

We're here for you

We understand that this is a challenging time for you and your family, and you may be feeling worried about the impact this will have on your child or children with special educational needs or disabilities.

We are reviewing the situation daily and want to resume all services as soon as we can. In the meantime, we are continuing to provide our services in different ways to support you and your family wherever we can, including over the phone and via video.

This poster provides a summary of the latest information and advice for you. You can find out more, including frequently asked questions, tips and links to useful websites and resources, on our [Coronavirus support web pages](#).



Latest advice

The advice from the government continues to be that the safest place for children, including those with an Education Health and Care (EHC) Plan, is at home. Where necessary, carers, therapists or clinicians can visit children at home to provide any essential services.

For a small number of children, headteachers have undertaken a risk assessment and, following discussion with their families, they have decided that school is the best place for them to meet their needs. We are providing home to school transport for these children and are, of course, providing vehicles that allow for social distancing.

Special schools and other special settings are being supported to remain open where appropriate. Visit the Government's website for the [latest information on the closure of educational settings](#).



Education Health and Care Plans

We are working hard to keep the Education Health and Care (EHC) process moving and we'll continue to review this. Assessments for an EHC plan may look different as it becomes more difficult to do our work face-to-face. We are doing more by telephone or video calls, where possible and our decision-making panels have moved to online meetings.

Support available to you

SEND Parent Link Contact Line

Our SEND Parent Link Contact Line - 0121 303 8461 – is available for you to call from 9am to 5pm, Monday to Friday. A member of our team will listen to your query or concern and signpost you to the relevant professional to help with your child's needs.

The Educational Psychology Service

The Educational Psychology team has a telephone helpline that can support with anxieties, concerns around relationships and advice on looking after yourself and supporting your child.

Find out more about the [Educational Psychology team](#) and how to access the helpline.

The Specialist Advisory Teacher Service

Our advisory team of specially trained teachers offer a range of advice and ideas to support you and your child. This includes help with managing school work at home, support to help your child to understand what is happening and advice on coping with new routines. They can also provide you with ideas on appropriate activities and resources for your child.

See below for more information and links for each team:

Communication and Autism Team (CAT)

The CAT team has a telephone helpline for you to get advice and support for your child with autism. To access the helpline, email CATParentEnquiries@birmingham.gov.uk [Find out more about the CAT team.](#)

Sensory Support Service

The Sensory Support Service is providing help for families of children who are deaf or visually impaired through email, phone, WhatsApp, video or Skype (with subtitles if necessary). To access support from a Teacher of the Deaf or Teacher of the Vision Impaired, email: SSParentEnquiry@birmingham.gov.uk [Find out more about the Sensory Support Team.](#)

Physical Difficulties Support Service

The Physical Difficulties Support Service has a telephone helpline for you to get advice and support for your child with autism. To access the helpline, email PDSSParentEnquiry@birmingham.gov.uk [Find out more about the Physical Difficulties Support Service.](#)

Pupil and School Support

Pupil and School Support has a telephone helpline for you to get advice and support for your child with general and specific learning difficulties, including dyslexia. To access the helpline, email LDParentEnquiries@birmingham.gov.uk [Find out more about the Pupil and School Support Service.](#)

Early Years Inclusion Support

Early Years Inclusion Support has a telephone helpline for you to get advice and support if you are a parent of a preschool child with special educational needs or a disability. To access the helpline, email EYISParentEnquiries@birmingham.gov.uk [Find out more about the Early Years Inclusion Support team.](#)

Children's Occupational Therapy (OT)

An Occupational Therapist will be able to offer you practical therapy advice, strategies and support to help your child or young person's functional and independence skills. Their advice line number is: 0121 683 2325 (open Monday- Friday, 9am-4pm).

Your child must be aged 0-18 years (up to 19 only if in full-time special school education) and registered with a Birmingham GP.

[Find out more about Occupational Therapy for Children here](#) and [watch our videos here](#)

Children's Physiotherapy

The Children's Physiotherapy service has a temporary advice line for children and families already know to our service. Call 0121 465 4461 (Monday to Friday, 9am to 4pm) for clinical advice and support for your child. For other queries regarding appointments, or cancellations, please contact 0121 466 5203.

Children's Speech and Language Therapy

Contact the Speech and Language Therapy Team for therapy advice, strategies and support for your child's communication skills or concerns with eating drinking or swallowing. Call our advice line on 0121 466 6231 (9am to 4pm Monday to Friday).

Your child must be aged 0-18 years (up to 19, only if in full-time special school education) and registered with a Birmingham GP or a Birmingham school.

[Find advice, strategies and support here.](#)