



Peterborough SEN and Inclusion (SENI) Service Covid-19 Support

This information pack and the information on the Peterborough Local Offer SEN and Inclusion Services [Covid-19 Page](#) has been collated by Peterborough SEN and Inclusion Services to provide links to resources, information and websites to support professionals, parents /carers and children/ young people at this difficult time.

These packs will be checked and updated if necessary as the situation evolves.



SEN and Inclusion (SENI) Services Update

Due to the COVID-19 pandemic our service offer has changed and is likely to face continuing adaptations over the coming weeks and months due to anticipated demands (we will do our best to update you of these changes as and when they happen by updating the Peterborough Local Offer Page, click [HERE](#)).

We have cancelled all upcoming Family Voice Hubs until further notice and replacing these with the daily hotline for **parents, carers, professionals and young people** between **10-11am**. Please see below (page 3) for more information.

Useful Resources/ Websites

Introduction

The SEN and Inclusion Services have worked on a range of resources to support parents/ carers, professionals and children/ young people during these uncertain times.

These resources will be updated as necessary to reflect the current Covid-19 pandemic.

Peterborough Local Offer

To access the Peterborough Local Offer Covid-19 Page, click [HERE](#)

To access the SEN and Inclusion (SENI) Services Covid-19 Resources, click [HERE](#), this section is broken down into the following sections;

- Educational Psychology Service Resources
- Autism / ADHD Advisory Teaching Service Resources
- Sensory and Physical Support Service Resources (Hearing, Vision and Physical)
- Early Years SENI Specialist and Portage Service Resources
- The Local Area SENI Support Service Resources (this includes Post 16/PfA)

Please click [HERE](#) for the link to the Peterborough Local Offer and the SEN and Inclusion Services 2019/20 Guide.

Early Years

Please click [HERE](#) for the latest Early Years information which includes the open/closed Nursery settings and the Home Learning link which provides links to websites for children who are currently off school/ nursery, click [HERE](#).

The Early Years and Childcare main Peterborough Local Offer page, click [HERE](#)



SEN and Inclusion (SENI) Team Peterborough
Covid 19 Telephone Support for parents/ carers/ professionals and
young people

No appointment is required, each telephone call will be 10minutes long. If you require a longer appointment a follow up appointment will be scheduled.

Team	Helpline contacts open Monday – Friday 10-11am No appointment required	Extra Telephone Consultations
Autism and/ or ADHD Advisory Teaching Service (AATS)	<ul style="list-style-type: none"> • Claire Nunn 07961 240384 Or <ul style="list-style-type: none"> • Megan William 07816 597785. 	<p>Telephone appointments are available every Tuesday.</p> <p>To book;</p> <ul style="list-style-type: none"> • Jill Groutage 07961 240778 or • Claire Nunn 07961 240384
Hearing Impairment, Vision Impairment, Multisensory or Physical Disability	<ul style="list-style-type: none"> • Sara Brierton 07970 492948 Or <ul style="list-style-type: none"> • Megan Williams 07816 597785. 	<p>Telephone appointments are available every Wednesday;</p> <p>Call</p> <ul style="list-style-type: none"> • Sara Brierton 07970492948 • Megan William 07816 597785 <p>To book an appointment and one of our advisors will call you back.</p>
Statutory Assessment and Monitoring Service (SAMs)	<ul style="list-style-type: none"> • Laura Swanson 07920160216 <p>(Tuesday 31st March please call Rachel D' Angelo on 07966 570651)</p> <p>Back up - please call the SAM's team generic number on 01733 863996</p>	<p>Further appointments made on an ad-hoc basis</p>
Educational Psychology Service (EPS)	<p>Please email the Educational Psychology team to request a phone call via the below email;</p> <p>eps@peterborough.gov.uk</p> <p>Please leave your name and number and a request for a call back. The EP will then contact you as soon as possible, capacity allowing.</p>	<p>Adult Care Helpline:</p> <p>The helpline will be up and running from Monday 30th March 2020. Anyone wanting to talk to an educational psychologist about bereavement/loss or need emotional support to cope with the current work, they should email eps@peterborough.gov.uk and leave their name and number and a request for a call back. The EP will then ring them between 10 and 12 pm of that day or the following day if capacity allows. We will prioritise and respond as soon as possible They can</p>



	<p>If you have emailed the EPS team and have not had contact within 2 days please do contact;</p> <ul style="list-style-type: none"> • Kobie Botha 07983345570 	<p>leave a message day or night and it will be forwarded on.</p>
SEND Partnership Service	<ul style="list-style-type: none"> • 01733 863979 <p>This line is open 9-4 pm Monday - Friday</p>	<ul style="list-style-type: none"> • 01733 863979 This line is open 9-4pm Monday – Friday
Local Area SENI Support Team (LASS)	<ul style="list-style-type: none"> • Jessica Conway (Area SENCO) (Monday – Friday) • 07970492948 <p>Or</p> <ul style="list-style-type: none"> • Elizabeth Sullivan Ash (SEN Lead Post 16/Preparation for Adulthood) (Tuesday – Friday) • 07920160256 	<p>Further appointments made on an ad-hoc basis</p>
Early Years SENI Specialist and Portage Service	<p>Or</p> <ul style="list-style-type: none"> • Sarah Bernard 07956046929 • Emma Morton 07950854219 	<p>Further appointments made on an ad-hoc basis</p>

This information may vary moving forwards however we will ensure that this booklet which is also on the [Peterborough Local Offer](#) is updated regularly.

Any questions/ queries please don't hesitate to contact Jessica Conway, Area SENCO on 07970492948 or alternatively via email jessica.conway@peterborough.gov.uk



Associated Government Guidance Documents

Coronavirus (COVID- 19) NHS Guidance-advice for everyone, click [Here](#)

Collection of guidance for educational settings on GOV.UK, click [HERE](#)

Numbers of Coronavirus (Covid-19) and risk in the UK, click [HERE](#)

Coronavirus (COVID-19): guidance on vulnerable children and young people, click [HERE](#)

Coronavirus: travel guidance for educational settings, click [HERE](#)

Coronavirus (COVID-19): guidance on isolation for residential educational settings, click [HERE](#)

COVID-19: free school meals guidance for schools, click [HERE](#)

Guidance for schools, childcare providers, colleges and local authorities in England on maintaining educational provision, click [HERE](#)

COVID-19: guidance for education settings, click [HERE](#)

Coronavirus (COVID-19): cancellation of GCSEs, AS and A levels in 2020, click [HERE](#)

Guidance for schools about temporarily closing, click [HERE](#)

Updated: 26th March 2020 Guidance on what schools will need to do during the coronavirus (COVID-19) outbreak, click [HERE](#)

How to submit the daily online attendance return to DfE, click [HERE](#)

Handwashing advice, click [HERE](#)

Coronavirus (COVID-19): attendance recording for educational setting, click [HERE](#)

Guidance on shielding and protecting people defined on medical grounds as extremely vulnerable from Covid-19, click [HERE](#)



Health Updates

(The SEN and Inclusion Team will keep this section updated with key updates from our Health colleagues)

Peterborough City Council's Coronavirus (COVID-19) Health advice page can be found [here](#)

Thursday 26th March 2020 **Pausing Paediatric Therapy Services**

Due to the national crisis with COVID-19 we are pausing the Paediatric Speech and Language Therapy Service/Paediatric Occupational Therapy Service/Paediatric Physiotherapy Service with immediate effect 26th March 2020. As a non-essential service we have been asked by NHS England to be ready to support other services in the weeks ahead and to reduce the risk to our service users, staff and the general population.

We will aim to offer some advice and support over email for as long as is possible. Please see the contact us on our websites.

SALT: <https://www.cpft.nhs.uk/training/peterborough-paediatric-speech-and-language-therapy-service.htm>

OT: <https://www.cpft.nhs.uk/training/peterborough-childrens-occupational-therapy-service.htm>

Physio: https://www.google.com/search?q=Paediatric+Physiotherapy+cpft&rlz=1C1GCEB_enGB835GB839&oq=Paediatric+Physiotherapy+cpft&aqs=chrome..69i57j33.5084j0j4&sourceid=chrome&ie=UTF-8

Please be assured that we will be following national guidance to resume a service as quickly as we can after the current COVID- 19 crisis. Children already known to our services will not be discharged, however we will not be accepting any new referrals [other than children with complex eating and drinking difficulties in Speech and Language Therapy].

Emotional Health and Wellbeing Service: March 2020

Due to the COVID-19 pandemic our service offer has changed and is likely to face continuing adaptations over the coming weeks and months due to anticipated demands within the NHS (we will do our best to update you of these changes as and when they happen).

Professional Support will continue to be offered by Emotional Health and Wellbeing Practitioners: We are NO longer contactable via the normal duty telephone number but we are contactable via our duty email ccs.ehw@nhs.net. Professionals can email the duty email and request a call back if they would like to discuss EITHER a child's emotional wellbeing (as was previously offered through duty telephone contact) OR they can now ask for a staff support type call. **Please note, we are not accepting referrals for CWP's during this time.**

Please note the staff support we are offering is NOT counselling or therapy but rather a space to think about and discuss your own wellbeing given the current and changing situation. We will be able to suggest and support you explore what resources and strategies may help your emotional wellbeing and will send out appropriate resources following the telephone call. If you would like to access either type of support please email ccs.ehw@nhs.net providing the following details:

Name:

Role:

Place of work:

Type of support (Child/Staff support):

Best Day/Time for us to call you:

Best contact number (please ensure this number will be contactable):

****Please note that if you need to contact us sooner there is a Cambridgeshire Community Services Duty Telephone number 0300 029 50 50: it is important to be aware that this phone number is staffed by our lovely Administration Team. If you need to call them please let them know you would like to speak to an Emotional Health and Wellbeing Practitioner from the Emotional Health and Wellbeing Service. This is a new way of working for all our staff so please do be patient and use the duty email wherever possible for support from the Professional support element of our service.**

Parent and Young Person Support:

We appreciate and understand that at this time there are many children, young people, parents and families as a whole that are struggling to process and understand the current situation. The offers of support from agencies are changing so below is a brief outline of the support offered by Cambridgeshire Community Services:

Young People:

Chathealth: ChatHealth -Text Messaging Service for 13-19 year olds

ChatHealth is an alternative way for young people to engage with experienced clinicians who will answer texts from 9.30am-4pm Mon-Fri on a range of topics including anything from healthy eating, smoking, self-harm and bullying.

- Watch this video to find out more <http://bit.ly/chathealth-cambs>
- Young people (13-19 years) can text 07480 635 443 to start a conversation

Parents: Cambridge Community Services (CCS) Duty Telephone Line: 0300 329 50 50. Please note that this line is a contact point for all CCS services (except for Specialist Community Nurses) and is staffed by our wonderful Administration Team. When you call, please make them aware of why you are contacting us and they will pass your request of support on to the relevant team who will then get in touch with you.

We are also in the process of creating emotional health and wellbeing resources for parent's wellbeing as well as children and young people and will share these with you when they are ready. In the meantime there are a number of useful service and resources on the Keep-Your-Head website for Adult, Child & Young People and Professional's Mental Wellbeing: <https://www.keep-your-head.com/>

[We are also going to be updating our website, so please see: https://www.cambscommunityservices.nhs.uk/what-we-do/children-young-people-health-services-cambridgeshire/emotional-health-and-wellbeing-services](https://www.cambscommunityservices.nhs.uk/what-we-do/children-young-people-health-services-cambridgeshire/emotional-health-and-wellbeing-services) for more information.



CHUMS Duty Line

To offer support and guidance to CYP, Parents and professionals during this trying time. The drop-in service being offered is a virtual drop-in where contact is offered via telephone.

The clinicians who usually facilitate our drop-ins have been placed on the Duty Line Rota which will be regularly reviewed.

These members of staff have experience in working with and supporting Parents / CYP / Families with their concerns.

	Monday	Tuesday	Wednesday	Thursday	Friday
9am – 11am	Karen Martin 07958283935	Sam Frearson 07538 230749	Kate Dorward 07538 230754	Sam Carrier 07538 230731	Sam Frearson 07538 230749
3pm – 5pm	Heather Simlo 07538 230746	Sam Carrier 07538 230731	Heather Simlo 07538 230746	Kate Dorward 07538 230754	Karen Martin 07958 283935

Domestic Violence / Abuse / Neglect

With the potential risk of an increase in Domestic Violence and abuse being anticipated it would be helpful for CYP / Parents to be able to reach out for further support. By using a dedicated phrase when calling the duty line;

“we’ve ran out of toilet paper”.

The clinician will immediately know what information to gather, inform the client what action will be taken and take the appropriate action for the most relevant support for the client.

If anyone presents in this category it will be expected that they will be referred to MASH or the police in urgent cases.

Please also see our website for more information (link below);

<http://chums.uk.com/cambs-pborough-services/>



Information for parents

Please find below some suggested websites to support.

To support you with looking after your mental health while staying at home and tips to help if you are worried about coronavirus, Every Mind Matters have updated their advice. To find out more visit:

<https://www.nhs.uk/oneyou/every-mind-matters/>

For those parents with children at home, Peterborough and Cambridgeshire have been developing resources to ensure they can continue learning and developing. These are available on our new [Home Learning Hub](#), which will be updated regularly.

Home Learning link which provides links to websites for children who are currently off school/ nursery, click [HERE](#).

<https://www.kids.org.uk/sendias>

<https://www.familyvoice.org/>

<https://www.nspcc.org.uk/>

<http://www.safeguardingcambspeterborough.org.uk/children-board/parents-carers/>

<https://www.keep-your-head.com/cyp>

https://www.cambsdasv.org.uk/website/support_help/84011

<https://www.womensaid.org.uk/>

