



NEW Parents and Carers Helpline

Launching on Monday, May 18th, 2020 at 9 a.m.



What and who is the helpline for?

The new helpline is for parents and carers of children and young people with SEND in East Sussex. If you are concerned about any of the following areas, you can talk with an Educational Psychologist (EP) for support:

Learning
at home

Setting
routines

Positive
behaviour

Preparing
for school

Wellbeing

Anxiety

The helpline will be available until schools, nurseries, colleges and alternative provision are fully open to all pupils again after the Covid-19 pandemic.

How to contact the helpline:

You can call the ISEND Telephone Number at any time and leave a message saying that you would like to talk to an EP.

You will need to leave your name and telephone number. It would help us if you could also leave a very brief description of the kind of support you are looking for and need.

01273481967

What happens next?

Your contact details will be entered onto a booking form and you will be contacted by an EP. Your contact details will then be deleted unless there is an immediate cause for concern or risk of harm, in which case the EP would explain what they would need to do to try and help.

An EP will call you back between 2pm and 4pm on the next Monday, Wednesday or Friday that is available.

Please do not call this number to make a complaint or to ask about the EHCP processes.