

Message from the Specialist Education and Psychology & Therapeutic Services:

We would like to reassure all our colleagues in schools and our families of our support at this very challenging time. Please do not hesitate to get in touch with the services below to request their help, support and guidance.

We are here to help you. Hoping you stay safe and keep well.

Izzy Connell

Headteacher Specialist Education Services

Izzy.Connell@suffolk.gov.uk

Tel: 07540 673775

Claire Darwin

Principal Educational Psychologist

Claire.darwin@suffolk.gov.uk

Tel: 07515 191604

In addition to this document we are creating a dedicated web-page on the Local Offer website where we will share information from the psychology and specialist education services to support educational setting staff and families during this challenging time.

Specialist Education Services

- County Inclusion Support Service (CISS)
- Dyslexia Outreach Team (DOT)
- Alternative Tuition Service (ATS)
- Multi-Agency Assessment Programme (MAAP)
- Services for Vision and Multisensory children and young people
- Hearing Services Team – Sensory and Communication service
- Speech, Language and Communication
- The Specialist Learning Support Service (SpLSAs)
- SENDAT Outreach Team

Psychology and Therapeutic Services

- Educational Psychology
- Emotional Literacy Support Assistant (ELSA) training and supervision
- Inclusion Facilitator Team

SPECIALIST EDUCATION SERVICES

County Inclusion Support Service (CISS)

CISS will continue to support schools by:

- Providing virtual advice and guidance for pupils who are on CISS caseload.
- Providing virtual advice and guidance for pupils presenting with communication and interaction needs and/or social, emotional and mental health needs who are not on CISS caseload. Please discuss this intention with parents first.

Please do not hesitate to contact your regular CISS teacher for support. They are here to help.

Alternatively, contact the relevant inbox: CISSnorth@suffolk.gov.uk, CISSsouth@suffolk.gov.uk, or CISSwest@suffolk.gov.uk.

You can also call Claire Mynott (North) 07860 829350, Lynn Holdsworth (South) 07860 827807 or Karen Fayers (West) 07512 191684. Please note that these locality telephone lines will only be answered between the hours of 9.00 and 3.00 and advice will not be given during the call, but questions passed on which will then be answered by the most relevant CISS member of staff. We wish you well and would like to reassure you of our support at this time.

Message from the Specialist Education and Psychology & Therapeutic Services:

Dyslexia Outreach Team (DOT)

The **Dyslexia Outreach Team (DOT)** will continue to offer their support to schools with learners on their caseload. At the present time DOT's Specialist Teachers are contacting schools via email and telephone to see if their learners are still attending school. If you have not heard from a Specialist Teacher yet, and would like some support, please feel free to contact them through your usual mode of communication or use the email/telephone details below. All Specialist Teachers' contact details are on our website at <https://infolink.suffolk.gov.uk/kb5/suffolk/infolink/advice.page?id=brho3niZiY>

We will be offering advice for those pupils in school on continuing to develop their literacy skills through suggestions of games, activities and resources that teachers and teaching assistants can use. Schools could also disseminate these resources to parents/carers to be used at home where appropriate. Please contact your Specialist Teacher if this is something that you would like to access.

If you are unsure of whether the above applies to you, or if you would like advice on something that we have not mentioned, we would like to hear from you and will help where we can.

Please contact Nicola Wilde at nicola.wilde@suffolk.gov.uk or phone on 07872007991.

The DOT send their support and best wishes to all schools and families at this time.

Alternative Tuition Service (ATS):

The ATS will continue to provide virtual support through online platforms and phone contact to all the children on their caseload. Teachers will contact your schools as appropriate to ensure the children keep up with the school's current offer. At this time, any new referrals will need be discussed on an individual basis. Please contact us. We are seeking to provide an offer for all referrals received as at 20 March 2020, subject to having the completed information. If you have any questions, please contact Maria Hough on 01473 260394 maria.hough@suffolk.gov.uk or ats@suffolk.gov.uk

We would like to reassure all families of our continued support. If there are any questions from our colleagues in schools, or our families, do not hesitate to get in touch with us.

Multi-Agency Assessment Programme (MAAP):

The MAAP team are not able to work with children currently as government guidelines restrict all but essential contact, and we need to keep children safe. However, please contact the teams using the usual email address or phone numbers for clarification on any children currently in the programme and we will update you with information. Should there be children that you wish to discuss, and have parental permission to do so, please contact the team and we will seek to support you with strategies, advice and guidance. You may also contact Maria Hough on 01473 260394 (maria.hough@suffolk.gov.uk) or Denise Redford, the county co-ordinator for MAAP on 01284 741342 (denise.redford@suffolk.gov.uk)

The assessment centre mailboxes are:

AssessmentCentre.South@suffolk.gov.uk

AssessmentCentre.North@suffolk.gov.uk

AssessmentCentre.West@suffolk.gov.uk

Message from the Specialist Education and Psychology & Therapeutic Services:

Specialist outreach services for SLCN, Hearing Impairment, Visual Impairment and Multi-Sensory Impairment

Services for Vision and Multisensory children and young people

Braille and ICT access support, together with Habilitation (mobility and independence skills) advice will be provided to support access an appropriate curriculum at home.

Specialist teachers will continue to work virtually with preschools, primary/secondary schools and colleges in planning pupil/student transitions for September.

Teams are on hand to support access to schoolwork.

For children and young people currently receiving our service, we will contact settings, schools and colleges where appointments had been made prior to the current situation to offer a telephone or email meeting.

Please be assured of our continued support. We are here to offer our advice and guidance to both schools and families, and we wish you all well.

Our contacts:

Head of Service:

Jonathan.bolt@suffolk.gov.uk

Mobile: 07860779126

Specialist teachers

jennifier.goode@suffolk.gov.uk

Mobile: 07717302668

rachel.lewis@suffolk.gov.uk

Mobile: 07704017562

cathy.tatum@suffolk.gov.uk

Mobile: 07732604016

Lead Intervenor: tanya.turner@suffolk.gov.uk

Mobile: 07702606108

Habilitation Specialist: steve.giddings@suffolk.gov.uk

Mobile: 07717816301

Sensory Support Practitioner – ICT: laura.picknell@suffolk.gov.uk

Mobile: 07732603873

Hearing Services Team – Sensory and Communication service

Continued support and advice are available to our children, young people and their families. This includes support for new referrals and for managing transitions in preparation for September 2020. In addition, we will continue to contribute to the EHCP process.

Teachers of the Deaf and other staff within the hearing services team will respond to queries and make contact by email and phone or Skype (by arrangement).

Message from the Specialist Education and Psychology & Therapeutic Services:

We can also offer our support for children to access school packages of work.

You may also need to report problems with radio aid technology. In that case, please use the contact information below. If the problem is with the hearing aid/technology, please contact your local NHS audiology department.

In the first instance, please phone or email your teacher of the deaf. If they are unavailable, or if you are not sure who to contact, please use the contact details below.

Tel: 01473 264717

CYP Sensory and Communication Service Mailbox cypsensorycomm@suffolk.gov.uk

For those children who attend a specialist hearing/resource base, in accordance with government directives, only those children who fall within the specified vulnerable groups will attend from now on, until the government advises otherwise. Parents will still be able to contact their Teacher of the Deaf or the team for advice and support.

Our contacts:

Head of Services for deaf CYP 07850217238
Andrea.carron@suffolk.gov.uk

Teachers of the deaf:

Christine.lall@suffolk.gov.uk	07894599112
Pippa.wauthier@suffolk.gov.uk	07725611942
Sue.mccrone@suffolk.gov.uk	07864619592
Melissa.julings@suffolk.gov.uk	07864619589
Ruth.manly@suffolk.gov.uk	07725612573
Jo.sayers@suffolk.gov.uk	07860779167
Jo.hughes@suffolk.gov.uk	07860779171
Sheena.owens@suffolk.gov.uk	07864619596
Marie.sanderson@suffolk.gov.uk	07702606710
Sarah.hack@suffolk.gov.uk	07703380886
Greg.thomson@suffolk.gov.uk	07525313665

Technical Officer

Sharon.meredith@suffolk.gov.uk 07584088945

Speech, Language and Communication (SLCN)

Learning at home packages are being provided by our specialist teachers to ensure the children continue to access an appropriate curriculum whilst at home.

The specialist teachers in the speech and language units will continue to work virtually with other primary schools in planning pupils' transitions for September.

For children and young people receiving support through our outreach service, we are contacting the schools where appointments had been made prior to the current situation and offering a telephone or email appointment.

Please contact Caroline Wells for support and advice:

Caroline.wells2@suffolk.gov.uk

Tel: 07864 619630

Message from the Specialist Education and Psychology & Therapeutic Services:

The Specialist Learning Support Service (SpLSAs)

Our specialist staff will provide telephone advice and support for families at this time.

We will also monitor and update school health care plans and risk assessments.

We can also assist education providers to provide bespoke packages for home learning by providing differentiated resources, as well as contact parents to help them with the delivery of the learning packages. Our staff will also create sensory packages for children and young people to access at home as requested.

For support please contact Kate Wood or Natalie Bowerman Care co-ordinators:

Kate.wood@suffolk.gov.uk Tel: 07850 975326

Natalie.bowermann@suffolk.gov.uk Tel: 07720 213198

We look forward to staying in touch with you and providing our upmost support.

SENDAT Outreach Team:

SENDAT Outreach are glad to offer remote support to schools across Suffolk during this time. You do not need to be on our caseload to request a phone consultation regarding specific advice relating to SEND, general differentiation and planning. For individual pupils we will require parental consent and a referral form will need to be completed. Please contact your known Outreach Teacher directly, or contact Alice Thomas, team manager.

The team are busy gathering useful links and developing new resources to support primary and secondary aged pupils who have SEND with or without EHCPs, working at school or home.

They can be accessed via our website (<https://sendat.academy/outreach/>). For further enquiries please contact Alice Thomas, SENDAT Outreach Team Manager: alice.thomas@outreach.sendat.academy

PSYCHOLOGY AND THERAPEUTIC SERVICES

During these challenging times the Psychology & Therapeutic Service wish to reassure you that we will be providing psychological support to your educational settings over the coming weeks in the following ways:

- Our staff will respond to emails and provide a telephone consultation service.
- We are exploring using technology such as Skype and WhatsApp for virtual meetings / consultations.
- We are part of a wider group of Local Authority personnel who can support the emotional wellbeing of school staff during this difficult time, please let us know if any of your staff would like us to make contact with them. We can also phone parents should they need advice and guidance on their child / young person's wellbeing etc.

Message from the Specialist Education and Psychology & Therapeutic Services:

Educational Psychology

- Educational Psychologists are still required to fulfil their statutory responsibilities around Education, Health and Care Needs Assessments. We will be carrying out our assessments without face to face contact, e.g. via phone calls to schools, parents and possibly pupils, by email, gathering assessments via questionnaires, or being informed from previous work undertaken. Our report will make clear any limitations to the assessment and that settings can contact us once a child is back and settled.
- We will continue to develop and provide schools and parents with helpful resources and guidance – please see the Local Offer website for more information.

Please do remember that our Educational Psychology AANT telephone consultation service is fully available, should you wish to discuss the needs of any child or young person in depth. If you would like any further information on this then please do contact imogen.howarth@suffolk.gov.uk

If you need to contact a psychologist please use their email address if known. You can also contact the team at Psychology&TherapyServices@schoolschoice.org or phone business support on 01473 264700

Senior psychologists can be contacted as follows:

North: Elaine.price@suffolk.gov.uk

South: Marie.osborn@suffolk.gov.uk

West: Kate.fieldhouse@suffolk.gov.uk

We will let you know of any changes to service delivery in the future as the situation evolves. We wish you all the best and that you keep well

Emotional Literacy Support Assistant (ELSA) Programme

ELSA Supervision

Face to Face supervision has been suspended for the time being. Rest assured all sessions will be delivered when it is safe to do so (and can be carried into the new academic year. Schools will not be asked to pay for any more sessions until the current set has been delivered. Those working towards certificates, we apologise, but these will be delayed. We will get you up and running as soon as possible.

If you are not currently working in school or in an ELSA role, then you aren't required to access supervision. If you are continuing to work as an ELSA in school, then it is important that you continue to access half-termly supervision which will be provided by telephone or Skype. To access this supervision please email megan.smith@suffolk.gov.uk to request supervision and you will be linked with an ELSA supervisor to arrange a time to talk. If there is a group seeking supervision, then we could try a skype group call but otherwise supervisions will be on a 1:1 basis. You can also email for advice.

ELSA Conference

The conference sessions on 30 June 2020 has been postponed. A new date will be set for the autumn term which will be notified shortly. Any bookings for June will be passed to the new date. If you wish to cancel your place (with no cancellation charge) please let Megan Smith know.

Message from the Specialist Education and Psychology & Therapeutic Services:

ELSA Training

The new ELSA training due to start on 3 June is also being postponed. New dates will be agreed for the Autumn Term 2020. Any bookings already made will be passed to the new training. If you wish to cancel your place, please let me know; there will be no charges for cancellation.

For more information, please contact: Megan Smith, Senior EP: megan.smith@suffolk.gov.uk
Tel: 01473 265612 or 07894 599484

Inclusion Facilitator team

Our Inclusion Facilitation team are continuing to support children and young people across the county (IF@suffolk.gov.uk). Whilst social distancing means that we are unable to meet in person, there is much person-centred and supportive work that can be undertaken via video conferencing and new technologies are being trialled.

If you would like any further information, please contact Imogen Howarth, Senior EP: imogen.howarth@suffolk.gov.uk

We would like to reassure all our colleagues in schools and our families of our support at this very challenging time. The Covid-19 pandemic is an unprecedented situation which is fuelled by uncertainty, resulting in fear and anxiety. This can be overwhelming and can cause strong emotions. We all react differently to stressful situations. How you will be responding to the pandemic will be dependent upon a variety of factors and we need to be mindful at all times that despite us all being in the same situation, we are all facing different challenges that are personal to each of us. In particular, you may have fear and worry about your own health and the health of your loved ones. You may also be feeling anxious about possible financial implications in the short and longer term.

You may experience:

- Changes in sleeping or eating patterns
- Difficulty concentrating
- Worsening of chronic health problems
- Psychosomatic symptoms – fear that any symptom may signal that you have COVID-19

It is important to remember that you are having a **NORMAL** reaction to an **ABNORMAL** event.

Taking good care of yourself, your friends and your family can help you cope.

- Take regular breaks from watching, reading or listening to news stories about the pandemic – including limiting social media. Hearing about it repeatedly can be upsetting and fuel anxiety and worry. Remember, not everything you read will be accurate.
- Try to stick to national news broadcasts (e.g. BBC) and information from Public Health England.
- Take care of your body. Take deep breaths; try to eat (and drink) healthily, well balanced meals, exercise and get plenty of sleep.
- Make time to focus on activities you enjoy, whilst acknowledging any restrictions that are upon us.

Message from the Specialist Education and Psychology & Therapeutic Services:

- Maintain contacts with others and try to talk with people you trust about your worries and how you are feeling. It is likely that these will be shared worries. Try to avoid exacerbating each other's anxieties by keeping to the facts, as we know them, and being mindful of our tendency get caught up in negative thought patterns.
- Find ways to let off steam- use humour and make effort to notice any positive signs or messages e.g. proactive support and acts of kindness shown by others.
- Separate what is in your control and what is not. Focus on those things you can control – such as keeping good hygiene.

For those in a management position:

- Have a plan – let your staff know that you are thinking and looking ahead, that you are staying well informed so that you can respond to their questions the best you can.
- Worry and fear grow in the absence of information. Keep communication lines open – even if the situation remains unchanged.
- Empathise – Recognise that it's ok to be anxious and share that you know it is stressful
- Reassure as best you can.
- Understand and recognise when stress has become too overwhelming for particular individuals and suggest / signpost to appropriate support.

Responding to COVID-19 can take an emotional toll, especially when dealing with families / children who may be feeling distressed and anxious. It is important that you try to reduce secondary traumatic reactions:

- Acknowledge that a secondary traumatic reaction can impact anyone helping families after a traumatic event.
- Allow time for you and your family to recover from responding to the pandemic.
- Know the signs e.g. fatigue / illness (physical); withdrawal / fear / guilt (emotions); difficulty focusing/ negative thoughts (cognition).
- Seek professional support if you consider that your day to day functioning is being adversely affected.