

## Information for Parent/Carers – 6<sup>th</sup> May 2020

### Launch of Educational Psychology Service School/Parent Help Line

Bury local authority know that the current situation with COVID-19 is a very worrying time for parents and carers, and even more so for parents and carers who have children or young people with Special Educational Needs and/or Disability.

We have listened to what parents and schools have told us about what would be helpful during these uncertain times, and as a result we have established a school/parent helpline.

The helpline will be run by Bury Education Psychology Service and is available to provide advice to parents/carers and schools starting **Monday 11<sup>th</sup> May 2020**. It will run twice a week on **Mondays between 13.00 and 15.30** and **Wednesday between 9.30 and 12.00**. The helpline contact number is **0161 253 6406**.

The helpline is intended to provide EP advice and support for schools/parents of CYP with SEND in the context of the current situation that exists due to the Covid-19 outbreak.

Types of EP advice and support available could include:

- Anxiety, stress and related issues arising from being out of school/returning to school/COVID 19/missing friends etc.,
- Loss and bereavement – EPs provide Critical Incident support, but the helpline may identify where this support is needed.
- Transitions – particularly for those children starting reception/year 7.
- Advice on routines/behaviours because of changes to routine.
- Reassurance/advice on academic progress and expectations once children are back to school.
- Advice on EHC needs assessments and annual reviews.

You may of course have other educational questions or concerns that are not included on this list, so please do not hesitate to call, no matter how small your question or concern is.

Please note that EPs may sign post to other services as part of the support but will not become involved beyond the advice and support of the phone call.

I hope that you find this information useful for you and your family.

Yours sincerely,

Karen Whitehead  
Strategic Lead Inclusion & Partnerships  
Bury Council

