



By Millie Rzyzsko



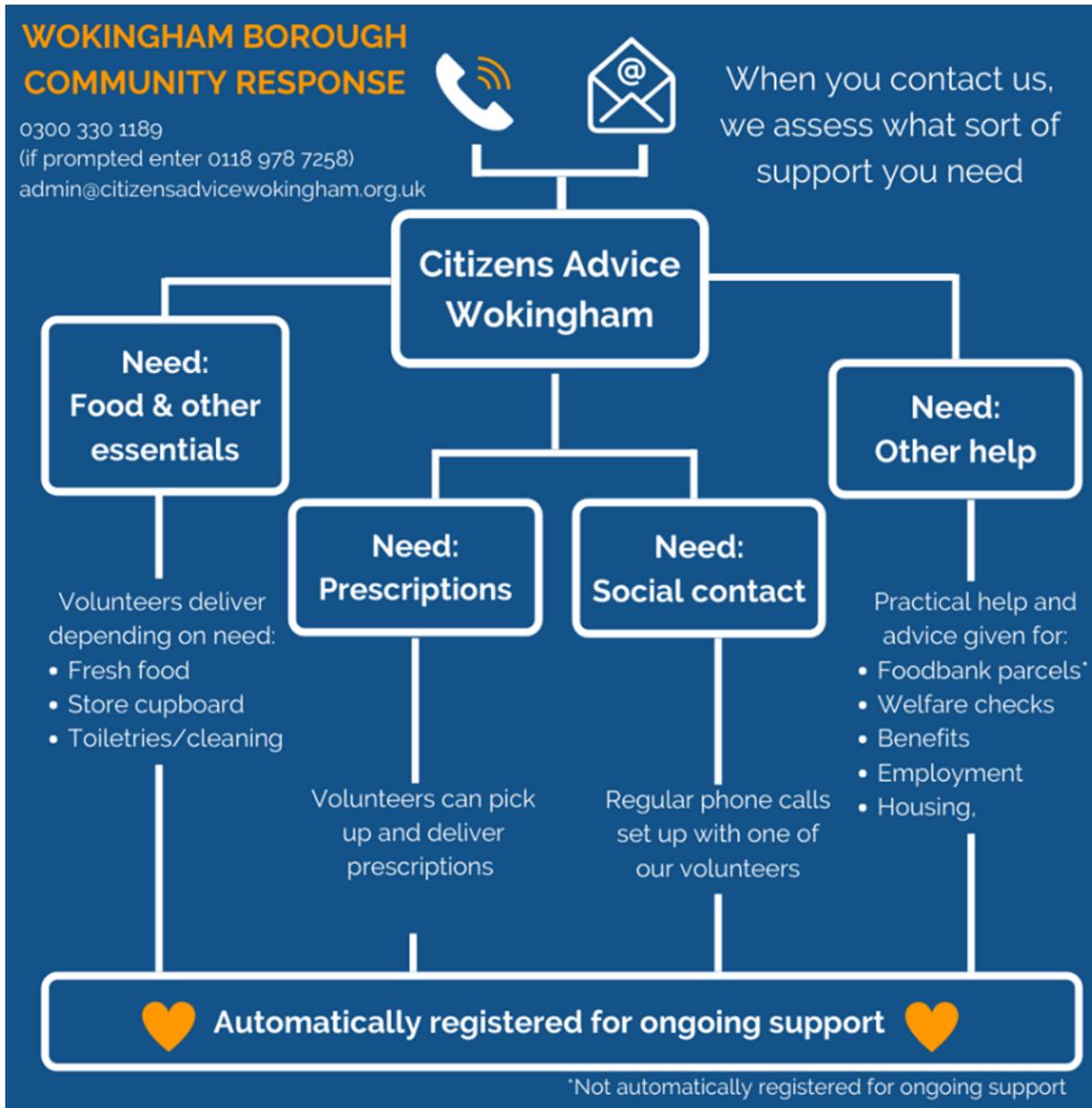
Covid-19 Quick Reference Guide for SEND Families

Useful Information & Resources, April 21st 2020

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 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.

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 (was DCT)

24th March 2020



**WOKINGHAM
BOROUGH COUNCIL**

The Children with Disabilities Services have been working very hard over the last week to ensure that we are able to continue to support Wokingham's most vulnerable disabled children. In order to achieve this, we have had to make some difficult decisions to scale back some of our activity to enable staff to focus on the provision of core and essential services to those who need them the most. Whilst we acknowledge that all services are important to children and their families, given the unprecedented situation we are facing, we are not able to continue to deliver at the usual level. Children with Disabilities staff from across our range of provisions have been communicating with families over the past week to discuss what this means for their specific circumstances and will continue to be in contact over the coming weeks as needed.

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 multiple and complex needs.

As a service we 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 safe and effective services. We 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: lddservice@wokingham.gov.uk or 0118 974 6890 for more help and information.

Message from WBC SEND Team

25th March 2020



**WOKINGHAM
BOROUGH COUNCIL**

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 EHCIP'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.

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

Message from SENDIASS

26th March 2020

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

The best way to contact us is via email: 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)



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](#).

Message from SEND Voices Wokingham

17th April 2020



We hope that you and your family are all safe, well, and managing in these rather unusual circumstances we find ourselves in. SEND Voices Wokingham is still fully operational, we are all used to working from home, although the added bonus of having our children and young people (and partners!) at home too is adding a new dimension!

We are having regular conversations with the Wokingham Borough Social Care Team, SEN Team and SENDIASS as well as the local voluntary groups that support many of you, helping to ensuring the local Covid-19 Response is adequately meeting the needs of our SEND community.

Our primary concern, at SEND Voices Wokingham, has been ensuring that our families who will find isolation, particularly those with limited access to support, extremely challenging are able to seek out the support they need, when they need it; and that they do not become more vulnerable due to the current circumstances. We have raised numerous questions and queries, all which can be found on our website, along with working with WBC so that all the information you need is easily accessible on the council's website.

Please remember that we are here; we are still operating as normally as we can, and we are still ensuring families have access to the right help and support throughout this difficult time.

Please keep safe, stay well, and keep in touch with us!

Sarah Clarke and Terri Walsh, Co-Chairs

Email : info@sendvoiceswokingham.org.uk

Web site : www.SENDVoicesWorkingham.org.uk

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,

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

Support Available from School

If your child has an ECHP, contact your child's SENCo/School and ask about the support you might need.

If you need a break, you could consider and discuss with the school about sending your child to school.

Trouble contacting school?
Contact the SEND team via email:

SEN@wokingham.gov.uk

If your child is on SEN Support

Contact your child's school. They can offer tips and advice on activities 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 on: 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 786543

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: david.green@wokingham.gov.uk
AND
shortbreakselfassessment@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
Children with Disabilities Team (formerly DCT)	iddservice@wokingham.gov.uk	0118 974 6890 Out of hours 01344 786 543 (5pm – 9am & 24hrs at weekend)
Short Breaks	david.green@wokingham.gov.uk AND shortbreakssselfassessment@wokingham.gov.uk for general short breaks enquiries and alternative use of Direct Payment requests shortbreakssselfassessment@wokingham.gov.uk to return completed short break self-assessments	0118 974 6881 or 0118 974 6890
Direct Payments	DPwokinghamcard@wokingham.gov.uk	0118 974 6809
SEN Team	SEN@wokingham.gov.uk	Individual case officers can also be contacted via phone and email.
Assist	assist@wokingham.gov.uk	0118 908 8053
SENDIASS	sendiass@wokingham.gov.uk	Please email and if you need to speak to someone please leave details of convenient times for calls
First Team	Simone.Hall@wokingham.gov.uk AND CSBridgesResource@wokingham.gov.uk	07557 586925 (Simone work mobile)

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.

Its 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.berkshirewestsafeguardingchildrenpartnership.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:
<https://cypf.berkshirehealthcare.nhs.uk/covid-19-coronavirus/information-for-our-patients/camhs-prescriptions-during-covid-19-coronavirus/>

#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.

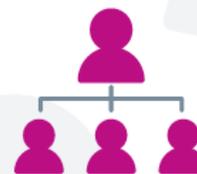
Five ways to wellbeing
#Coping

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



NSPCC click here	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 click here	Advice on coping during the outbreak, both practically and emotionally.
Relate click here	Blogs, advice and tips for helping your relationships to stay healthy.

Best for parenting tips



Family Lives – Parents Together Online click here	Online parenting course in six interactive blocks filled with techniques and ideas to help you become a more confident and happier parent.
Parent TV channel	The website also has a range of short videos with instant parenting tips on Family Lives' Parentchannel.tv.
Mind Ed for Families click here	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

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

Also available

Online safety – As a parent or carer you play a key role in helping your child stay safe online. See www.saferinternet.org.uk and www.thinkuknow.co.uk for more information.

Best for support from other parents

Family Lives forum
[click here](#)

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.



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
[click here](#)

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
[click here](#)

Tips, advice and where to get support for your child’s mental health during the COVID-19 crisis.

Anna Freud Centre
[Videos](#)

Separate videos for young people and for parents/carers provide targeted advice and guidance on dealing with the disruption caused by the coronavirus.

[Self-care resources](#)

Simple self-care resources also available.

[Childline: Coronavirus advice](#)

Information about the coronavirus and simple tips and advice to help children cope during the lockdown.

[Calm Zone](#)

Help children to overcome stress and anxiety.

Partnership for Children
[click here](#)

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
[click here](#)

Great practical ideas for activities to do with children of all ages if you’re self-isolating or practicing social distancing.

Chatterpack
[click here](#)

A list of free online boredom-busting resources.

DfE Guidance: Online [educational resources](#) 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
[click here](#)

Lots of advice to support your wellbeing.

Talking Therapies
[Silver Cloud online](#)

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
[click here](#)

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
[click here](#)

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
[click here](#)

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
[click here](#)

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](#)

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

	Email	Telephone & Website
<p>Citizens Advice – Wokingham are coordinating the community response for Wokingham, 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: http://citizensadvicewokingham.org.uk/coronavirus/</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>SEND Voices Wokingham 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.</p>	<p>info@sendvoiceswokingham.org.uk</p>	<p>www.sendvoiceswokingham.org.uk (membership details here)</p> <p>Facebook: SendVoicesWokingham</p>
<p>Dingley’s Promise Support for any family of child 0-5 years with SEND. (Chat on the phone, Online coffee mornings, closed Facebook group. 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: https://www.dingley.org.uk/covid-19-response/</p>	<p>helen.hart@Dingley.org.uk</p>	<p>Telephone: 07958373305 or 0118 3277424</p> <p>www.dingley.org.uk</p>
<p>Me2 Club Conducting home visits via phone. Virtual Teenage Meet Up of the Me2 Club Crew Weekly online activities for Me2 Club children and volunteers Contact with families via video links and telephone calls</p>	<p>info@me2club.org.uk</p>	<p>Contact details on website www.me2club.org.uk</p>

Support via Facebook (Parent Forum), text and email, regular contact with families and volunteers		
Promise Inclusion (formerly Wokingham, Bracknell & Districts Mencap) 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.	admin@wokinghammencap.org	07827 340405 Temporary Main Office Number Family Liaison Officers: RACHEL (children) 07827 340409 or SIMONE (adults, 18-25 yrs) 07827 340408 www.https://promiseinclusion.org
Autism Berkshire Support available via email and phone	Autism advice contact@autismberkshire.org.uk Benefits advice benefits@autismberkshire.org.uk general enquiries admin@autismberkshire.org.uk	01189 594 594 if answerphone please leave message
Parenting Special Children Support available via our Helpline.	Helpline Email: dss@parentingspecialchildren.co.uk For more general enquiries please continue to contact admin@parentingspecialchildren.co.uk	Helpline 0118 9863532 Monday – Thursday, 10am – 2.30pm. Please note: during the Easter break it may take a little longer than usual for us to reply.
ASD Family Help 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.	Email: contact@asdfamilyhelp.org	Phone or text: 07733 601755 or 07707 660599 Facebook messages: www.facebook.com/ASDFamily