



Snapshot

Wirral SEND Services



Parent/Carer Edition

NOVEMBER 2020

Hi Everyone,

And so, we find ourselves back in lockdown, tough times again but clearly necessary.

The priority is keeping everyone safe and well. With that in mind, I wanted to make sure you are all aware of the current situation within Wirral SEND services/organisations. Clearly, within the Liverpool City region, there are heavy constraints on resources as many people are shielding, self-isolating or testing positive.



Lots of different services and organisations have contributed to this edition and are listed alphabetically for ease. There is content from the local authority's SEND services, Social care, Health services and a range of third sector organisations who continue to provide invaluable support. Throughout the summer holidays and October half term they have found creative ways to keep people connected and combat the very real and large-scale issue of vulnerability and isolation.

Thank you for your feedback, I'm pleased to hear you feel well supported and up to date with the information I've been sharing in the SEND SNAPSHOTS/social media postings. If you'd like to hesitate to get in touch, it would be great to hear from you via the SEND Local Offer e mail address: localofferwirral@wirral.gov.uk

The latest edition of the NW SEND Regional Newsletter is packed with loads of great information and well worth a read.

<https://localofferwirral.org/north-west-special-needs-network-newsletter-october-2020/>

Please also be aware of the latest open letter to the SEND sector from Minister Ford. <https://localofferwirral.org/minister-ford-opening-letter/>

0-19 Health and Well-being Service - School Nursing



We are in the reset and restore model stepping services back up and responding to any delays created through the partial step down of services in terms of the COVID-19 response. We have reviewed children that were due development reviews since March 2020 and ensured that either a virtual or a short pre-bookable appointment has been offered – if you as a professional or as a parent / carer have any concerns that you would like for us to respond to please get in touch via our central advice line on 0151 514 0219 so that we can prioritise and respond . Please be assured that we can still see and support you at this time and we have risk assessments and triage in place to be able to continue our work. Our staff will also wear the correct PPE to keep everyone safe at this time.

We continue to support children who require our help and have continued to allocate our teams to offer support throughout this time. We have identified some key health messages and shared some virtual resources via our Facebook page which you can be a part of – **Health Visiting Hub** for under-fives and **My health Wirral** for school aged resources. If you do not use social media we also have our website pages which have also been updated to offer lots of resources and useful tips –

<https://www.wchc.nhs.uk/services/wirral-0-19-health-and-wellbeing-service/who-we-are-what-we-do/>

If you have any health or development concerns at this time please do not hesitate to contact us on the advice line number 0151 514 0219. You may be able to receive an answer to this concern via telephone or through a face to face contact. More recently we have introduced the use of Attend Anywhere – this is an opportunity to see your health professional virtually.

Contact: Lindsey Costello, Service Lead Wirral 0-19
E mail: lindseycostello@nhs.net

ADHD

The ADHD service is currently meeting to discuss potential new ways of working and exploring changes to working practice due to COVID 19. The neurodevelopmental nurses are continuing to do telephone consultations and have not yet resumed face to face appointments

Contact: Jan Smith on 0151 514 2519 or e mail as above.

ADDvanced solutions



ADDvanced Solutions Community Network have an online offer to support children, young people, families and professionals in the Wirral area. Offering telephone and email consultations so please get in touch by calling 0151 486 1788 from 9am-5pm Monday to Friday, or email us at info@addvancedsolutions.co.uk. We offer online learning workshops, groups and programmes for parents/carers and professionals. Please use the link below to read our Autumn/Winter 2020 newsletter. We have lots of training for professionals and families, please share with whoever you feel may benefit. Our Wirral offer is on our website <https://localofferwirral.org/addvanced-solutions-autumn-winter-offer/> with details of the latest learning workshops and our online Community Network group.

Contact: Vanda Reeves, Director Community Network Development. E mail: V.Reeves@addvancedsolutions.co.uk

ASC Team

The Autism Social Communication (ASC) team continues to provide a service to settings, schools and families during this second lockdown period. The Team is making some visits to settings and schools, where these are seen to be essential and is taking all identified precautions to keep everyone as safe as possible. Parents and carers will always be contacted prior to a visit to ensure that they are happy for the visit to go ahead and to reassure themselves that the Team member is symptom free.

Much of the Team's work continues to be delivered virtually enabling us to connect with families, attend meetings, review progress, offer advice, provide reports and model interventions, in an efficient and effective manner. Feedback from families and settings/schools has been positive as can be seen below:

*"Thank you for your email and continued support. Using the game you suggested * is now sharing her worries and sharing reasons why these things bother her... I feel I have my little girl back."*

*"Perfect * and I don't think we as a family could have got through the lockdown without your support... you kept me going which had a good impact on both kids"*

And from schools

"I know our families have really appreciated the contact you have had with them, thank you!"

"This is fantastic thank you so much! I have spoken to mum and she was delighted with how helpful you have been".

The ASC team can be reached via settings and schools.

Contact: Sue Jamieson Quinn, Senior Educational Psychologist

Email: suejamieson-quinn@wirral.gov.uk

Autism Together – Children & Family service

Here's what we currently have on offer:

Wednesdays



Session begins with 1:1 on-line session with a sibling (aged 6-18 years) of a child with ASD – Time: 3.45pm – 4.45pm.

Followed by online groups held for Children and young people aged 8-13 years. On-line sibling group from 5.30pm – 6.30pm

Chill n' Chat group (for children with Autism) from 6.45pm – 7.45pm

All currently held via Microsoft Teams

Thursdays

Gaming group 5-6pm for 8-18yrs old

Chat about gaming etc.

Activity Group 6.15pm to 7.30pm = 8-12 years old

Currently held via Zoom



Fridays

Gaming group 5-6pm for 8-18yrs old

Chat about gaming etc.

Friendship group 6.15-8.15

For young people who have attended our friendship group in the past and those who are on verge of independence with travel and money. By invite only.

Both currently held by Zoom



Saturdays

Activity Groups 8-18yrs. From 10.15-11.45 and 12.15-1.45

Held at Oak House, 6 Tebay Road, Bromborough, Wirral CH62 3PA

For young people with ASD and social communication difficulties as primary need.

Opportunity to form friendships, play board games or switch games and have fun.

Booking via our website. Dates released on Mondays at 9am.

For further details or to book a place, please contact Angie Kemp on 0151 666 9960.

Contact: Angie Kemp E mail: Angie.Kemp@autismtogether.co.uk



CAMHS

Here in the CAMHS Learning Disability Team we're thinking creatively about how we can continue to offer help to our families whose children present with challenging behaviours and mental health concerns.

As you know, we had to stop delivering our face to face Behaviour workshops for the parents and carers of children and young people with learning disabilities. The Team has therefore developed a series of videos; they cover the areas that would have been discussed in the workshop, albeit in a more condensed format. We hope they help with an understanding of challenging behaviour, why it happens and what can help. The videos talk about becoming behaviour detectives for the individual child or young person, and then based on this understanding of the functions of the behaviour, developing helpful strategies and approaches. These videos are available on our MYMind website <https://www.mymind.org.uk/>

You can get to the videos on this page - <https://www.mymind.org.uk/about-mymind/parents-and-carers/training-for-parents/>

Our ambition is that we will be able to deliver these workshops as live and interactive webinars in the near future.

Focus on health inequalities

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 have developed a pathway to support families in ensuring their children with a learning disability have an up to date health passport. The team are supporting parents/carers to complete these where needed and engaging with the Learning Disability Liaison Nurse at the local hospital trust. The NHS Covid-19 Grab and Go forms are available for use in conjunction with Health Passports and practitioners are raising awareness of these with families where appropriate.

The CAMHS Learning Disability Service are now involved in a NHSE project as an exemplar site in Learning Disability Care, with a focus on annual health checks for 14-17 year olds with a learning disability. We are joining with our colleagues in the Adult Community Learning Disability service, GP practices and local commissioners to seek to ensure increased awareness, uptake and quality of GP Learning Disability annual health checks,

Community visits and outpatient appointments

Theses have taken place using phone calls, tele-conference and video conference. Through this type of appointment, the team are continuing to offer holistic and person centred support to the children and young people open to them. Parents and carers have

reported a high level of satisfaction with the level of contact and support they have received. We do see some families face to face at our clinic and at home when this is needed (with stringent COVID19 safety measures and PPE equipment).

Crisis Support

Wirral CAMHS are part of the 24/7 Mental Health Crisis helpline is open to people of all ages who require urgent support and are residents of Cheshire West, Cheshire East and Wirral.

If a child or young person's mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

Parents/carers and young people can call 0800 145 6485 and our dedicated local staff will support them to access the help you need. The phone line is free to call, open 24 hours a day, seven days a week and is open to people of all ages – including children and young people.

Content by Tracey Hartley-Smith, Clinical Lead – Children and Young People's Learning Disability Services, Learning Disability CAMHS Wirral

Team Email: cwp.telephonemessages1d@nhs.net

Children with Disabilities Team

Here within the Children with Disabilities Team, we are working hard to ensure that we are being reactive to the government guidance as it is generated. Where possible we would still prefer face to face visits, however, we totally understand the concerns of our parents and carers, and where this is not suitable we continue to progress with virtual visits, which although are not as good, does give us the ability to continue to see our families. Services are still far away from anything resembling normal, and have been struck by instances of having to shut due to staff needing to isolate,

however, we continue to work hard to try and ensure that suitable alternative services are sought, as difficult as this is.

Contact: Peter Stanley, Advanced Social Work Practitioner
E mail: peter.stanley4@nhs.net

Continence (Childrens) service

The Children's Continence team are offering face to face appointments for new patients however if preferred this can be completed by telephone/video call. Existing patients are mostly being reviewed by phone though can be offered a face to face appointment if required. The Children's Continence team are accepting new referrals however our referral criteria has recently changed meaning some referrals will go through the 0-19 team for initial advice.

The team currently consists of: Jane Rowland, Sophie Walker, Gill Charmley and Vicky Smith

Tel: 0151 514 2825

Team email: childcontinence.wirralct@nhs.net

Useful websites to be aware of: <http://www.eric.org.uk>
and bowel-bbuk@disabledliving.co.uk

DCO (Designated Clinical Officer)

Our SEND support continues and the day job remains the same. Some highlights for us and an insight into our contribution to supporting children and young people:

- Our timescales for health contribution are consistently improving month on month and is 100% most months - Our Designated Medical Officer (DMO) completed an audit and this shows a year on year improvement in areas of the quality of advices supplied as well as timelessness.

- When we look back over the past 5 years as a SEND service, we have supplied 10,055 health advices to inform the health care and education assessment processes and plans. If we include in the health information supplied for reviews this would be well in excess of 15,000 pieces of health information used to inform LA on the needs of the children and young people of Wirral.
- DMO& DCO have been attending preparation for adulthood training provided by NDTi.
- DMO/DCO attending regional & National workshops and forum discussions on sharing best practice to support our SEND populations during the pandemic.
Single point of contact for health available as always for parents, carers, young people and practitioners to access for advice around SEND



Contact Elaine Mooney (DCO)

Email: emooney@nhs.net Direct dial: 0151 514 2672

Dietetics (Community)

We continue to accept all referrals and where possible virtual assessments will be offered, but when a face to face appointment is required these will also continue to be offered.

Urgent referrals continue to be prioritised and seen. We continue to support our home enteral tube fed patients in order to prevent hospital admission.

The service is continuing to accept new referrals however waiting times may be extended. Patients are being offered telephone and videocall consultations as appropriate.

The service is continuing to support NHS colleagues requiring dietetic support however response times to calls may be longer. We have updated our webpage on the Wirral Community Health and Care NHS Foundation Trust website, with additional information and resources to support families and referrers while waiting to be

seen. <https://www.wchc.nhs.uk/services/childrens-dietetics/changes-to-childrens-dietetics-service-due-to-covid-19/>

Referrals to the service can be made via GP, or Health Visitor.

Team telephone: 0151 5142827

E-mail: wchc.childrensdietetics@nhs.net

Contact Details: Denise King/Helen Stanton, Clinical Lead

Children's Dietitian Tel: 0151-514 2827/extension 3126.

Email: wchc.childrensdietetics@nhs.net

Early Years SEND Team

Since the last e mail the whole of EY SEND Team have continued to support parents and settings and childminders to meet the needs of children with SEND during the COVID period.



Contact - Penny Bishop, Early Years SEND Manager

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

Education Psychology Team

The team added lots of content to support Parent/Carers and school staff with the return to school in September. This information is still available on the Local Offer website.

<https://localofferwirral.org/listing/wirral-educational-psychology-team/>

Should you have any further suggestions as to how we may support you in the difficult months ahead please do not hesitate to contact me catherineoconnor@wirral.gov.uk

Contact: Cath O'Connor, Principal Educational Psychologist.

Email: catherineoconnor@wirral.gov.uk

Epilepsy

The epilepsy team continue to have both face to face and telephone appointments depending on individual needs of the child and family. The nurses continue to be available for phone and email advice.

The nurses are still able to attend IHCP reviews as necessary, usually via Microsoft Teams to minimise unnecessary visits to school.

Contact: Jayne Murphy and Jenny O'Brien, Children's Epilepsy Nurse Specialist

Email – jayne.murphy7@nhs.net and jennifer.obrien1@nhs.net

Direct line – 0151 604 7672 extension 2187

Health Services in School

I hope this snapshot finds you well and that your children have settled into their new school routines. As promised, we are updating you regarding our plan on how we aim to return into schools, to meet the needs of our young people requiring support whilst maintaining minimal risk for everyone.

We have decided for the next coming weeks all face to face work provided by the HSIS Youth Workers will continue to be offered 'virtually'. We can support young people through Microsoft Teams - this will enable us to have an 'on-screen' video call by phone or via email if this is a preferred method for the young person.

The HSIS project offers a service in every Secondary school in Wirral, Special Educational Need schools, Alternative Provision, Sixth Form College and Wirral Met By delivering the service virtually at this time we feel is reducing the risk of potential Covid19 infections being transmitted.

We anticipate there may be young people who are struggling with the post-lockdown, transition, bereavement due to Covid19, and others will have the same difficulties they had affecting their lives

prior to the virus.

If you would like any further information about Health Services in Schools (HSIS) please contact Michelle Langan.
Contact: Michelle Langan, Health Services in Schools (HSIS) Team Leader. E mail: michellelangan@wirral.gov.uk

Healthwatch



Healthwatch Wirral has a statutory function to listen to the public and explore their views and experiences to ensure the public voice is at the heart of health and care provision when we work with the Providers of services, CQC and decision makers.

Some may or may not be aware of other statutory duties of Healthwatch: -

Healthwatch we can Enter & View any service where health and/or care is provided

This enables us to learn what it feels like

- to use a service
- to have someone we love accessing a service
- to work in a service

We also offer NHS **Complaints advocacy** and support- for people who have experiences that they feel they need support to complain around.

All information, services and reports we offer is on our website- which is under a lot of development presently. If you haven't checked it out yet- please do. <https://healthwatchwirral.co.uk/>

Community engagement is key to us so we can better understand what people are telling us



This year has been more challenging than anything we have ever known. It has never been so important for the public to access the right service at the right time.

We are encouraging people to sign up to the Healthwatch Bulletin and also follow our social media

<https://healthwatchwirral.us7.list-manage.com/subscribe?u=9c71482cca3b44ae11b32bd67&id=6abb93330a>

You can also call us on 0151 230 8957 and a member of our team are always there to #Spare5 for you!

Wirral Feedback Centre- <https://speakout.healthwatchwirral.co.uk/>



With the introduction of the new Feedback Centre for Wirral, **Working Together to Positively Shape Health and Social Care can only be strengthened.**

So, whether your feedback is about your GP Practice, Dentist, opticians, pharmacy, hospital or any other service...

It starts with you! #spare5 today to go on to the Feedback Centre and tell us about your experiences.

[Feedback Centre Flyer](#)

[Feedback Centre Flyer – Hospitals](#)

[Feedback Centre Flyer – GPs](#)

[Feedback Centre How-to](#)

Contact: Micha Woodworth, Project Manager.

Email: Micha.Woodworth@healthwatchwirral.co.uk

Home and Continuing Education Service (HCES)

Julie Hudson is now the Interim Head of Service following the retirement of Jackie Forsey.

HCES will be continuing to support children and young people who, for medical reasons are not able to attend their own schools. The Base, which is on the site of Hilbre High School is COVID secure and will remain open as a teaching environment. Pupils who are taught in small groups or 1:1 at the Base will continue to attend.

Teachers will visit homes to deliver teaching resources and provide guidance and, in some cases, remote learning will begin. Teaching in homes will not take place. Staff/keyworkers will contact families/pupils weekly by phone in order to provide advice and support.

The transition co-ordinator/learning mentor will continue to work with years 11 and 12.

Advice and support to schools/settings/services, including informal consultation, is always available.

Contact: Julie Hudson, Head of Service, Wirral Home and Continuing Education Service

E mail: @wirralhometeach.co.uk

Tel: 0151 929 6222

Inclusion

The service is continuing to work closely with schools to identify those pupils who are most vulnerable/at risk and in need of extra support in order to manage reintegration back into education settings.

Contact details: Anna Dollard, Inclusion Manager

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

Koala North West Complex Needs Team

What can we offer to support families?

Little Bees Groups:

Available Tuesday and Wednesday afternoons 1-3pm. Parents are unable to stay on site at present, but we will inform you as soon as this change. Sessions are £3.50.

Our Little Bees groups support children aged 2-4 years where social and communication skills require some help with development. Some of our children attending these sessions have a diagnosis of Autistic Spectrum Condition, but diagnosis is not essential for a referral into this service. During these sessions we offer a range of activities/programmes to support the development of social and communication skills:

- Makaton signing – offering visual aid (through gestures and pictures) to support verbal communication
- Snack time – we offer a light snack which allows the children the chance to decide from a choice of healthy options and allows them to test out new fruits and vegetables
- Sing-along – we use songs to make language development fun and memorable
- Structured crafts and activities – tailored around senses, movement, transitions
- Sound Listening Programme delivery – recommended by Speech and Language Therapists all our children are assisted through this programme to aid the development of speech sounds
- Peer interactions – we keep numbers in groups small so that we can have meaningful and beneficial interactions between children, staff and volunteers who assist in our groups

Little Movers Groups:

Available Tuesday and Wednesday afternoons 10am-12pm. Parents are unable to stay on site at present, but we will update you as soon as this change. Sessions are £3.50.

Our Little Movers' groups aim to support children up to the age of 4 who have physical disabilities that affect their mobility. We work with children with a range of complex needs and aim to offer a safe space for play, development and strengthening posture – with the help of our Paediatric physiotherapist, Katie, who also attends sessions and discusses exercises/progression with both parents and keyworkers.

The activities we offer to support our Little Movers are:

- Makaton signing to aid communication and fine/gross motor skills
- Snack time
- Structured activities which work on motor skills
- Sound Listening Programme – to develop speech sounds and attention/listening skills
- Peer Interactions – building friendships and relationships with other children, staff and volunteers
- Sing-along

Short Breaks respite service:

We offer Short Breaks on Saturdays for children with complex needs and welcome any siblings from age 2-7 years. Families can access every Saturday in a month and then go on resting to allow other families chance to access service – this is a bi-monthly service.

During our respite sessions we have lots of fun and activities to keep our children busy:

- Cooking club – we make dishes for children to bring home and enjoy with parents/family
- Snack time
- Makaton signing
- Sound Listening Programme games
- Peer interactions
- Role/imaginative play

Out and About Project:

This project aims to support families with children aged from birth to 11 years old, who have complex needs, to get out into the community. Outings can be difficult with young people at the best of times, however when going out with a child with complex needs this can bring its own difficulties. We are supporting families virtually for now but face to face visits/outings will recommence as soon as we are able (re: COVID restrictions). This service is free of charge.

Out and About aims to:

- Support parents/carers to feel confident in their outings with their family
- Support children to manage challenging behaviour that may escalate in new/unfamiliar environments
- Build support networks with other parents of children with complex needs
- Activities delivered to your door to encourage outings
- Makaton/sound listening packs available to be sent out to homes so that children can work with their families to progress speech and language.

If you are interested in any of our projects/groups please get in touch via our website <https://koalanw.co.uk/>, find us on Facebook or email admin@koalanw.co.uk

Contact: Elley Kirkham, e mail: elleykirkham@koalanw.co.uk

Learning Disability Service

Wirral University Teaching Hospital are committed to improving health outcomes and reducing health inequalities for people with learning disabilities and or autism. It is recognised people with learning disabilities may face barriers around access to hospital and may require reasonable adjustments to allow equal access. The Learning Disability Service can provide support with ensuring

the needs of people with learning disabilities and or autism, their families have reasonable adjustments.

Arrowe Park Hospital has a registered learning disability nurse who can offer support to young people, families, carers, and professionals around access to hospital.

Arrowe Park Hospital have been working in partnership with Claire House Children Hospice and Wirral Adult Hospice to support with the transition from children to adult services. We recognise this can be a difficult time for young people and their families. The transition project has involved young people, their families and health and social care professionals working together to prepare for adulthood, which has allowed families to express and voice any thoughts or concerns they have for change in services.

If you require any support or have questions around the learning disability service at Wirral University Teaching Hospital, please see link below with full details of the service.

<https://www.wuth.nhs.uk/our-departments/a-z-of-departments/learning-disability-and-autism-team>

The 'Treat me well' group (Mencap Wirral) is recommencing via Zoom on 24th November and we will be advertising for new members shortly. An easy read leaflet will be shared.

Contact: Lauren Binks, Learning Disability Liaison Nurse
Email: lauren.binks@nhs.net

Local Offer

The Local Offer website has recently been audited to assess accessibility standards. Given our target audience will benefit from a clear and comprehensive format we are always seeking ways to make the information more accessible. For example:
~ we stop and think about the words/language we use,



- ~ we avoid jargon and acronyms
- ~ we use more visuals
- ~ we offer contrasting backgrounds
- ~ we are increasing our library of Easy Read publications
- ~ we have made the website compatible for use with mobile phones and tablets
- ~ we can translate the text into any one of ten languages
- ~ we can increase & decrease the text size

That said this audit was a Government initiative and affected all public service websites. It was detailed and broken down into three sections. After several months of hard work, we were delighted to be awarded a score of 86% and ranked 26th in a national league of Local Offer websites. This was a marked improvement from where we started out and we are now the highest place local authority in the Liverpool City region which I feel is worthy of mention given our reduced resource when compared with other authorities.

Over the next few months we will be promoting Wirral's Disability Register to make parent/carers aware it exists and help us increase the list of young people in Wirral with additional needs/disabilities. This will enable us to be proactive as to the emerging profile of SEND needs rather than reactive. Registration is purely voluntary and can be completed on-line (takes 5-10 minutes)

<https://localofferwirral.org/childrens-disability-register/> This link will take you to the page with some frequently asked questions and answers as well as the application form.

We supported at the recent Pilgrimbury and Spookybury on-line festivals and it was fantastic to be able to reach so many of our young people having loads of fun. The staff at Pilgrim street were outstanding and the feedback from the young people's Parent/Carers let us know just how much these events mean and the positive effects they have on the mental health of their children. For more info see the section on SEND Youth Matters. The website is added to on a very regular basis so please keep an eye out for new information/guidance and some great Easy Read materials.

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

Contact: Sally Tittle, SEND Participation & Engagement Lead
E mail: sallytittle@wirral.gov.uk Mobile: 07879848468

Local Offer (Youth Engagement)

Throughout lockdown I have been working hard to support SEND families in Wirral. I have been working on lots of projects some that have already gone live such as:

I have still been representing Wirral at the SEND@YOFO – this is in partnership with Youth Focus Northwest. We meet every Wednesday for 1 hour and complete a task around being a SEND young person during lockdown and how it has affected us differently in our various areas of the North West.

I also have taken part in the Liverpool City region's Metro mayor discussion on how COVID-19 has affected young people's mental health, education, employment opportunities and canvassed their opinions on public transport.

As many of you know I am part of the Youth Voice Group (YVG) and the SEND Youth Voice Group, I have continued to attend those online meetings weekly. It is great to see everyone's faces and helps us feel connected with one another. We have been discussing our parliament motions, considered the possibility of this having to be on-line this year and created some exciting choreography for a rather special project.

OUR SPECIAL PROJECT....

As part our online sessions we had been creating some fun choreography and a flash mob (there is a video if you would like to be part of something very big and exciting).

We also had a big online festival we named PILGRIMBURY. It was fantastic! And... Spookybury - this was our Halloween celebration with costumes, party games and dances that the on-line groups have been working on. It was so much fun and good to see other members of Pilgrim street ARTS theatre.

During the summer holidays, it was a great opportunity for me to meet up with so many parents/carers and their amazing children. Lots of feedback, lots of support, lots of community spirit. Many isolated families took real comfort from being able to meet up with other families and spend time sharing advice and realising they're not on their own. People care.

Recently, I was thrilled to be asked to sit on an interview panel. I'm so excited. Not just for the opportunity to try something new (I'm stepping out of my comfort zone again!) but the fact that my employers at Wirral Council want to ensure that young people are involved and given scope to have input into future services.

I have also been asked to present at a Senior SEND Leaders event in November alongside another Youth SEND Ambassador to talk about the importance of support and buy in from the highest level within an organisation. I think this is a really good chance to help get all members involved and show young people are assets.

Contact: Poppy Cain, SEND Youth Engagement Officer
E mail: liacain@wirral.gov.uk

Orrets Outreach

The Orrets Outreach teaching team are back working in schools. We are happy to offer online teaching when pupils and/or staff are asked to quarantine.

We are still sharing lots of updates through our Facebook, Twitter and Website pages and someone is always available to answer questions about SpLD, whether the child is on our programme or not. For specific enquires please contact me Cathy Cotgrave, Head of Outreach Services: cotgravec@orretsmeadow.wirral.sch.uk

The SENAAT team is also back working in schools. They are able to offer support and advice for SENCOs, schools, advocacy partners and parents on a range of topics.

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

Contact: Cathy Cotgrave, Head of Outreach Services
cotgravec@orretsmeadow.wirral.sch.uk

Occupational Health & Physiotherapy service

Therapists are mainly based at Cherry Tree House, Clatterbridge 0151 514 2525. Phone calls are welcomed for advice.

In line with NHS England and Public Health England most contacts with families are by phone or video call. In urgent or deteriorating conditions, it is possible with appropriate PPE to arrange an appointment at Cherry Tree House, in certain situations a home visit may be possible. All face to face contacts will be risk assessed and clinically reasoned. Staff are taking part in environmental assessments. Therapists will continue with statutory EHC plan requests as possible, however this may not include up to date face to face assessment in line with the amended guidance.

Contact: Jane Fieldhouse, Team Lead Early Years Children's Physiotherapy, AHP. E mail: jane.fieldhouse@nhs.net

Respiratory (Asthma & Allergy) Paediatric service

Contact: Rebecca Bryson, Pediatric Respiratory Nurse Specialist Asthma and Allergy

E mail: claudine.bryson@nhs.net Telephone: 0151 604 7673

Safe Families for Children



Have a look at this presentation which tells you all about our service and how we can help you and you can help others by joining our fab group of Volunteers.

<https://localofferwirral.org/safe-families-for-children-wirral/>

Or call us for a chat on **0151 558 1474**

**Contact: Sarah Broadbent, Senior Family Support Manager
Mobile: 07469354076. E mail: sarahbroadbent@safefamilies.uk**

SEND Team

The SEND team continue to work from home.

Ben Blake has left the team to pursue a role with Liverpool City Council.

Any SEND team queries, in the first instance should be sent to SESS@wirral.gov.uk

Contact: Victoria Whitton, SEND Manager

E mail: victoriawhitton@wirral.gov.uk

SENDIASS

Wirral SEND Partnership remain fully functional. WIRED 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 enabling face to face support continues to be delivered (zoom, Horizons and Microsoft teams)

We continue to support parents, carers and young people with information advice and support relating to SEND. We continue to attend virtual meetings when required. In addition, we continue to offer support via telephone and email.

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

E mail: ias@wired.me.uk

SEND Resolution service

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,
sendresolution@wirral.gov.uk

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 few months and the young people are enjoying the interaction with their friends, youth workers and having 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.

The sessions are easy to access and staff will happily help you on getting into the online workshops.

You just need to download the Microsoft Team App. The sessions are all FREE! The sessions on offer are:



- Monday Technical Theatre for 13-19yrs – Lights, camera, action! at 7-9pm. Contact malcolmbrookfield@wirral.gov.uk
- Tuesday Drama 13-19yrs - Drama sessions covering all different skills between 6-9pm. An hour slot can be booked into. Contact jamiagreer@wirral.gov.uk
- Tuesday SEND Youth Voice Group 11-25yrs – between 6-9pm. An hour slot can be booked into. We use dance, drama and crafts to explore the world around SEND young people. Contact selinewakerley@wirral.gov.uk

- Wednesday 13-19yrs Dance – Dance sessions doing all different styles between 6-9pm. An hour slot can be booked into. Contact claireparr@wirral.gov.uk
- Thursday Singing training 13-19yrs at 7-9pm. Contact malcolmbrookfield@wirral.gov.uk
- Saturday Children in Care – 10-11am, using dance, drama and crafts for ages 8-14yrs. Contact selinewakerley@wirral.gov.uk
- Saturday Junior Arts Smart – 11-12pm, using dance, drama and crafts for ages 8-14yrs. Contact selinewakerley@wirral.gov.uk

Please call us to discuss any concerns or issues, we are happy to support.

We also offer GIRLS and LADS projects which need to be referred into for those young people struggling and needing more support. Email shiraleacoldicott@wirral.gov.uk for more information on these projects.

We will also be offering some fun activities across the Christmas season! More to follow!

Contact: Seline Wakerley, Participation & Engagement, Creative Youth Development Team/Dance
Email: selinewakerley@wirral.gov.uk
Mobile: 07867465913

Sensory Service

Useful Contacts:

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/>

N.B. Referral documents have been updated in October 2020.

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

Shiny Stone



For key information, characteristics, support/resources and forthcoming training please see the information available on the Local Offer website or contact Sara directly.

**Contact: Sara Hirst-Watson, Director
E mail: admin@shinystone.org**

Social Care – Children’s Services

Social workers continue to work from home and are continuing to undertake face to face visits and completing direct work with families.

Social Care are continuing to work closely with colleagues within Health and Education to ensure children with additional needs receive timely and proportionate responses.

**Contact: Alison Watson, Designated Social Care Officer for SEND
E mail: alisonwatson@wirral.gov.uk**

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

Staffing– Julie Hudson continues to manage the Specialist Support Team for Pupils with MPN and has also been seconded to manage the Home and Continuing Education Service (HCES) based at

Hilbre High. Jayne Catton will continue to support mainstream schools across Wirral from early years to sixth form and has already started to pick up most of Julie's casework.

Housekeeping – the Team has changed its referral process. A referral form must now be completed before the Team can become involved with a pupil. The referral form can be found on the Team's local offer page.

Tier Three Response – the Team has remained active since March and has adapted working practices because of COVID 19 and the changing situation in schools. Contact with schools has remained a priority, excellent use has been made of email and phone contact, while meetings have successfully moved to online platforms such as Microsoft Teams and Zoom. Core transition work was successfully completed over the summer term allowing for children with medical/physical needs to have a positive start to school in September.

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

Speech and Language Therapy (SALT) service

The speech and language therapy team are continuing to work and can be contacted on 0151 514 2334 Monday-Friday from 09:00 to 16:30. Face to face appointments are being offered when clinically required, however the majority of assessment, therapy and training services are now being delivered virtually to support the COVID-19 response. The team are currently trialing new virtual speech, language and social communication training packages for primary schools which we plan to roll out in 2021.

We have updated our page on the trust website to include resources for families and schools to support children's speech, language and communication development. There are also a range of speech programmes to support speech sound

development with videos of therapy examples for additional support <https://www.wchc.nhs.uk/services/childrens-speech-language-therapy/self-care-resources-and-support/>.

Contact: Team Leaders: Abbie Kyffin & Kate Gallagher

Email: wchc.childreusaltteam@nhs.net

Direct dial: 0151 514 2334

The Positivitree

The Positivitree continues to provide mental health and wellbeing support to parents/carers of children, young people or young adults with ANY additional health or care need. There does not need to be a diagnosis to access our services.



- 🌳 We believe that emotionally nourished parents raise resilient children. Our services show parent-carers that they have the power within them to be the best version of themselves, for themselves and their families.
- 🌳 We provide wellbeing activities designed to meet the needs of the parent-carer community taking into account their responsibilities and time constraints.
- 🌳 We offer online support, social groups, workshops and classes.
- 🌳 By offering a flexible programme, we empower parent-carers with tools needed to take ownership of their wellbeing.
- 🌳 We're currently running a virtual well-being programme using workshops, movement classes and meditation practice to give parent-carers space to focus on themselves. We offer participants a chance to work with one of our Wellbeing Facilitators on a 1-1 basis alongside accessing the group sessions.
- 🌳 We've trained our Wellbeing Facilitators using a coaching model

qualifying them in Life Coaching. They each bring their lived experiences of being parent-carers of children with additional needs to the role. They provide a person-led service that helps the parent-carer they are working with to build resilience through proactive self-care practices.

To register with us parents/carers can complete [this short form](#) or they can join or [private Facebook group](#) first to find out what we are about.

Contact: Rachel Daley, rachel@thepositivitree.com

Wirral Mediation & Disagreement Resolution service

Due to COVID-19 Mediations/Disagreement Resolutions are currently delivered through video conferencing such as Zoom

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

Contact: Natalie Johnson, Mediation Service Manager

Email: iasmanager@wired.me.uk Mobile: 07841203132

Wirral MENCAP

Wirral Mencap provides services and opportunities for people with a learning disability and their family carers.



Support is still being offered during the COVID 19 outbreak.

There are online activities all accessible via our Facebook page. On-line activity timetable. Contact details for those is on the timetable. There are rolling in house courses underway with limited spaces available due to social distancing requirements.

<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
<p>Bingo!</p>  <p>12pm</p> <p>With JULIE 07597986437</p>	<p>Yoga</p>  <p>11am</p> <p>with ASHLEA 07597986437</p>	<p>Chill & Chat</p>  <p>12pm</p> <p>with ASHLEA 07597986437</p>	<p>Line Dancing</p>  <p>11am</p> <p>By ANNA 07597986437</p>	<p>Relaxation</p>  <p>12pm</p> <p>By SARAH 07597986437</p>
<p>Health Club</p>  <p>2pm</p> <p>with ASHLEA 07597986437</p>			<p>Woman's Group</p>  <p>4pm</p> <p>with ASHLEA 07597986437</p>	

We have a bank of ready to go (trained, DBS checked, willing and eager) befrienders for people with a learning disability. They are available to befriend via phone and email throughout the Covid-19 situation, and possibly beyond.

Wirral Mencap are running much the same as during the Tier 3 restrictions: Gateway will continue and all online activities for people with a learning disability and families and carers.

Information and Advice is running as details given below. Look on the Wirral Mencap Facebook page for the most up to date details of our one off events – Zoom Soap Quiz November 6th and Zoom Christmas party in December!

An online cooking course is also coming up in November. Numbers will be restricted for this as it is expected that the attendees will participate rather than just watch.

Our Information & Advice Service is still taking your calls so if you need help with anything get in touch!

This service can offer information, advice and support with any issues you might have with things like social care, housing, welfare benefits, wills and trusts, being a carer. We can help with paperwork, meetings and understanding your rights.

You can call or text on [07597986437](tel:07597986437).

Contact: Tina Phelan, Information and Advice Manager

E mail: cphelan@mencapwirral.org.uk

Hope this edition is useful to you.

Please share it with friends/families with SEND young people to help support one another during the next few weeks and months.

If you are a member of a Parent/Carer group maybe drop me an e mail so I can add your group to a distribution list for the next edition.

localofferwirral@wirral.gov.uk

Take care of yourselves.

Sally