Coping](#)

Young people’s guide

[#Coping](#)

Five ways to wellbeing



## Information contact numbers and services being offered by our local voluntary SEND groups in the Wokingham borough.

	Email	Telephone & Website
<p><b>Citizens Advice – Wokingham</b> are coordinating the <b>community response for Wokingham</b>, acting as the ‘One Front Door’ to link to the support you need – Citizens Advice are working with Wokingham Borough Council and other local organisations including local foodbanks, Wokingham Volunteer Centre, First Days, Involve, Link Visiting Scheme, and many more – this also includes mental health and wellbeing support. They have a long list of charities and community groups operating across the area.</p>	<p>One Front Door request for help thorough online webform: <a href="http://citizensadvicewokingham.org.uk/coronavirus/">http://citizensadvicewokingham.org.uk/coronavirus/</a></p>	<p>Call 0300 330 1189 (entering 0118 978 7258 if prompted) Monday to Saturday 9am-5pm – you can leave a voicemail out of hours and one of our team will get back to you as soon as possible.</p>
<p><b>SEND Voices Wokingham</b> Parent Carer Forum who can offer advice and collect feedback to help shape future provision. Emails to members with updates from WBC Education, Social Care and Health. Collating feedback from families on current questions and issues to raise with WBC and Health. Signposting to resources, website with regular updates, events and training courses for parent carers.</p>	<p><a href="mailto:info@sendvoiceswokingham.org.uk">info@sendvoiceswokingham.org.uk</a></p>	<p><a href="http://www.sendvoiceswokingham.org.uk">www.sendvoiceswokingham.org.uk</a> (membership details here)</p> <p>Facebook: SendVoicesWokingham</p>
<p><b>Dingley’s Promise</b> Support for any family of child 0-5 years with SEND which includes: chat on the phone, online coffee mornings, closed Facebook group, online stay and play sessions, open air 'walk and talks' Section of the website focused specifically on our response with loads of resources for families as well as more details on how to access our family support services: <a href="https://www.dingley.org.uk/covid-19-response/">https://www.dingley.org.uk/covid-19-response/</a></p>	<p><a href="mailto:helen.hart@Dingley.org.uk">helen.hart@Dingley.org.uk</a></p>	<p>Telephone: 07958373305 or 0118 3277424</p> <p><a href="http://www.dingley.org.uk">www.dingley.org.uk</a></p>
<p><b>Me2 Club</b> Conducting home visits via phone. Virtual Teenage Meet Up of the Me2 Club Crew</p>	<p><a href="mailto:info@me2club.org.uk">info@me2club.org.uk</a></p>	<p>Contact details on website <a href="http://www.me2club.org.uk">www.me2club.org.uk</a></p>

<p>Weekly online activities for Me2 Club children and volunteers</p> <p>Contact with families via video links and telephone calls</p> <p>Support via Facebook (Parent Forum), text and email, regular contact with families and volunteers</p>		
<p><b>Promise Inclusion</b> (formerly Wokingham, Bracknell &amp; Districts Mencap)</p> <p>The Family Liaison Team are offering support, including emotional support via phone or email and also signposting. We can also provide for our members help with picking up prescriptions, light shopping and care packages.</p>	<p><a href="mailto:admin@wokinghammencap.org">admin@wokinghammencap.org</a></p>	<p>07827 340405 Temporary Main Office Number</p> <p>Family Liaison Officers: RACHEL (children) 07827 340409 or SIMONE (adults, 18-25 yrs) 07827 340408</p> <p><a href="https://www.promiseinclusion.org">www.https://promiseinclusion.org</a></p>
<p><b>Autism Berkshire</b></p> <p>Support available via email and phone</p>	<p>Autism advice <a href="mailto:contact@autismberkshire.org.uk">contact@autismberkshire.org.uk</a></p> <p>Benefits advice <a href="mailto:benefits@autismberkshire.org.uk">benefits@autismberkshire.org.uk</a></p> <p>general enquiries <a href="mailto:admin@autismberkshire.org.uk">admin@autismberkshire.org.uk</a></p>	<p>01189 594 594 if answerphone please leave message</p>
<p><b>Parenting Special Children</b></p> <p>Support available via our Helpline.</p>	<p>Helpline Email: <a href="mailto:dss@parentingspecialchildren.co.uk">dss@parentingspecialchildren.co.uk</a></p> <p>For more general enquiries please continue to contact <a href="mailto:admin@parentingspecialchildren.co.uk">admin@parentingspecialchildren.co.uk</a></p>	<p>Helpline 0118 9863532</p> <p>Monday – Thursday, 10am – 2.30pm. Please note: during the Easter break it may take a little longer than usual for us to reply.</p>
<p><b>ASD Family Help</b></p> <p>Daily online activities for Easter on Facebook. Weekly activities/tutorials online for fitness and for art/drawing. Contact and support with families via video chat, telephone calls, text, WhatsApp and email. Help with completing paperwork continues via phone or video calls. Virtual coffee morning online.</p>	<p>Email: <a href="mailto:contact@asdfamilyhelp.org">contact@asdfamilyhelp.org</a></p>	<p>Phone or text: 07733 601755 or 07707 660599</p> <p>Facebook messages: <a href="https://www.facebook.com/ASDFamily">www.facebook.com/ASDFamily</a></p>