



Snapshot

Wirral SEND Services

Coronavirus
(COVID-19)

EDITION 7

**PARENT/CARER EDITION
MARCH 2021**

Welcome to Edition 7

Hi Everyone,

Hope this SNAPSHOT finds you well and feeling a tad more optimistic than when we published the January edition.

Firstly, a massive thank you for your support with the SEND Interim Visit survey sent to us ahead of the recent Ofsted/CQC visit. We managed to return an impressive 502 completed surveys, 153 from young people aged 16-25 and 349 from Parent/Carers. The Inspectors research was significantly enriched by the feedback submitted from you, our SEND families.



Your positive feedback on the SEND SNAPSHOT is resulting in yet more contributors. Fantastic news! We started with a handful in edition one and now have a whopping 47 in this edition! New contributors are: Adult Integrated Disability Service, the 14-19 Team, Thumbs Up, School Readiness & Leisure. The contributions are listed alphabetically for ease and you again have 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.

The latest edition of the NW SEND Regional Newsletter is again packed with loads of great information and well worth a read. <https://localofferwirral.org/north-west-send-regional-newsletter-february-edition/>

With the imminent return to school next week, I wondered if the information in this link would help answer some of the questions, you as Parents & Carers, may have.

[New education recovery package for children and young people - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/news/new-education-recovery-package-for-children-and-young-people)

Lots to read, lots to support you....

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



Wirral 0-19 service continues to work towards the full benefits of the neighbourhood model. We're working within a reset of services phase, in-line with the government roadmap plan, and we hope to be able to have the visibility and presence within the community that the model needs to fulfil the place-based care element. We want to ensure that we are working together with our partners, parents and carers and young people. We have continued to offer support for many families and young people over the last twelve months. If you or someone you know needs to be allocated to our service, please make contact using the options below.

We have a central duty team who provide an advice line for any queries 0151 514 0219.

We have introduced chat health service this month this allows a young person to text for help and support when needed.



Visit our dedicated children and young people's section:

wchc.nhs.uk/children

ChatHealth:

New text messaging service for 11-19 year olds:

07480 635538



Epilepsy affects **one in every 220 children** throughout the UK and around 25 percent of these children will have a learning disability. Epilepsy is a condition that affects the brain and causes seizures. There are many different types of seizures and it is important that professionals familiarise themselves with the condition and can recognise and take appropriate action as required.

<https://www.epilepsy.org.uk/info/seizures-explained>

Although seizures normally appear randomly there can be triggers such as lack of medication, sleep, stress and menstruation. Advising

families to keep a diary of seizure activity can help with identifying triggers; this can then be shared with their epilepsy specialist team.

Most children with epilepsy are able to go to a mainstream school, take part in daily activities and sports, and enter employment when they are older, however consideration of epilepsy should be made when driving, certain jobs, swimming, using contraception and planning a pregnancy.

BOOM! The Book – free book for children and families

The COVID-19 pandemic and associated lockdowns are impacting all children. For vulnerable groups of children, who already experience poorer health and well-being, these impacts are amplified. A desire to support children through this pandemic led to a not-for-profit collaboration between a public health doctor, a child psychiatrist, a children's writer, an illustrator and a graphic designer. To help with emotions, mental health and wellbeing during and post-lockdown, they developed a children's book to help make sense of this challenging time in all our lives. It's a beautifully illustrated story of a family whose emotions get them all tied up in knots – and how they manage to work through it together.

<https://online.flippingbook.com/view/939871/>

Parents' Toolkit: SEND BBC Bitesize

SEND (special educational needs and disabilities) resources, activities and support to help you and your family during lockdown.

www.bbc.co.uk

Contact: Lindsey Costello, Service Lead Wirral 0-19

E mail: lindseycostello@nhs.net

14-19 Team

Skills Show

For careers week as part of our commissioned programme with the Young Chamber for schools, our Skills Show is taking place virtually

this year. This is for schools, but I think it would be useful for any young people you are working with or for parents too.

This year will see 10 leading businesses from the Wirral Chamber network inspire local pupils on their career path on how to get involved in a range of industries.

- Chester Zoo (Tourism and Animal Welfare Sector)
- Tranmere Rovers in the Community (Sport and Community Sector)
- Hillbark Hotel (Hospitality)
- Wirral Met College (Education Sector)
- Hi-Impact (Digital and Media Sector)
- Smileys (Export and Logistics Sector)
- Empowered Fitness Gym (Health and Fitness)
- Blockwalls (Energy and Environmental)
- Hoist (Manufacturing Sector)
- Capital Reinforcing (Construction Sector)

Students can access this link directly, feel free to take a look around the skills show as much as you like. There is also pre work set into the programme that can be downloaded/ completed on a google doc/ or printed for your students.

<http://www.wirralchamber.co.uk/wirralsskillsshow2021/>

Apprenticeships

On the back of Apprenticeship Week and as young people will be considering their next steps, there is this helpful pack for parents and carers to support their children with understanding and applying for Apprenticeships and Traineeships. https://amazingapprenticeships.com/resource/parents-pack-february-21/?utm_source=Mailchimp&utm_medium=PP%20ICYMI&utm_campaign=AAA%20February%202021

The Positive Inclusion Programme

Delivery has started, run through Wirral Council and partly funded by ESF. The purpose of the programme is to support young people on a journey from unemployment NEET to a positive outcome they want which maybe Employment, Education or Training.

Who is Eligible?

Anyone who lives on the Wirral or within the City Region who is Long Term unemployed (Over 6 months)

It is to support our most vulnerable young people such as, SEN, Care Leaver, Young Carers, Ethnic Minority, Young Single Parent, YOS

You must be 16 – 24 cannot be 25.

A one-to-one mentor will be assigned to you, a full bespoke agreed action plan will be developed to address individual barriers and worked on with support.

The goal is to support young people to overcome barriers to employment. This could mean accessing some specialist support or training, getting some volunteering or work experience under their belt, a move to Supported Employment place with a view to progressing into a sustained job at the end of the support. Joanne Smith for the 14-19 will be the key contact for this.

joannesmith@wirral.gov.uk

Wirral Met College

Here is a link to Wirral Met Supported Internship as well as they will be looking to recruit to that programme-

<https://www.wmc.ac.uk/student-life/news/wirral-met-s-supported-internships-programme-goes-from-strength-to-strength>

Contact: Gareth Jones, Learning, Skills and Employment Manager
Email: garethjones@wirral.gov.uk

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. We have recently added a sleep and sensory processing offer consisting of learning workshops and consultations, in addition to an offer for those having difficulties with teaching and learning at home and supporting the difficulties transitioning in and out of school.

Please use the link below to read our latest newsletter. We have lots of training for professionals and families, please share with whoever you feel may benefit. Our Wirral offer is on the Local Offer website [What's On in Wirral Winter Half Term 2021 \(localofferwirral.org\)](http://localofferwirral.org) 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

Adult Integrated Disability Service

The Adult Integrated Disability Services is made up of Social Workers, Learning Disability Nurses, Occupational Therapists, Physiotherapists and Psychologists. We provide support to our clients with complex learning disabilities and their families, while people with less complex learning disabilities are supported by the Wirral Community Trust.

During Covid-19 we have continued to provide support to our clients. We are undertaking some face to face visits with the use of PPE, but mostly now using phone calls, and virtual visits using MS

Teams for example. Some services have also been impacted upon during the pandemic, as have the team members. This may be the case for some time. We are continuing to be as responsive as possible to clients and families. The whole team is working within government guidelines to ensure we are providing a safe service.

Contact: Jeremy Hunt

E mail: jeremy.hunt1@nhs.net

Phone: 0151 488 8091

ASC Team

The Autism Social Communication (ASC) Team continues to support children, families, schools and settings as the current lockdown comes to an end adapting and responding to changing circumstances as required. Team members continue to be available to offer advice, support and resources whilst accepting jointly completed (parents and staff) contact forms.

The Team can be contacted at AutismSocComm@wirral.gov.uk with a Monday afternoon phone line offering general advice and information on 07917599116.

Take care

Sue, Amanda, Karen, and Cathy.

Contact: Sue Jamieson Quinn, Senior Educational Psychologist

Email: suejamieson-quinn@wirral.gov.uk

Autism Together – Children & Family service

During COVID we have been supporting families in a number of ways. At the beginning of the pandemic, we moved our clubs online and held four clubs a week covering 8-18yrs (25 with EHCP). The online clubs were very popular with families and young people who welcomed a scheduled activity and gave young people a way to connect socially with others.

The online provision can be quite busy. As this doesn't suit every child and can be a bit intimidating for new people, we have also offered online one to one sessions if requested and suggested new members can log in without mic and video to get a feel for the group.

After completing COVID secure risk assessments, we were able to begin face to face provisions again. To protect the young people and staff we have reduced the numbers able to attend the groups and implemented regular cleaning, social distancing, hand gel and no touch thermometers. Initially we prioritised those young people who were not able to access the online groups. We have recently increased our in person provision to two clubs on a Saturday and one on a Thursday evening.

Some young people have said they are not ready to return to face to face clubs as they may be anxious or living with someone who is vulnerable so online clubs have continued to run throughout.

Rainbows groups for children under 8 were suspended at the start of the pandemic. One group was successfully moved to online during the summer and a second is due to commence next week. Families have continued to be signposted to a number of organisations during this time such as Wirral Local Offer, CAMHS (including their self- help resource pack), Wirral Info Bank, Koala NW and Wired SEND.

Here's what we currently have on offer:

Wednesdays

Connected Group – 2-3pm & 3-4pm

Children in Need group – 5-6pm

Children in Need (Siblings) Chill & Chat 6.15-7.45pm

All currently held via Microsoft Teams

Thursdays

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

Chat about gaming etc.

Activity Group 6.15pm to 7.45pm = 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

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

Opportunity to form friendships, play games and have fun.

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



RAINBOW GROUPS

Monday 3.30-4.30 usually at Bromborough but now online

Friday 9.45 – 10.45 usually at Brassey Gardens but now online

Contact: Lynda Maxwell: lynda.maxwell@autismtogether.co.uk

Believe it Coaching

Cheshire Phoenix Wheelchair Basketball Club:



We are excited to have received funding from the Toyota Parasport Fund (<https://parasport.org.uk/>) to allow us to buy 5 junior sized sports wheelchairs for our Juniors to use at training.



Before lockdown we were growing our junior section and hope we can continue the hard work when we are back to training.

Wheelchair Basketball is for people aged 5 and upwards with and without a physical

disability and is a great sport for families / siblings to play together.

Our Junior training sessions for players aged 5 and upwards are usually 5pm-6pm on Saturdays and we hope to be back training soon when COVID restrictions allow.

We provide the sports wheelchairs and have experienced, qualified Coaches at the club including GB retired Paralympian Anna Jackson.

If you are interested in knowing more have a look at our website –

<http://www.cheshirephoenixwbc.co.uk> or follow us on Facebook –

<https://www.facebook.com/cheshirephoenixwbc> - if you would like to chat to us you can call us on 07711 356541

British Wheelchair Basketball 'Inspire a Generation' project



British Wheelchair Basketball's 'Inspire A Generation' programme's primary objective is to develop new fun and recreational local opportunities for individuals to engage with wheelchair basketball, ensuring increased levels of participation and to sustain sport, physical activity and an active lifestyle in the longer-term.

This is a great opportunity for young people to get involved as players and for people aged 18+ to be trained to be Community Activators and help to deliver the sessions.

Cheshire Phoenix Wheelchair Basketball Club is registered as a Local delivery partner and will be helping to train the new Activators and identify places to run 6 week courses to introduce people to the sport, so if you know of somewhere that we could run sessions let us know and if you are interested in being a player or being trained as an Activator you can either contact the club at phoenixwbc@cheshirephoenix.com or by ringing 07711 356541 and we can chat more to you or you can register directly on the 'Inspire a Generation' website - <https://inspireageneration.com/>

Contact: Anna Jackson

E mail: anna_jackson@yahoo.com Mobile: 07711 356541

Website: www.believetcoaching.co.uk/

CAMHS

Here in the CAMHS Learning Disability Team we're continuing to do everything we can to offer help to our families whose children present with challenging behaviours and mental health concerns.



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 a 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.

Community visits and outpatient appointments

These 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 COVID 19 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.

Service Development Projects

Learning Disability Annual Health Checks

Back in July we were very interested to learn that NHS England was inviting applications for areas to become 'exemplars' in learning

disability care. A key focus of the exemplar sites will be to increase the uptake of annual health checks available to people with learning disability to at least 75%, (NHS Long Term Plan) particularly amongst 14-17 year olds with a learning disability.

The teams were excited and proud to learn that they have been selected as one of nine areas to be recognised as an exemplar or champion site.

Cheshire and Wirral Partnership NHS Foundation Trust and Wirral Clinical Commissioning Group recognised this as an opportunity to build upon the ongoing good practice in order to reduce health inequalities for people with a learning disability, of all ages.

This project would provide support to drive forward approaches to improve care through a focus on increasing the uptake of annual health checks amongst 14-17 year olds with a learning disability.

The first step was to undertake a survey; we wanted to learn more about what parents and carers of a children with a learning disability, knew about GP annual health checks. We wanted to learn about your experiences if your child has had an annual health check.

The survey has now been completed and the report with recommendations and actions/next steps is well underway. We will be repeating the survey in March to help us see if our actions have increased awareness of annual health checks.

I will keep you all updated on how this exciting project is progressing.

Health Passport Project

The Queens Nursing Institute's Fund for Innovation 2020 (with funding from the Burdett Trust) is focussed on nurse led projects to improve health outcomes for people with learning disabilities. Our team applied in January last year with an emphasis on the health

needs of children and young people with learning disabilities. The specific aim of the proposal; **to develop a co-produced, local health passport for children and young people with learning disabilities and/or autism in Wirral that enhances communications and access to services.**

We learned that our application had been successful and a series of workshops in London with the QNI were booked in order to provide support to ourselves. But of course, they had to be cancelled due to COVID 19 and the project start was pushed back to September. The workshops have now taken place remotely. We really have had wonderful support from the QNI.

A review of the current available hospital passports/health and well-being passports reveals that many do contain all the necessary sections and cover all aspects of health and wellbeing as well as the person's communication.

However, there is clear need for local, co-produced information and links, and a sense that this passport is embraced locally and is a document that professionals and families are familiar with. The passport needs to be meaningful, workable, and engaging for parents and children.

Once we've developed our local health passport, specifically for children and young people with learning disabilities and autism, we'll be holding events to raise awareness and launch the passport. The project includes sufficient funds to put on a great event. Again, we'll keep you posted as to when we're ready to launch our Wirral children and young people's health passport.

Resources – My Mind website <https://www.mymind.org.uk/services-and-contacts/wirral/wirral-mental-health-support-teams/>

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

Additional update

- 24 hour all age Crisis line remains open **0800 145 6485**
- We have had to go back to prioritising groups of children and young people to make sure the most vulnerable/ most at risk children are seen as quickly as possible. The priority groups are:
Children with eating disorders
Children with psychosis
Children in crisis
- Families can still get in touch with CAMHS if their children's condition worsens on 0300 3033157
- Mental Health Support Team (MHST): We will continue to work with children with mild-moderate MH problems but work will need to be carried out remotely. This can be either group work or 1-1 work. Referrals will come through conversations with the mental health leads in the identified 53 primary schools.
- MHST/ PMHT: Consultations and regular contact with schools is maintained and any school can ask for advice and support through their link worker within either MHST or PMHT.

Link to the latest MHST newsletter

<https://campaign.emailblaster.cloud/MTQxOTk/34.html>

Contact Isabel Sutherland, Interim Team Manager, Mental Health Support Team

Mobile: 07393 760564 E mail: isabell.sutherland@nhs.net

Children with Disabilities Team (YTC)

The Children with Disabilities Service continue to provide support to families during COVID. We are undertaking face to face visits with the use of PPE. However, we understand some of our families will need a virtual visit due to their child's complex health needs. Services have of course been impacted upon during the pandemic, as have the team members. This will be the case for some time. We are continuing to be as responsive as possible to our children and families. Social Workers are working within government guidelines to ensure we are providing a safe service.

Contact: Peter Stanley, Advanced Social Work Practitioner

E mail: peter.stanley4@nhs.net

Continence (Children's Service)

The Children's Continence team are accepting new referrals however there is currently a delay in us contacting new patients due to staffing, new patient assessments are currently being completed by phone/video calls. Existing patients are being reviewed by phone/video calls. If nurseries/schools or healthcare/educational services require any advice the team can be contacted on the number/email address set out below.

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

Contact email: childcontinence.wirralct@nhs.net

Telephone: 0151 514 2825

Co-production

In some ways the pandemic has helped us work together better than ever before. We've established some fabulous new partnerships which will serve us well both during and post pandemic.

Poppy and I sit on the North West's Young People Co-Production Steering group which helps us to learn about good practice going on in the region and also to share local successes. From attending these meetings, Poppy and I have been asked to represent the NW at national meetings and we attended the first one mid-February. We are proud to represent the NW and specifically Wirral. Through our involvement at this level, we are well placed to deliver true co-production in the shaping of future services.

Last week I attended a webinar which focussed on Participation and Engagement but predominantly Co-production. It was a great resource and I particularly liked this 'pizza based' analogy to help people properly understand what co-production actually is.

Let me try and explain!

So, when making a pizza for a group of people you'd consider everybody in the decision making so as not to end up with a spicy pizza that Aunty Jane can't eat, and nor would you just decide yourself based on what you think would go down well.

Remember this pizza has to suit everybody. It may take a little longer, it may involve some differences of opinions, but the end result will be the very best for everyone eating that pizza.



Throughout the pizza preparation everyone is respectful, treated as equals and consideration given to other's capacity to be involved.

TOGETHER you choose what kind of dough? What kind of crust? What toppings?

TOGETHER you create through the design stage, you are collectively involved in the baking and then....

TOGETHER you sit down and enjoy eating the delicious pizza.

Clever right? Reflecting after all the pizza has been eaten, maybe there is scope for suggestions as to how further pizzas will be made, lesson learnt identified and celebrations of the bits that went particularly well.

We are also supporting in a borough wide initiative looking at prevention and early intervention. Early days but we're representing SEND and sharing our Co-production expertise. We'll share more when we know more.

We have also been invited to work on the Health Passport programme mentioned in the CAMHS section above. Poppy is involved in this piece of work so will be able to share the feedback from our SEND young people's perspective. If you know of any young people who might like to share their thoughts for Poppy to raise, please encourage them to get in touch with her, localoffer@wirral.gov.uk .PCPW, our Parent/Carer Forum, along with the Positivitree are also working on this Health led project. They

welcome the opportunity to be involved and share their experiences/views.

Contact: Sally Tittle, SEND Participation Manager
E mail: sallytittle@wirral.gov.uk

Cre8ing Careers



We work as a non-profit community interest company taking a holistic approach to services, providing wraparound support for all participants engaged with our parenting programmes and workshops focusing on well-being and resilience building, and specialising in a trauma informed approach, making this an integral part of our service.

Our ACEs parent support programmes to help those that have experienced toxic stress and trauma, continue via Zoom, along with our Youth Connect 5 programme on supporting children's mental health and resilience building. More information available on the Local Offer website. See link below, information on the Local Offer website.

<https://localofferwirral.org/cre8ing-careers-family-support-update/>

Additionally, we offer CPD accredited ACEs Awareness training to parents and carers to help better understand our own experiences and that of our children, enabling us to mitigate the negative impact on future outcomes.

As part of the Wirral Family Coaches partnership, our coach Jo Graham has a passion for families of children with additional needs through both lived and professional experience.

<https://www.wirralfamilycoaches.com/joanne>

Through our partnership with Wirral Lifelong Learning Service, you can access our Managing Stress and Anxiety, Wellbeing & Resilience and Digital Parenting Safeguarding Awareness training. Keep an eye on our Facebook events for dates and other family activities:

Monday Funday Music sessions,

Bonkers Bingo family nights
Quirky Quiz nights

<https://www.facebook.com/Crea8ingCareers/events/>

Contact: Lynne Howe, Director. Mobile 07719790320

E mail: lynne.howe@crea8ingcareers.com

DCO (Designated Clinical Officer)

The Designated Clinical Officer (DCO) role (Elaine) and admin support (Nicky) now sit within the CCG and will be situated within the quality and safety team. Both are working to ensure the health elements are included in the EHCP request process, review process and that any queries are dealt with in a timely manner. Currently services should remain the same but we are looking into improving the process for gaining responses and embedding more quality improvement measures.

Elaine and a colleague from the 0-19 team (Tracey) were recently invited to attend a training update from the DfE on improving the statutory assessment and advice writing. This was very informative and will be rolled out to other health providers in the near future as an update and to promote quality of advices returned.

Elaine had feedback from the recent supportive visit by OFSTED & CQC who looked at the local areas response during the pandemic and was impressed to see that the narrative reflected how well the local area has supported its population with SEND. There were many positives reported and some areas in which health excelled in its support to children who could not attend school. The highlights and some concerns in relation to health were also acknowledged and have been reported to health providers.

Our regional DCO network has provided input to a number of projects, the new OFSTED & CQC inspection framework and a

training and competency programme for new DMO`s & DCO`s to name a couple. There have been some discussions in developing the programme for new DCO`s on peoples understanding of the role and what we do. The link below indicates some of the responsibilities.

<https://councilfordisabledchildren.org.uk/sites/default/files/uploads/DMO%20DCO%20Handbook%20-%20revised%20edition%202019.pdf>

Stay safe!



Contact Elaine Mooney (DCO)

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

Diabetes (Childrens)

We continue to support our children and school staff by MS team meetings to set up health care plans, and in person if any practical training for staff is required. However, this is generally for the newly diagnosed children as we encouraged schools with existing children to attend the workshops, we provided last year.

Contact: Jane Edmunds Paediatric Diabetes Specialist Nurse

E mail: jane.edmunds2@nhs.net

Dietetics – Children (Community)

We are continuing to see all referrals made that meet our referral criteria which can be found on the trust website alongside all the additional info we have added on there for people to read whilst they are waiting to be seen.

<https://www.wchc.nhs.uk/services/childrens-dietetics/>

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 are in the process of updating 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. 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**

Dietetics - Children's (Hospital)

The Hospital Children's Dietetic Service continues to accept referrals via the Paediatricians and Neonatal consultants. We are continuing to provide a normal service to the children's ward and neonatal unit.

We are continuing to do multidisciplinary clinics for patients with cystic fibrosis, diabetes and multiple/immediate allergies. Urgent referrals continue to be prioritised and seen either face to face or via telephone.

Referrals to the service can be made via telephone, letter or cerner if they are under a WUTH consultant.

Team telephone: 0151 604 7491/0151 604 7790
Team email: wih-tr.PaediatricDietitians@nhs.net
Vicky James Professional Lead/Clinical Lead Allergy &
Gastroenterology
Emma Quayle Clinical Lead Cystic Fibrosis & Neonatal
Rona Cookson Clinical Lead Diabetes

Contact: Vicky James, Paediatric Dietitian/Professional Lead

Early Years SEND Team



The hardworking Portage Workers continue to support families by phone, Teams or home visits where necessary (following Risk Assessments). They continue to support emotional and mental health of the parents (very large part due to COVID) by being a listening ear, as well as helping the parents to break down activities into small achievable steps. They respond to parents' request for next steps ideas and they send out electronically or by doorstep drops new activities. They continue with the Sensory time virtually with the Children Centres and they support the Rainbows groups. They liaise with parents, SEND Officers and settings/schools when children transition into a placement. The numbers of requests for involvement for children at home are increasing. We want to get back to home visiting everyone, but we must follow Government guidelines to keep all the families and staff safe.

The Early Years SEND Officers continue to hold planning meetings with every setting virtually to find out the number of referred SEND children and where they are up to with plans and achievements, and will the child need an EHC Assessment. They are running how to fill in and EHCA request form. The settings continue to tell us that since COVID when children come back/start there are quite a number that they are concerned about who MAY have SEND needs – not sure if it is going to be short or long term needs yet. These meetings continue to be longer than we planned for but valuable for us to have figures to feed back to the Local Authority

and to help the SENCOs to think about planning and support for the children. We are also continuing with SEND Reviews, but this has slowed down due to the planning meetings.

Wirral now has an Early Years Autism Education Trust Hub led by Educational Psychology, Autism and Social Communication and Early Years SEND Teams and the plan is to roll out to settings, childminders, schools and the voluntary sector who support early years children.

We have run 4 Making Sense of Autism courses (2 hours long) and we are running 2 Good Autism Practice courses concurrently due to demand (4 x 2 hours). We have more MSA courses planned and another GAP course in the summer term. We are looking forward to training face to face and then we can greatly increase the numbers we train at any one time.

Training being offered: -

- New to the role of SENCO
- How to apply for an EHCP
- ICAN course (hopefully)
- Autism Education Trust – Making Sense of Autism and Good Autism Practice this term.
- EY SEND cluster meetings.
- EY Accredited SENCO Award on hold until September
- EY SEND Review has started but will be better/easier when lockdown is over, and this may flag up new areas of training that we could offer.

Any queries and requests can be made to the allocated setting Early Years SEND Officer or via eysend@wirral.gov.uk

I would like to thank the team for all the hard work they continue to do supporting parents, childminders and settings.

Contact - Penny Bishop, Early Years SEND Manager
Email: pennybishop@wirral.gov.uk Mobile: 07826905206

Education Psychology Team

We, in the EP team, hope you are all doing ok and coping with the many pressures that you are all under. As we now have our 'roadmap' we look forward to seeing you in person as soon as we are able. Meanwhile the feedback that we have had indicates that you are still managing to access our services and good use is being made of the virtual drop in sessions.

Through the Well-being and Return to School initiative, funded by the DfE, one of our team is receiving enhanced training at Chester University on trauma informed approaches. The other EP is funded via the LA. We are confident that this will inform both our direct support to schools and our resource bank. As some schools in Wirral are also accessing this training it may be helpful to set up a support group to enhance the learning experience. Please get in touch if you are interested.

We are still running our drop-in sessions for our SENDCo's and partners and are opening it up further to support any staff with any COVID related issues that they may be experiencing. Please let your teams know! As they are consultation appointments feel free to attend with other members of staff who may have concerns!

Unfortunately, we had no applicants for our two advertised vacancies. There is however a national shortage and EP's are very hard to come by! So, if there are any of you, or there is anyone on the staff, who are interested in becoming an EP in the future please do not hesitate to contact me. If there is sufficient interest, I would be happy to run a live Q&A session to give you further information and support you in your application.

Keep smiling and look after yourselves! Remember it's the only way to look after the children and young people.

Cath and the EP team

Contact: Cath O'Connor, Principal Educational Psychologist

Email: catherineoconnor@wirral.gov.uk

Epilepsy

The epilepsy service continues to provide both face to face and telephone appointments for our patients.

If your child has an appointment in epilepsy clinic, please attend for this, unless you have been advised that it is to be a telephone consultation. If possible, your child should be accompanied by one adult only.

The epilepsy nurses continue to be available for telephone advice during office hours and can be contacted on 0151 604 7672 or by email.

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

Email – jayne.murphy7@nhs.net and jennifer.o'brien1@nhs.net

Direct line – 0151 604 7672 extension 2187

Gilbrook SEMH Outreach Support for Primary Pupils

Our Social, Emotional and Mental Health Outreach service has been so pleased to actually visit some of our schools and work with the children who have continued to be in school since the end of January. We have made sure we are safe by being tested regularly and also having our first vaccination as staff on the 'front line'. We are finding that the pupils we work with have really liked having their own special 'play' pack with some keeping them in school and accessing them as part of a set of strategies to help maintain their emotional wellbeing. Where we have been working with children via a computer screen, we have found lots of different ways to make our sessions meaningful and fun, including our sharing our pets and playing games like 'I Spy'. This is alongside the more usual therapeutic discussion and emotional coaching, including sensory play and small world 'situation rehearsal' – practicing what might happen using little people or sand. We continue to support staff and parents and provide a listening ear and advice where we can. As the pupils all return to school, we will

be available to offer support, advice and training – just get in touch!



My therapy dog at school and some therapeutic play 'stuff'



Schools and agencies can access the service through the Request for Support form on the Local Offer website.

Contact Vicky Leary, Senior Teacher

Email: v.leary@gilbrook.wirral.sch.uk **Tel:** 0151 5223903 or go to https://twitter.com/leary_v [Indigo Inclusion

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.

Other statutory duties of Healthwatch include:

- **Enter & View** – we can enter and view any service where health and/or care is provided to learn what it feels like to use a service, to have someone we love accessing a service, and to work in a service
- **NHS Complaints advocacy** – for people who have experiences that they feel they need support to complain about.

Everything we offer is on our website:

<https://healthwatchwirral.co.uk/>

You can contact us on 0151 230 8957 or email info@healthwatchwirral.co.uk – we are here to #Spare5 for you!

COVID-19 vaccination feedback

We have been working hard to understand the experiences of those who have had the COVID-19 vaccination so far. All local vaccination centres have leaflets where people can leave their feedback while they're waiting after having had the vaccine – the leaflets also have a QR code so that people can leave feedback on our Feedback Centre directly if they prefer.

Average Rating

Average rating for December 2020-February 2021 (4.8843930635838)



Healthwatch Wirral staff have collected over 5,000 leaflets so far and have produced an initial report for each vaccine site. Feedback so far has been

overwhelmingly positive – the average rating across all sites is 5 stars. The full report will be available on our website.

Young carers

Healthwatch Wirral recently met with a group of Wirral Young Carers who are supported by Barnardo's. They shared their experiences of being young carers during the pandemic, online education, accessing health and social care and mental health. It was a fantastic meeting – we need to hear from everyone in our community, including young people, and young carers have a unique and important voice. We hope to have additional meetings in the future to continue to engage with this group.

Alcohol survey

We conducted an online survey about alcohol use to find out how our local community feels about alcohol use and the information that is available to them. The findings of the survey have been shared with the Health Inequalities Committee and are available here: <https://healthwatchwirral.co.uk/alcohol-survey-wirral/>

Wirral Feedback Centre -

<https://speakout.healthwatchwirral.co.uk/>

You can tell us about your experiences of **any** health and social care organisation through the online Feedback Centre to help us improve care for everyone. It's quick and easy to use – just search for the service you've accessed and answer a few quick questions about your experience.

#Spare5 today to tell us about your experiences!

[Feedback Centre Flyer](#)

[Feedback Centre Flyer – Hospitals](#)

[Feedback Centre Flyer – GPs](#)

Contact: Micha Woodworth, Project Manager.

Email: Micha.Woodworth@healthwatchwirral.co.uk

Home and Continuing Education Service (HCES)

HCES continue to provide face to face teaching from their base at Hilbre School and Pilgrim Street Arts Theatre. Bespoke remote learning packages are in place for all pupils.

We are working collaboratively with families to agree an approach to learning which is in the best interests of the pupil, whilst safe and feasible. Each case is risk assessed and staff are working in a flexible and responsive way.

Referrals from clinicians, schools and the SEND team are being processed as usual.

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

E mail: @wirralhometeach.co.uk

Tel: 0151 929 6222

Inclusion

This service is now being managed by Moira Bridge. Moira recently picked up responsibility for the Inclusion service and she hopes by the next SEND SNAPSHOT to be in a better position to give a broader update. For now, 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: Moira Bridge, Inclusion Manager

E mail: moirabridge@wirral.gov.uk

Koala North West Complex Needs Team



Kind Words & Play Programme

This programme has been designed to strengthen parent-child relationships through play and interaction. If you have a child (aged 2-8 years) who is displaying challenging behaviour and you would like some support with this – the Kind Words & Play programme could help your family.

This programme requires commitment to 5 weekly sessions via zoom. During each session, you will be given strategies and specific activities to work on at home with your child. You will be supported by one of our trained early years practitioners every step of the way. Our ethos is to support children and their families – we understand every family is unique and we will tailor our support to best suit your needs. This programme has been successful in revitalising parent-child bonds and giving parents the confidence to interact with their child in a more positive way.

Out and About

The Out & About project aims to reduce parental isolation and improve confidence in get out into the community. If you are a

parent of a child with complex needs (aged 2-11 years) who struggles to get out and about due to anxiety or the practicalities of leaving the house – this project may be right for your family.

Upon referral – our complex needs coordinator will contact you to arrange an initial assessment via zoom. Following this you will be invited into our private parental support group, receive activity packs filled with resources for your child to enjoy, offered 1:1 session at our hub on Woodchurch Lane.

As soon as restrictions are relaxed and it is safe to do so, one of our coordinators will be able to join you on outings that you may have previously found difficult. We also plan to start a play group specifically for children with complex needs, as feedback from families is that they feel some baby/toddler groups are not inclusive of their child's needs. We look forward to hearing from you.

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

Learning Disability Service

Wirral University Teaching hospital (WUTH) continues to work in partnership agencies across Wirral to improve health outcomes for individuals and their caregivers. WUTH has successfully implemented mandatory learning disability and autism training across the Trust since July 2020.

The Trust's treat me well group met in January to discuss the next campaign to support the hospital improving health outcomes for people accessing health services across Wirral, the group have voiced they would like to see learning disability champions across the Trust.

The next meeting is scheduled to discuss the role of a learning disability champion.

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

Leisure



Why not have your say on how football can be improved in areas of Wirral?

Football enthusiasts are being asked to tell the council what activities they need more of in their area as the authority bids for funding to make it happen.

Research has shown that while football is Wirral's favourite sport the number of pitches, activities and opportunities to get involved could be more specific to each community and their needs.

The council is planning to apply to the 'Active Through Football' National Lottery programme for funding of up to £750,000. If successful, the money would be used to deliver the footballing activities that local people want to see – but first the authority needs residents, organisations and communities to help shape the vision for the future of football in Wirral.

Funding will be focused in Birkenhead & Tranmere, Seacombe, Bidston & St James, Rock Ferry and Liscard as these areas have been identified as the most in need of these improved activities.

Input from residents will be vital to the success of the council's funding application by identifying the activities that are really wanted by each of the local communities. Whether residents are interested in coached football sessions, pan disability sessions or becoming a volunteer or a referee, the council needs to hear from local people to find out what they want.

Through an online survey, residents will be asked what activities they can currently access in their area, what they think is missing from the current offer or if they face any barriers when it comes to accessing football or getting active in general.

From the feedback, the council, and its partners, aim to develop and deliver an engaging five-year programme, shaped by the community, to make football an activity that is accessible for everyone.

The national funding available is £10 million, and if successful Wirral Council could receive in the region of £500,000 - £750,000 (over the five years) to support football activities in Wirral.

To take part and find out more about the consultation, visit the council's website and Have Your Say.

<https://haveyoursay.wirral.gov.uk>

For residents who would like support completing the consultation or would like to provide their feedback in another way, the team can be contacted by emailing Activethroughfootball@wirral.gov.uk.

Contact: Stacey Addison, Cultural Equalities Development Officer

E mail: staceyaddison@wirral.gov.uk

Local Offer



Since the last SEND SNAPSHOT, we have added a great deal of new content to the website. Pleasingly, the inspectors from Ofsted and the CQC) Care and Quality Commission found it to be a great source of information, resources and signposting. It helped them prepare for their recent visit to Wirral and gave them a really good feel for what we offer and how we've had to adapt our services during the pandemic.

Special mention to the Specialist Support team for Children's Medical and Physical Needs - Jayne Catton and Julie Hudson have revamped their information on the website and we think it looks fab, do you? Thanks Ladies!

<https://localofferwirral.org/specialist-support-team-for-children-with-medical-physical-needs/>

New content from Speech and Language is about to be added so have a look next week.

If you find information that is out of date, a broken link or worse still no information on what you're looking for help with, then please drop us a line to localofferwirral@wirral.gov.uk



Social media is gaining new followers week on week. Our twitter account @lowirral has now seen a 55% increase since the start of the pandemic. Do you follow us?
Our Facebook page is The Local Offer Wirral

Contact: Sally Tittle, SEND Participation Manager
E mail: localofferwirral@wirral.gov.uk

Local Offer (Youth Engagement)

Throughout lockdown I have been working hard to support SEND families in Wirral.

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. I feel the online sessions are tackling isolation, loneliness and building resilience to change by giving them chance to join, input their moves into choreography. All the choreography is created using the groups idea and emotions, the piece we have been working on is about the concept of 'hidden'. This is open to interpretation depending on how you see the word 'hidden' which is giving the group chance to express their feelings. Our Tuesday night session helps the young people with their physical and mental health. The young people can stay online after and chat to a member of staff, we also have creative 1:1 meetings throughout the week.

We have had an exciting and full few sessions hosting visitors from different places (which the group love). This week we welcomed Kaizen who have been commissioned to work on a Government led consultation alongside the National Children's Bureau for Children. They are tasked with hearing directly from young people

with SEND about the impact of the pandemic. Sally nominated our Wirral SEND Youth Voice group and we were thrilled to be chosen. We as a group answered questions about the positives and negatives of COVID-19 and we are really pleased that our thoughts will be shared with the Government. The lady leading the session, Anju, put us at ease and was very considerate to the needs of our members. She was really impressed with what we had to say and we have received £150 vouchers as a thank you. The group are on 'half term break' this week, a week later than the actual half term, as the Creative Youth Development Team staff wanted to make sure the young people had activities and engagement during school half term.

I have been assigned two projects. The first one is to promote and market Wirral's Disability Register to make parent/carers aware and help us proactively support as many SEND young people as we can. By having a profile of the needs of our SEND young people we have a greater chance of getting the best support and information for them and their parents/ carers. Secondly a request from the SEND Governors, I am looking at the School Information Reports on schools' websites. SENCOS please can I ask you to check your report is up to date and reflects the current state of play. Please also remember to date the review/revisions at the foot of the page.

On Monday I presented at a Senior SEND Leads event. A North West Participation & Engagement event designed for an audience including Directors, Service Leads, Senior SEND Health Practitioners and Chief Executives. I was delighted that Paul Satoor, Wirral's Chief Executive and Tarun Ghosh our Head of SEND and Inclusion made time in their busy schedules to be there. I presented alongside another Youth SEND Ambassador to talk about the importance of communication and the benefits of employing SEND young people into roles.

I saw it as a great opportunity to help get buy in from senior staff and show them first-hand the positive impact we can have if given a chance. Several attendees have since contacted Sally to ask more about my role and how it came to be. I really hope more SEND young people get offered an opportunity which, in my case, has been life changing.

If you haven't already check out my blog:
<https://localofferwirral.org/category/blog/>

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

Mental Health and Behaviour

Why do our children do the things they do?

During times of stress children who have experienced trauma often find it difficult to regulate their emotions and behaviour. We know that all behaviour is communication and when it is dysregulated it is usually due to an unmet need that the child is trying to express, often driven by anxiety. As parents/carers this can leave us feeling helpless, frustrated and highly anxious ourselves. There are many strategies that parents can use to help support their children through this very stressful time of home learning.

Please see below a table that describes possible behaviours you are seeing at home, together with strategies that may help your home-schooling day run smoother. It is always helpful for children if we try to implement good routines throughout the day as well as opportunities for positive, frequent sensory input (i.e., things that are experienced by the senses) to support their emotional regulation.

Examples of sensory input include:

- crunchy snacks
- play dough/sand/waterplay
- fidget toys
- thick drinks sucked through straws/cold water
- swings for rocking
- music via headphones
- bedtime routines that include warm, scented baths and massages

Other activities, such as dancing, walking outside, playing ball games, cooking and gardening will also help. We know that when children engage in activities alongside calm, trusted caregivers, they learn to feel safe, connected and regulated, leading to a smoother working day.

Contact: Moira Bridge

E mail: moirabridge@wirral.gov.uk

Multi-Sensory World

multi-sensoryworld.co.uk



We are continuing our work over here at Multi-Sensory World finding new and exciting products to add to our website to help families and professionals in a whole host of different ways. We have a lot of new fidget toys available as well as unflavoured toothpaste, recordable items and lots of educational toys. We have a new system on our website www.multi-sensoryworld.co.uk that we can now process school/NHS invoice payments on the website, please always use a school/NHS email and delivery address to access this service.

Contact: Clare Meaney

E mail: clare@multi-sensoryworld.co.uk

Next Chapter

We are offering the attached courses which run until July.



Wellness &
Nutrition.jpg



Developing Positive
Communication.jpg



Developing
Emotional Literacy.jpg

Contact: Claire Owens, Director

E mail: claire@nextchapternwcic.co.uk

Occupational Health & Physiotherapy service

Therapists are mainly based at Cherry Tree House, Clatterbridge 0151 514 2525 (Early Years OT and Physio, School age physio and Sensory-motor OT) and Millennium Centre (School age OT) 0151 666 4790. 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. All face-to-face contacts will be risk assessed, clinically reasoned and undertaken following PPE guidance. Appointments when required will be at Cherry Tree House or St Catherine's Health Centre, in certain situations a home visit may be possible.

Therapists will continue with statutory EHC plan requests.

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

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.

[Safe Families for Children – who are they and how can they support you? | Local Offer 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**

School Readiness Team

Childrens Centres are open through the week and we are welcoming families on a 1:1 basis, we also have a variety of virtual groups (attached) that families can attend. We cannot wait for

families to be able to come back into the centres to attend groups in person, this will be in line with government guidelines and dates. Please contact your nearest Children's Centre on:

Brombrough Childrens Centre- 666 3246

Brassey Gardens Childrens Centre- 666 3223

Seacombe Childrens Centre- 666 3506

For details of the virtual offer in place until face-to-face session can resume please follow this link to the Local Offer website.

<https://localofferwirral.org/wirral-childrens-centre-virtual-offer/>

Contact: Joanne Simpson

E mail: joannesimpson@wirral.gov.uk

SEND Team

The SEND team have been busy managing the year six/seven allocations. We have met with headteachers of each provision and given each pupil's needs careful consideration before naming a school. We have used a variety of evidence in doing so including holding multi-agency meetings with professionals, parental preference, LA recommendations, consultations with headteachers and most important of all the child's voice. Provision continues to be a challenge to overcome and we will continue to address this in the months ahead. We will take time to hold further meetings to ensure that the whole process is improved for next year.

The SEND team continue to work from home.

Contact: Anna Dollard, SEND Manager

E mail: SESS@wirral.gov.uk



to

Practitioners, please can you take a few minutes to complete our annual survey which we use to assess the service we are providing.

<https://www.surveymonkey.com/r/ASWSP2020PRAC>

As a service with are delivering the following

- IAS via telephone email
- Continuing with support virtually in meeting with schools, college etc
- Continuing with support virtually in mediations, tribunals
- Continuing with support virtually in annual review, transition review, CIN etc

We are still working remotely and offering what we have offered since lock down

In addition, I am delivering virtual sessions to the following

- Early help teams
- Early years SENCO Cluster
- YOT team meetings
- Looked after team meetings
- Care leaver team meetings
- PCPW meeting
- Young People Sessions at Wirral Met College

Waiting for following to be set up

- CAMHS young people group
- Youth group

I have arranged virtual meetings with the following practitioners on a 6-8 weekly basis:

- SEND Team Managers
- Local Offer
- Alison Watson – Designated Social Worker Officer for SEND
- Lyndzay Roberts – SEND Resolution

We are providing the following:

- IAS in mediation - Zoom
- IAS in SEN support meetings – Microsoft teams
- IAS support with social care (CIN) – Microsoft teams
- IAS for mediation/tribunal preparation
- IAS via telephone and email

In addition, we have also attended/will be attending team meetings/coffee mornings via Microsoft teams/zoom for the following:

- PCPW
- Social Care
- The Positivitree
- Schools

We are also looking for attend further information sessions to help raise awareness of our service. Any services wanting us to attend an information session with them, please contact Becky Heskey.

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 in the first instance or by phone on 0151 691 8262

Update – we are currently in the process of updating the Local Offer to ensure that the Complaints procedure for SEND is available for all to view and access.

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.

Despite the face to face restrictions, we have delivered weekly online sessions from week 2 of lockdown 1.0, a Pilgrimbury Festival in September, Spookybury in October, a Christmas party in December and provided nightly activities throughout the period between Christmas and New Year.

Latest numbers tell us that 108 young people have regularly engaged in our sessions.

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

Sensory Service

Dear Parents,

In light of recent Government advice regarding face covering, we have sent information to all schools to support them in making learning accessible for children who are deaf. Please see below a summary of the information we have sent and let your contact Teacher of the Deaf know if you need any further support, or if any issues arise.

Recent government advice

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/964351/Schools_coronavirus_operational_guidance.pdf

Summarised: Face coverings have been recommended in secondary schools for pupils and adults in corridors and communal areas. However, now they are also recommended to be worn in classrooms or during activities unless social distancing can be maintained. For primary schools, face coverings are recommended for staff and visitors where social distancing is not possible between adults e.g., corridors/ communal areas.

Risk

We explained the importance of being able to hear a clear sound signal and see the lips of the person speaking for communication, access to lessons and social inclusion, both for staff working with the child and also their peers.

Exceptions

The government guideline provides exemptions for those who 'speak to or provide help to someone who relies on lip reading, clear sound or facial expression to communicate'

In addition, 'Those who rely on visual signals for communication, or communicate with or provide support to such individuals, are currently exempt from any requirement to wear face coverings in schools or in public places.'

'Transparent face coverings, which may assist communication with someone who relies on lip reading, clear sound or facial expression to communicate, can also be worn. There is currently very limited evidence regarding the effectiveness or safety of transparent face coverings, but they may be effective in reducing the spread of coronavirus (COVID-19).'

Our advice for reasonable adjustments regarding face masks

The duty on schools to make all necessary reasonable adjustments for each individual deaf young person is unchanged and this involves the impact of any face coverings being worn for any individual child.

- Staff removing face coverings during teaching.
- Pupils removing face coverings when communicating with a pupil who is deaf.
- Where face coverings need to be worn, using clear face masks, coverings or shields to make it easier to lipread (note lip reading with clear masks still remains difficult, and the sound quality is still reduced, therefore other reasonable adjustments will still be needed with these).
- Staff using radio aids effectively
- An increased focus on reducing background noise to provide the best possible listening environment.
- Continue to relay contributions from other pupils that may not have been heard clearly.
- Separate one-to-one teaching and support, without the use of face masks and in rooms where social distancing can be achieved and/or through a Perspex panel.
- Providing additional communication support e.g., remote speech-to-text reporters

See also our top tips for staff when teaching and communicating via video call

- Make sure your face is visible (i.e., camera on) the whole time you are speaking, with light on your face rather than behind your head.
- Speak a steady pace, taking pauses between important points.

- Ensure good quality audio (best achieved by using a headset with a microphone).
- Remove (or reduce) background noise.
- Do not use backgrounds that make your face appear blurred or are visually distracting.
- Discretely check that the deaf student is accessing your lessons and the sound well.
- Use the subtitle/ Closed caption (CC) function e.g., in Google Meet and Zoom, but check it is accurate enough for the learner who relies on it.
- Circulate corrected transcript shortly after the video call has ended. Otter.ai is a free app that generates editable transcription with punctuation.
- Relay verbal information from other contributors that may be less clear.
- If using an online presentation:
 - Remember that processing written language may take some learners longer than others. Find a good pace and leave enough time for people to listen, read, watch and understand.
 - Keep presentation slides as simple as possible, don't crowd with text and use good accessibility practices for all your content.
 - Prioritise readings into manageable lists - must read, read if you have time etc.
 - Send any supporting or pre-requisite information out in advance of your presentation

Clear face masks

Although there is an exemption from wearing face masks when communicating with pupils who are deaf, where face mask are necessary, the wearing of transparent face coverings could be considered a pragmatic compromise. They are preferable to opaque face coverings and offer better reduction in virus transmission than wearing no face covering at all. We would suggest that this is considered in any risk assessments.

We have pointed schools to two sources of purchasing clear face masks, although there are many other options available.



1. Larger quantities of clear face masks
<https://www.school-smart.co.uk/product/washable-face-mask-with-clear-window/>: Box of 100 minimum order (£247), washable at 60°C.



2. Smaller quantities through the charity Wishes (wishes@cssef.org/
www.cssef.org.uk/covid-19.html) £4/ each.

3. Wishes recommend purchasing Antifog spray called Muc-Off as it minimises the fogging/steaming:

https://www.amazon.co.uk/Muc-Off-214-1-Treatment/dp/B00167S7HO/ref=sr_1_1?dchild=1&keywords=anti+fog+Muc-Off&qid=1614184051&sr=8-1. Where ordering this is not possible, a small amount of washing up liquid can be rubbed on the inside of the clear panel.



Much of information has been adapted from NDCS information on face coverings:
<https://www.ndcs.org.uk/media/6209/face-covering-in-education-position-paper.pdf>

We also added that it remains good practice to discuss provision with both the pupil who is deaf and their parents to see what will work best for them and if any further adjustments could be made. In addition, we have reminded schools that pupil's Teacher of the Deaf can advise further on any of these points, and to contact us for further support

Head of Sensory Service, Peter Davies pjdavies@wirral.gov.uk

Social Care – Children’s Services

All Social Care staff are continuing to work remotely from home. All children/young people who are open to Social Care are continuing to be seen and spoken to by their social worker.

We are continuing to review children who are subject to an Education, Health and Care Plan to ensure they are attending school where appropriate.

We are supporting children/young people to return to school and prioritising those who have been risk assessed where attending school would be of benefit to them.

School Link workers are continuing to work with schools offering regular contact and support. We are ensuring wider support is available for families, not just those open to Social Care through establishing partnerships with local partners and community organisations.

Our Early Help Services (including Family Matters) are continuing to work with families face to face but also virtually making use of various technologies available to them.

There are a number of Facebook pages available which can assist families to identify support available: Wirral Family Matters, North Birkenhead – Cradle to Career, My Child Can

Contact: Alison Watson, Designated Social Care Officer for SEND

E mail: alisonwatson@wirral.gov.uk

Specialist Support Team-Children and Young People with Physical and Medical Needs

Transition Planning- The work of the MPN Team has begun to focus on transition planning for the next academic year. Secondary school places will be offered on 1st March, with primary school places offered on 16th April. Children with Individual Pupil Funding Agreements for medical/physical needs will have an enhanced transition supported by the MPN Team. This will start with a

transition meeting for each individual pupil after the spring break. Transition planning will look at key areas such as staff training, additional funding, equipment provision, physical access and building adaptations.

Individual Health Care Plans - Wirral's Individual Health Care Plan (IHCP) format has been revised to include information about Wirral's Local Offer website and the Children and Young People's Disability Register.

Many children and young people with health needs meet the definition of 'disability' as defined by the Equality Act 2010. Parents may wish to add their child's name to the disability register during the individual health care planning process. NB: adding a child or young person's name to the register is voluntary. The register lists children and young people in Wirral who have special educational needs and/or disabilities and who receive, or may one day need to use, services from health, social care, education, or voluntary organisations. The register is important because it helps Wirral Council Children's Services to better understand and plan for the needs of local children and young people with disabilities.

Resource/Training Roundup - The Open University operate an education platform called OpenLearn, which is described as, '...the home of free learning.' Several of the OpenLearn courses have been selected by the Department of Education as part of their National Careers Service Skills Toolkit – a collection of tools and resources to help those in England affected by coronavirus. The courses are free to everyone.

The Open University also offer paid courses and scholarships:

Carers Scholarship Fund – giving carers the opportunity to study with the Open University for free. The fund is designed to support those who might otherwise miss out on higher education because of caring commitments. Launched in 2019, the fund has provided fifty scholarships to date.

Disabled Veteran's Fund – for veterans injured during or due to service. Veterans have the opportunity to study at undergraduate and postgraduate level for free.

0-19 Health and Wellbeing Text Messaging Service –

The 0-19 Health and Wellbeing Service in Wirral recently launched ChatHealth, a new text messaging service for 11–19-year-olds. Young people across Wirral will be able to find confidential advice and support by text from their local school nursing service on a range of health and wellbeing issues, including anxiety, bullying, relationships and emotional health.

ChatHealth is currently available between 9:00am and 5:00pm, Monday to Friday (including school holidays and excluding bank holidays). Anyone sending a text outside these hours will receive an automated message with advice on where to get help if they require it urgently. When the service reopens the sender will then receive a reply to the message.

It can be accessed by texting 07480635538.

The service has also launched a dedicated website:

www.wchc.nhs/children

Parents, carers, and young people can access a range of local and tailored support, information, and advice on topics such as fussy eating, puberty, vaccination schedules, and local online support groups.

Local Offer: <https://localofferwirral.org/specialist-support-team-for-children-with-medical-physical-needs/>

Contact: Jayne Catton Specialist Teacher:

Jaynecatton@wirral.gov.uk Tel: 07901 511 323

Julie Hudson, MPN manager

Juliehudson@wirral.gov.uk 07799417210

Speech and Language Therapy (SALT) service

The team will now be offering a blended approach to appointments. Virtual appointments via telephone or video are still the preference but face to face appointments will continue to be offered where schools cannot facilitate virtual calls or if we believe

face to face is needed for clinical reasons. There continue to be many benefits to virtual consultations, even beyond lockdown e.g. clinicians don't need to wear masks so interaction is much more natural, teachers/teaching assistants/parents can join the call which enables them to learn the strategies needed for supporting the child or young person, social distancing can continue.

Our trust website is continuing to be updated with helpful videos and links for supporting children and young people with speech, language and communication difficulties. Please take a look at <https://www.wchc.nhs.uk/services/childrens-speech-language-therapy/>

Contact: Team Leaders: Abbie Kyffin & Kate Gallagher

Email: wchc.childrensalteam@nhs.net

Direct dial: 0151 514 2334

The Positivitree

The Positivitree continues to provide mental health and wellbeing support services for parents and carers of children, young people or vulnerable adults with additional needs (SEND, medical conditions, waiting for diagnosis - all welcome!).



1-1 Support

The Positivitree's team of Wellbeing Facilitators are all experts by experience and bring a wealth of additional knowledge including: Life Coaching, Mental Health First Aid, Law, Sensory Diets, CCBT coaching, Primary Education and Early Years SEND.

Each of our team members has capacity to offer 1-1 support to parents who are struggling to cope with the current challenges they are facing.

To register for this support parents can be referred directly by professionals/practitioners or can self-refer via the following link

[Parent-carer wellbeing support registration 2021](#)

If there is any reason, we are unable to support the needs of a parent/carer we have a well-established and trusted network of partner organisations who we will sign post to.

Creative Cognitive Behavioural Therapies

Most recently we have worked with Open Door Charity to introduce Creative Therapy sessions to our offer and are taking registrations for the four week 'Colours' programme which blends self-care methods with elements of cognitive behavioural therapy to enhance parental resilience.

We are now accepting registrations to our eight-week computer based cognitive behavioural therapy (C-CBT) programme called 'Bazaar'.

Parents/carers will be matched with a peer-mentor to work through this innovative programme to improve their mental fitness.

Send an email to rachel@thepositivtree.com to register your interest.

Coffee Mornings

As soon as the restrictions are lifted, we are going to be running our coffee mornings and support groups at venues in Wallasey, Woodchurch and our home Bloom Building. Our virtual support group continues on Thursday evenings via zoom.

Carers; like the ones we work with, were amongst some of the most socially isolated members of society before the pandemic. We have created a genuinely supportive, inspiring and safe place for them to connect with their peers and navigate the challenges we are faced with.

The Pod-itivtree Podcast

Our team is really excited to have had the opportunity to record some incredible interviews with parents/carers from our community sharing their experiences of being a carer and the impact their roles have had on their lives.

Our first episode will be broadcast to coincide with International Women's Day on Monday 8th March, make sure you are following our socials to be the first to hear the first of many truly inspiring stories!

Half term wellbeing activities

We are finalising details of our half term family wellbeing offer with our partners Wirral Health Project CIC, Wirral Unplugged, The Sensory Shack and Crea8ing Careers, please keep your eyes on your emails and our social media pages for the latest information on how to book your space.

Contact: Rachel Daley, Director Email: rachel@thepositivitree.com

The Sensory Shack

The Sensory Shack CIC offers respite services for children and adults with additional needs or Trauma.

Bookings are private sessions during COVID 19, but sibling groups are welcome to attend.

We have on site Sensory coaches/ care staff.

We can tailor specific sessions to the individuals needs and preferences.

The sessions are client led with some structure added when appropriate.

We have Sensory School sessions for children struggling in school, referrals can be made via parent/carers or schools.

We offer parent/carer support over the phone and via messenger and WhatsApp.

Our sessions are beneficial for looked after children and those struggling with trauma.



We are based at Unit 16 Beechwood Drive, CH43 7ZU.

Our website is www.thesensoryshack.co.uk

Email is thesensoryshackwirral@gmail.com

Tel 07858588037

We are also on Facebook, Instagram and Twitter

Contact: Sinead Holden

E mail: thesensoryshackwirral@gmail.com

Thumbs Up

Hi to everyone from Team Thumbs Up, and a huge thank you for the opportunity to be included in the SEND snapshot.



The Thumbs Up Education Programme Limited began way back in 2013. Our initial focus was to provide emotional support to year 6 children as they made the transition to secondary school. Things however, progressed very quickly and once we were working in schools, we were asked to support children from other school years, or indeed small-targeted groups or individual sessions.

All our programmes are underpinned with strategies associated with Cognitive Behavioural Therapy (CBT). CBT is our chosen method because not only is it a simplistic way of bringing about a better understanding of 'self' (self-awareness), but it encourages us to challenge unhelpful thoughts and feelings, which can promote improved emotional wellbeing.

Our core programme is called the Essential Life Skills Programme, which we adapt and evolve as the need arises. We have worked extensively with children with additional needs, and because we have recognised that there is 'no size fits all' in relation to our work, we have achieved great results in this area. Our Essential Life Skills Programme can be enjoyed by teaching staff, parents/carers and children, we pride ourselves on our unique presentation style; we take the important topic of 'mental health' and deliver it with fun,

humour and interaction. Our ethos is very much – *if a child (or parent/carer) is smiling and enjoying learning, their ability to absorb positive and forward -thinking strategies is so much better*

During our sessions (in-school or virtually) we address the following topics:

- Effective communication
- Raising self-esteem
- Understanding ourselves (self-awareness/self-worth)
- Explanation of model of Cognitive Behavioural Therapy (thought cycles)
- How to turn negative thoughts and feelings around
- Building confidence
- Bouncing back (building resilience)
- An 'attitude of gratitude'
- Introducing mindfulness into everyday lives
- Having an 'I CAN DO IT' attitude
- Positive affirmations
- The impact a positive mindset has on learning
- Gaining a better understanding of emotions and feelings
- The importance of talking about how we feel
- Anxiety/stress management
- Making good choices and the necessary changes
- Personal best
- Discover your superpowers

For more information about Thumbs Up and the work we do, please take a look at our website at www.thumbsupprogramme.co.uk.

***We also provide a FREE email support service for parents/carers, please email us at admin@thumbsupprogramme.co.uk for further information.

Contact: Sue Mason

E mail: suemason@thumbsupprogramme.co.uk

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. We offer a range of support and activity for people with a learning disability including telephone befrienders, online courses, some face to face courses and a wide variety of stimulating and fun activities, and of course our Information and Advice Service for people with a learning disability and parents and carers.

Current courses and activities are detailed in the timetable listed on the Local Offer website.

<https://localofferwirral.org/wirral-mencap-support/>

For fully up to date details of what's on offer across our services check out our Facebook page – search for Wirral Mencap – we have new stuff on offer all the time.

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. We have two workshops coming up in April for parents/ informal carers: exploring how to access independent living, and how to get started on

creating wills and trusts for your family member with a learning disability. Give Tina a call to find out more.

Free Information Workshops for Carers

Tina is delighted to announce that she is once again running her popular free information workshops for carers in April. The workshops are for parents and carers of people with a learning disability who want to find out more about planning for the future, what the options are and where to get help with these most important concerns.

Our first workshop will cover the important basics to consider when making wills and trusts to protect our loved ones.

The second workshop will look at how to get the ball rolling on independent living for our family member with a learning disability.

Interested? To book on one or both workshops see below for details.

When: 15th and 22nd April

Where: Online via Zoom

What time: 12.30 to 3pm

For more info or to book:

Call/ text: 07597986437

Email: cphelan@mencapwirral.org.uk



At Wirral Mencap we are determined to keep improving and developing our services and campaigning for improvements across the board for people with a learning disability and their parents and carers.

This year, in line with our new strategy, we have created a Wirral Mencap co-production and steering group, a

group of people with a learning disability and parents and carers, who participate in the various 'campaigns' we are keen to champion.

We are always keen to hear from people who want to get involved. Anyone who'd like to find out more click this link to see our flyer on the Local Offer. [Make it Better Group comes to Wirral Mencap – Fancy getting involved? | Local Offer Wirral](#)

Contact: Tina Phelan, Information and Advice Manager

Call or text: 07597986437

E mail: cphelan@mencapwirral.org.uk

Hope this bumper 58-page edition is useful to you.

Thank you too to the services/organisations who have contributed to the SNAPSHOT and helped me to keep you all updated on the current state of SEND services in Wirral.

In the meantime, please don't hesitate to get in touch if you're in need of signposting to help or have some feedback to share. As ever, would love to hear from you. localofferwirral@wirral.gov.uk

Please can I ask you to share with your friends, family and any groups you belong to.

We've come this far so please stay safe, take care of yourselves and those you love.

Sally Tittle