

Keeping in touch with children on an education, health and care (EHC) plan

Guidance to support members of staff who make keep in touch phone calls with the parents of children with an education, health and care (EHC) Plan.



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Preparation and Key Contacts

While the required frequency of the contact with families will be a question of professional judgment on the part of school staff, it is recommended by Ealing Local Authority that all children should be contacted by a member of school staff at least weekly. Vulnerable children/young people and their families are likely to require more frequent contact than this and there may be some cases where daily contact is necessary.

We have received feedback from the Ealing Parent and Carer Forum to support/prepare you for the conversation.

1. For many parents this will be the first form of contact they will have had, so please, be prepared to allow time for the call.
2. At this point, many parents are not focussing on learning/completing tasks set, they are establishing routines and adjusting to a new 'normal'. Wellbeing is the primary focus of the call and then learning support to be offered if appropriate.
3. Many families may be facing financial difficulties; you can signpost to Contact Ealing*.
4. If you are asked about housing, you can direct families to Ealing Housing Demand Service: 020 8825 8888 or Shelter *
5. You can also signpost families to Ealing's Local Offer www.ealinglocaloffer.org.uk
6. For those who are vulnerable and are self-isolating, you can signpost to Ealing Together*.

* Details of all services can be found in [services offering support and useful resources](#)

If after speaking to a parent you feel they require additional support, or if a parent would like some more help, your SENCO can make a referral to the below service for advice:

Educational Psychology Service (toileting, eating, behaviour, learning etc)

Email: EPSAdmin@ealing.gov.uk Tel: 0208 825 5050/8775

Springhallow Outreach Service (ASD, managing routines/behaviour)

Email: outreach@springhallow.ealing.sch.uk

Early Start SEND Inclusion Team (toileting, eating, behaviour, play ideas, sleep routines for under 5s)

Email : JCarolan@ealing.gov.uk Tel: 07540164817

All child Protection/Safeguarding concerns should be immediately reported to Ealing Children's Integrated Response Service (ECIRS):

Email: ECIRS@ealing.gov.uk **Tel:** 020 8825 8000 (option 1)

For up to date advice and information regarding children and young people with SEND:

- [EGFL- Guidance for vulnerable children](#)
- [Gov.uk Guidance on vulnerable children and young people](#)

For parents whose jobs have been identified as being ‘**Critical Workers**’ and parents of vulnerable children; with information on which schools and childcare provisions remain open for their children to attend- Please signpost to Ealing Family Information Service. In the first instance email children@ealing.gov.uk with your enquiry.

Frequently asked questions

Below are some FAQs sent through by organisation ISAID! (Impartial Support, Advice and Information on Disabilities and Special Educational Needs). Prepare to be asked these questions by parents. The team are working on a FAQ answer sheet which will help with providing parents with more informed answers. In the meantime, please support as best you can.

- *I've heard that although the schools are shut, children with EHCPs can continue to go. Is that right?*
- *Will the Annual review of my child's/young person EHCP still be carried out?*
- *What about home to school transport?*
- *What about the Easter holidays – I heard our child (with an EHCP) can still attend school then, is this right?*
- *How will my child's school (special or mainstream) be able to look after my child if most of the children are staying at home, or if the teaching staff are unable to come in?*
- *I don't want my child with an EHCP to go to school as they have a weakened immune system or for other reasons. Do they have to?*
- *If my child has an EHCP can my paediatrician support me to decide if my child's health profile is suitable for them to return to school?*
- *My child has an EHCP but is in a private, independent, non-maintained school, college or nursery. Do they need to enable them to still attend from Monday?*
- *If my child was out of school before the school closures were ordered, do I still have an entitlement to alternative education?*
- *I'm worried we will be asked to provide some education or learning for our children whilst they are off school, but I wouldn't know where to start*

Making the call

Suggested format for the call and key questions you may want to ask

Good morning/afternoon

This is (teacher's name) from (school name) – am I speaking to (insert parent name)?

I am calling to see how (child's name) is doing and if we can offer any help.

1. Are you free to talk or would you prefer to be called back on another number at a specific time?
2. How are you all doing?

(Are you and your family all well – displaying any symptoms (new continuous cough, high temperature)? If not, are you continuing to check/monitor and know what to do if you start to show symptoms? Who are you living with/do you have elderly/vulnerable family members?)
3. Is (child's name) well? (Have they had any virtual contact with friends/relatives, such as via facetime, skype or whatsapp?)
4. How are you managing with the change of routine? What does your day look like? (Encourage answers to include how home learning is approached, any behaviour issues that they are struggling with, whether the child can get outside for exercise and, if not, whether they are able to exercise indoors/get fresh air.)
5. Are you finding anything challenging? (Are you able to administer medication? Are you able to support their medical needs at home? Do you have the aids and equipment you need? How are (child's name)'s siblings managing? How are you? Are you managing to have some time to yourself? Do the children have a sleep routine/eating routine?)
6. If appropriate, you could ask to speak to child and see how they are doing.
7. Do you have everything that you need? Do you have enough food? Do you have support to get food or other medical supplies? Do you have toys/resources for the children? (signpost to [Local Offer online resource page](#) with activity ideas, contact [ES SEND Inclusion Team for play ideas for under 5s](#)) Do you have access to the Occupational Therapy/ Speech and Language Therapy activities your child is working on? Are you able to follow them at home? Would you like to? Contact individual Speech and Language Therapist/ Occupational Therapist through the SENCO and they can support.
8. Tell the parent how they can communicate with the school if they need to.
9. Just wanted to let you know that you can find support and advice through other organisations (refer to '[services offering support and useful resources](#)')

Recording form

Please use this form to record the outcome of the phone conversation. This form can be used as a guide, if you already have a form/system in place you may use this instead.

Name of child:		
Member of staff who took the call:		
Date and time of call:	/ / / :	
Which parent was spoken to:		
Did you speak to the child? Hear their voice?		
Concerns raised by parent		
Following these concerns, what were parents advised?		
Do you have anything you need to follow up?		
Did you signpost parents to any services or support? If so, tick all that apply or list any others	Contact Ealing: Ealing Together: Other (please specify):	Ealing Housing Demand: Ealing Family Information Service:
Have you made a referral to any services to help support the parent? If so, tick all that apply or list any others	Speech and Language: Early Start SEND Inclusion: Springhallow Outreach: Other (please specify):	Occupational Therapy: Educational Psychology Service:
Safeguarding		
Did you have any safeguarding concerns or worries?		
Which member of staff have you shared your concerns with?		
Who will follow this up and when?		
Has a referral been made to Ealing Children's Integrated Response Service (ECIRS)?		

Services offering support and useful resources

Local support

Contact Ealing

Contact Ealing are continuing their support and information sessions as online Zoom meetings, including their new Autism Support Group. You can still make an appointment for advice and support which will be offered either over the phone or via Skype, WhatsApp or Zoom. If interested, please email ealing@contact.org.uk for dates of online sessions. You can also follow their Facebook for useful updates www.facebook.com/contact-ealing

There are also three new support lines to offer support:

Financial and Benefit advice (for Benefit Advice, DLA, PIP and Universal Credit enquiries):

Selina Eshun on 07395 913573

Tuesday, Wednesday & Thursday 10am to 3pm

General advice (including advice in Punjabi), booking sessions & events:

Satvir Birk on 07884741654

Monday to Thursday 10am to 2pm

Coronavirus advice and support line (for information on our local services and support):

Brigitte Bistrick-Bryan on 07395 963888

Monday to Friday 11am to 3pm

Ealing Together

Residents who may be lonely and are self isolating can use Ealing together to safely request support for themselves, a vulnerable family or someone else they know who is isolated and struggling through a structured and trusted referral system. Behind the Ealing Together website is a dedicated team that will put the people who want to help others, and people who qualify for help, in touch with appropriate local organisations. You can request help with your shopping, or just someone to talk to.

Call 020 8825 7170 or fill in the online form at <https://ealingtogether.org/>

Ealing Family Information Service

The FIS has a dedicated SEND Officer who provides advice, support and specialist information for families who have a child with additional needs or disability. A bespoke support service is also available to families who are experiencing challenges in accessing services such as childcare, that meet the needs of their child. The (FIS) will be supporting parents whose jobs have been identified as being 'Critical Workers' and parents of vulnerable children; with information on which schools and childcare provisions remain open for their children to attend.

Tel: 0202 8825 5588 Email: children@ealing.gov.uk

Online resources

Ealing Local Offer

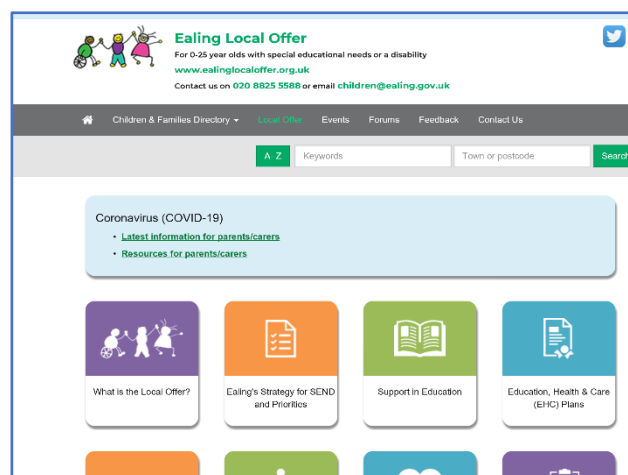
A new COVID-19 Resource page has been created for parents/carers, children and young people which contains resources for all ages, including, but not limited to:

- Educational and interactive resources
- Interactive pack produced by the Early Start SEND Inclusion Team with Movement activities, visual tools and ideas on indoor activities; such as creating your own sensory bottle
- Resource packs for children with learning disabilities and autism
- Tips on talking to children about coronavirus
- Social stories with helpful suggestions on managing anxiety.
- Mental health and wellbeing support

Visit: www.ealinglocaloffer.org.uk

For regular updates:

www.facebook.com/ealinglocaloffer



National support

Housing advice

Shelter

For advice on your rights and latest legislation.

Visit: https://england.shelter.org.uk/housing_advice/coronavirus

Tel: 0808 800 4444 (for urgent enquiries only, you have nowhere to sleep, or might be homeless soon you have somewhere to sleep, but nowhere to call home or you are/could be at risk of harm)

Financial Advice

Citizens Advice Service

Check what benefits you can get if your work has been affected by coronavirus (COVID-19). You might be able to get extra money if you're sick, self-isolating or if you're earning less.

Visit: <https://www.citizensadvice.org.uk/benefits/>

Mental Health and Wellbeing

YoungMinds

Information on child and adolescent mental health. Services for parents and professionals.

Visit: www.youngminds.org.uk

Tel: 0808 802 5544 (Helpline for parents)

Family Lives

Advice on all aspects of parenting, including dealing with bullying.

Visit: www.familylives.org.uk

Tel: 0808 800 2222 (Monday to Friday, 9am to 9pm and Saturday to Sunday, 10am to 3pm)

Mind

Promotes the views and needs of people with mental health problems.

Visit: www.mind.org.uk

Tel: 0300 123 3393 (Monday to Friday, 9am to 6pm)

A full list of mental health and well being support can be found on the NHS :

<https://www.nhs.uk/conditions/stress-anxiety-depression/mental-health-helplines/>

Other support

National Autistic Society

The Autism Helpline enquiry service provides impartial, confidential information along with advice and support for autistic people and their families and carers.

Visit: www.autism.org.uk

Fill in the [online enquiry form](#) to request advice.

National Deaf Children's Society

Information and advice on support for deaf children and their families.

Visit: www.ncds.org.uk

Tel: 0808 800 8880 (Monday to Friday 9am to 5pm)

Mencap

Charity working with people with a learning disability, their families and carers.

Visit: www.mencap.org.uk

Tel: 0808 808 1111 (Monday to Friday, 9am to 5pm)