

Our Voice

Autumn 2020
Issue 29

Making a Difference...



contact *For families with disabled children*

Our Voice sponsored by the Department of Education via Contact

Welcome... to our Autumn 2020 Newsletter

The last six months have seen unprecedented turmoil for everyone, as the Coronavirus pandemic swept the world, lockdown measures were imposed and many children spent months at home. Of course, this has been a hugely challenging time for everyone, but exceptionally so for our families with children who have Special Educational Needs and Disabilities.

Given the management team of Our Voice are all parents of children with SEND, we knew how tough this period was going to be. Therefore, whilst juggling our own family challenges, we've been busier than ever providing support to parents and carers throughout lockdown and adapting our events from face-to-face, to a series of online events. We knew it was important to keep families connected during what was often a very isolating experience, and we facilitated this through informal chat sessions and kept families informed through our popular series of videoconference and webinar sessions covering subjects as diverse as Positive Behaviour Support, supporting our children's mental health and the

practicalities of home-to-school transport.

As we were unable to run our usual parties, we organised monthly online interactive magic shows for our children, who had already been missing out on so much.

Our Voice requested weekly meetings with the Local Authority and Health which gave us an excellent opportunity to highlight the needs and challenges our families might face so Local Authority and Health services could take these into account as they put arrangements into place during lockdown. We worked closely with the Educational Psychology Service and other Local Authority teams to provide families with information and advice. We were fortunate to be able to input on a national level directly to government ministers and the Department for Education as important decisions were made affecting our children.

As the pandemic continues, it's likely to be a tough winter, but we plan to keep on with our work of influencing local decision makers, as well as providing more opportunities for families to



The Our Voice Management Committee (from left to right) Akosua Osei, Tee Richards, Jackie Pummell, Fazilla Amide, Liz Willis, Seema Islam, Khilna Gudhka, Resim Clear, Natalie Sherman, Sonja Ibrahim and Rupali Bhullar

connect with each other and keep up to date with ever changing developments.

So do read on and learn more about the new key staff who have joined the Local Authority and how Educational Psychology can provide support.

It's vital you continue to let us know what you think, so we can make sure that your views are heard when decisions are being made. So please keep feeding back to us whenever you can, completing our surveys and joining in our events.

If you know families who don't have access to the internet but need our help and support, please ask them to call us on 07516 622315 and we'll call them back to see how we can help.

Working on a national level

The National Network of Parent Carer Forums (nnpf.org.uk), of which Our Voice is a member, played an important role during the pandemic, working directly with the Department of Education and government ministers

to make sure they understood the specific impacts that the pandemic and government decisions about their approach would have on families of children with SEND. One area was around highlighting the way in which risk assessments had been used by some schools and where others were inappropriately requesting medical

certificates before some of our children were allowed to return to school.



National Network of Parent Carer Forums
'Our Strength Is Our Shared Experience'

Contact: Khilna or Jackie on 07516 622315. E-mail: info@ourvoiceenfield.org.uk chat to us [facebook.com/ourvoiceenfield](https://www.facebook.com/ourvoiceenfield)

[Follow us @enfieldourvoice](#). Please pass our newsletter on to others – parents and service providers who might find it useful.

OUR VOICE UPDATE

The unprecedented challenges thrown up by the pandemic have had an enormous and often disproportionate impact on the families of children with SEND, so our support and advocacy have been needed more than ever.

Since March, the Our Voice focus has been providing support and information to parents and carers, many of whom have been facing huge challenges, and ensuring that their views and needs are fed back to the Local Authority and Health services. We continued to work throughout the summer months, as we knew that many families were struggling and that school holidays would be a particularly difficult period.

Essential research

In May we carried out a survey to get a better understanding of what our families' biggest concerns were. The results informed our work for the next few months, helping us to focus on issues which you were telling us were important. The results showed that children's challenging behaviour and children feeling anxious were major concerns, while over 64% of parents felt unable to support their child as effectively as they would have liked.

The impact of missing out on school rated highly when we asked you about longer-term concerns.

Having this knowledge plus information gathered through individual discussions, chat sessions and videoconferences, meant we could focus our limited resources in a way that was needed most and ensure the LA understood families' needs.

It was also the basis for the videoconferences we had planned with EPS, CAMHS and Positive Behaviour Support coaches.



Cuppa and Chat

The pandemic has driven big parts of our lives online and our weekly 'Cuppa and Chat' sessions gave parents and carers who found themselves isolated during lockdown a chance to share experiences and connect with other families in similar circumstances.

The sessions proved a lifeline to many families, preventing complete isolation and offering reassurance and understanding especially when facing a lack of understanding from other parents who have neuro-typical

children and fail to appreciate the unique challenges our parents face.

'I heard about the sessions through my local National Autistic Society and I found them very useful,' says Jacquie. 'I felt very isolated the more lockdown went on, home schooling my child and all the difficulties that brought with it. Knowing other parents were going through similar experiences was helpful and I looked forward to the meetings. I found out so much information about SEND and it made me aware of services and how they worked.'

'GoTo Meetings' before, download the app in advance using this link. If you cannot access the event online, you can also join by phone at 0330 221 0088 using Access Code: 714-449-909.

The informal, sessions have a relaxed coffee morning feel and are open to all, not just OV members. Daytime and evening sessions run to allow as many people as possible to join in.

Feedback has been positive with one parent commenting, 'Thank you for arranging chat sessions and taking into account working parents. We're definitely hitting a low point trying to work full time, home school an SEN child and be in shielding for a fourth month due to being in a severe risk group.'

Another parent, Kasia, says, 'Because my son is an only child and he is a child with SEN, we struggle to find families who are in a similar situation. Parents of mainstream children don't always understand our life and the challenges we face. It's not easy to find friends and your Cuppa & Chats made it easy to link up with other parents.'

Our next 'Cuppa and Chat' sessions are Tuesday 13th October, 8.30-9.30 pm, and Wednesday 21st October 10.30-11.30 am, to catch up on back to school/college experiences. To join, simply use this link on your laptop, tablet or smartphone. For those who haven't used





Parent support pack

A collaboration between Our Voice, Enfield SENDIASS / Every Parent and Child with contributions from the Enfield Thrives Together partners, this useful booklet brought together

a calendar of support events for parents/carers and families available throughout the summer, as well as information about local support and services. An updated version is now published online <https://www.ourvoiceenfield.org.uk/news/show/104>



Let's talk

We felt it was critical for parents to have opportunities to talk to us and to relevant professionals during this time, to keep communication going.

We organised a series of online videoconferencing events covering mental health, public health, short breaks and positive behaviour support, where parents pre-registered and pre-submitted questions to be answered by a panel of relevant experts. Our Voice acted as Chair and facilitators. Parents had the chance to ask additional questions during the sessions.

Following each session, we shared a Q&A document via our website. Below is a summary of each session and the relevant links to the Q&As and other resources.

Mental Health with EPS and CAMHS teams

An opportunity for families to talk about their concerns and challenges with children not attending school during lockdown, the disruption to their routines, the loss of support networks and the impact on family life.

<https://www.ourvoiceenfield.org.uk/news/show/98>

Keeping Safe with Enfield Public Health team

Many children with SEND are in the vulnerable category, others have behavioural difficulties which make it hard for them to social distance and anxiety around the virus has exacerbated the situation. As the return to school in September approached parents wanted to know how safe their children would be. In conjunction with Public Health Enfield we asked about Coronavirus transmission, risk groups and key preventative measures.

<https://www.ourvoiceenfield.org.uk/news/show/102>



Short Breaks with JSDC, Cheviots and the Commissioning Manager for SEND

A hot topic so a hugely popular Q&A session as parents struggled with lack of provision across the summer. Covering short breaks and additional activities, the panel explained what was in place to support parents.

<https://www.ourvoiceenfield.org.uk/news/show/103>

Transport and SEND Broker teams

Our most popular event, talking about how home-to-school transport will

operate safely in the Autumn term, what the different options are and how they'll work.

The biggest impact was when Our Voice challenged the way mileage would be paid to parents driving their children to school. Our intervention means mileage will be paid for the whole journey - from the home address to school and return as well - not just the time the child is in the car as Transport had initially intended. This means the total mileage is covered so parents/carers are not out of pocket.

<https://www.ourvoiceenfield.org.uk/news/show/105>

Positive Behaviour Support webinar

Organised in response to our survey where 64% of parents said challenging behaviour was a concern, the webinar looked at how parents/carers can use Positive Behaviour Support to help manage challenging behaviours at home during this exceptionally difficult time. Feedback from one parent was 'It's reassuring to hear that the issues I am having, other people are also having and that they're quite common. It clarified issues we are having and it will help me pre-empt future issues.'



Virtual party

With our regular fun-days and Spring party cancelled, we went virtual and ran monthly Zoom parties throughout the summer for our members' children with children's entertainer Mr Marvel. Demonstrating that social distancing doesn't have to mean isolation, Mr Marvel performed a wonderful magic show and the children interacted with Mr Marvel and their friends. It was great to see the children laughing, having fun and connecting with their friends.

Philippa and her son zoomed in to the show and she says, 'I just wanted to say a big thank you to Our Voice for organising this afternoon's Mr Marvel Zoom. Our son absolutely loved it, listening to him laugh and chuckle at Mr Marvel's antics was so lovely.'

Our Voice member Sandeep says, 'A huge thank you for brightening up our day by organising such a fantastic Zoom party.'



It was brilliant and we would definitely do it again. Our son never used to like entertainers at parties but today I have never seen him laugh so much! His sister joined in too, we thank you so much!'

Short films project

Following on from our survey and the videoconference, Our Voice worked with the Educational Psychology Service (EPS) and Child and Adolescent Mental Health Service (CAMHS) to provide additional support via a series of six short videos. Each one is 5-10 minutes long, as we know time is precious, and offers support to create a sense of safety, calm, connectedness, control and hope for children and how as parents and carers, we can look after ourselves. View them at <https://www.ourvoicenfield.org.uk/news/show/107>



Here for you

Our weekly updates continued to be sent to members throughout lockdown, sometimes more often when things developed rapidly, to make sure you had all the most important information regarding local and national developments relevant to our families.

Additionally, we pulled together masses of information and resources and posted them on our website so all you need is in one place. Information includes:

- ▶ Talking to your children about Coronavirus – simple, child-friendly guidance for explaining the situation to children or young people with learning difficulties. <https://www.ourvoicenfield.org.uk/news/show/93>
- ▶ Supporting your child at home - including links to different resources from fun activities and educational sites, covering educational songs to mindfulness and meditation. <https://www.ourvoicenfield.org.uk/news/show/92>
- ▶ Anxiety and wellbeing – resources to support mental health and wellbeing for parents, children and young people. <https://www.ourvoicenfield.org.uk/news/show/95>

Working with local services

Working with the Local Authority and Health including key figures from Education, SEN Services, JDSC, and EPS has enabled us to:

- ▶ Get up to date information on developments and plans which we could share with families
- ▶ Understand what was supposed to happen (e.g. parents getting regular weekly calls from schools) so we could identify gaps.
- ▶ Flag parents' issues and concerns to the

LA and help to shape support to meet needs.

We're involved in specific projects like the Enfield Thrives Together partnership and the Wellbeing for Education Return as well as our regular meetings with the LA and ongoing meetings like the SEND Partnership Board.

What's next?

We know that things are likely to continue to be challenging for everyone over the next months, and particularly so for the families of children with SEND. Clearly the situation is unpredictable, so we may need to change our plans for events at times. For up to date information visit <https://www.ourvoiceenfield.org.uk/events>

Christmas panto

We're hoping to organise our usual subsidised pantomime trip for Our Voice members, subject to Government guidelines at the time. The relaxed performance of Puss in Boots, at the Millfield Theatre on Tuesday 29th December at 1.30pm, is suitable for those with an Autistic Spectrum Condition, or Communication Disorder and other disabilities. Booking is for members only via our mailing list – so make sure you're signed up!



Join Our Voice

Members of our mailing list get weekly updates with information useful for families supporting children and young people with SEND. You'll get

- ▶ Updates on changes to services from the Local Authority and Health.
- ▶ Opportunities to have your say on changes that affect SEND services locally and nationally.
- ▶ Early booking for events including our Parents Conference and parties before they are open to others.
- ▶ Our Voice trips (whenever available) as part of a supportive group and at discounted prices.

To join go to our website [ourvoiceenfield.org.uk/contact_us](https://www.ourvoiceenfield.org.uk/contact_us) email: info@ourvoiceenfield.org.uk or call 07516 662315.

Parents' conference

One of the most important dates in the Our Voice calendar, our Parents' Conference is our biggest opportunity to give parents and carers a chance to speak directly to the Heads of SEND Services in Enfield. The conference will take place in Spring 2021 and will be a virtual event. Running online across several days, we plan to include panel sessions, interesting workshops tailored to different age groups as well as organising one-to-one slots with professionals. More information to follow - join our mailing list to be kept up to date on our plans or visit the Our Voice events page



Pictures taken pre Covid at 2019 Parents Conference



NEWS FROM THE JOINT SERVICE FOR DISABLED CHILDREN



Sue Roberts, Head of the Joint Service for Disabled Children updates us on what's been happening in the borough.

These have been extraordinary times and we want to acknowledge how challenging the past few months have been. We understand that school closures and disruption to short break services have impacted significantly for disabled children and their families. While we tried to ensure that families in receipt of short breaks were offered some level of support, we know that for families who aren't eligible for specialist support, the limited opportunities for their children to access community activities was a huge challenge. We continue to meet with Parent/Carer forum representatives and

colleagues from education, health and social care in Enfield and across London to share good practice and consider how we can continue to develop services and support in Enfield.

All the staff in the JSDC have responded creatively and professionally to the challenges we faced in continuing to support families. Thanks to the Our Voice team for their work ensuring that parents were provided with information and a much-needed space to share experiences. It's vital we hear the views and experiences of parents and carers.

Social work update

Matt Gratton and the social work team have seen first-hand how resilient families can be in the most challenging of circumstances. 'I'm immensely proud of the work done during the pandemic and the commitment the team has shown to disabled children and their families in Enfield.

We've continued to undertake our statutory responsibilities to children where there are safeguarding concerns,

children looked after and families where there are complex/multiple needs.'

The social work team continues to:

- Undertake assessments, reviews and wherever safe and appropriate, undertake face to face statutory visits and direct work with children and young people and their families
- Attend multi agency meetings to ensure complex cases are reviewed and appropriate support from agencies is in place to minimise the risk of family breakdown
- Work with schools ensuring that, where possible and safe to do so, children return to school
- Have daily panels to consider requests for additional support and ensure there was a timely and equitable process in place to respond to parents
- We increased the capacity of our duty service to ensure that parent's queries were addressed and appropriate referrals made for support

Short breaks

Clare Redrupp - Specialist Short Breaks & Family Support Manager updates us on the last 6 months

Many of our short breaks providers either weren't operating over the summer holidays or had reduced capacity so weren't able to offer children the number of sessions they

had previously attended. Both seriously impacted children in receipt of Short Breaks.

Some families were shielding and other parents had concerns about vulnerable children attending group activities, so a one-off short break grant to buy equipment to support their child's play, leisure, entertainment and wellbeing or to fund activities was offered to

these families in place of playscheme sessions they usually attended. Forty four families took up the offer in place of their usual playscheme service.

The increased flexibility in terms of how the short break grant could be used was also made available to families already in receipt of a short break grant for activities or services.

In addition, 3,429 additional hours of direct payments have been funded and 3,389 additional hours of agency home care agreed.

Many thanks to VIPS, ALWA and West Lea playschemes for continuing this summer, these services are greatly valued by children, young people and their families.

We are contacting parents to gather their experiences of the support received to see what worked well, what we could do differently and if there are changes we can make to the way that we deliver services in the future. Please email your comments to: cheviots@enfield.gov.uk

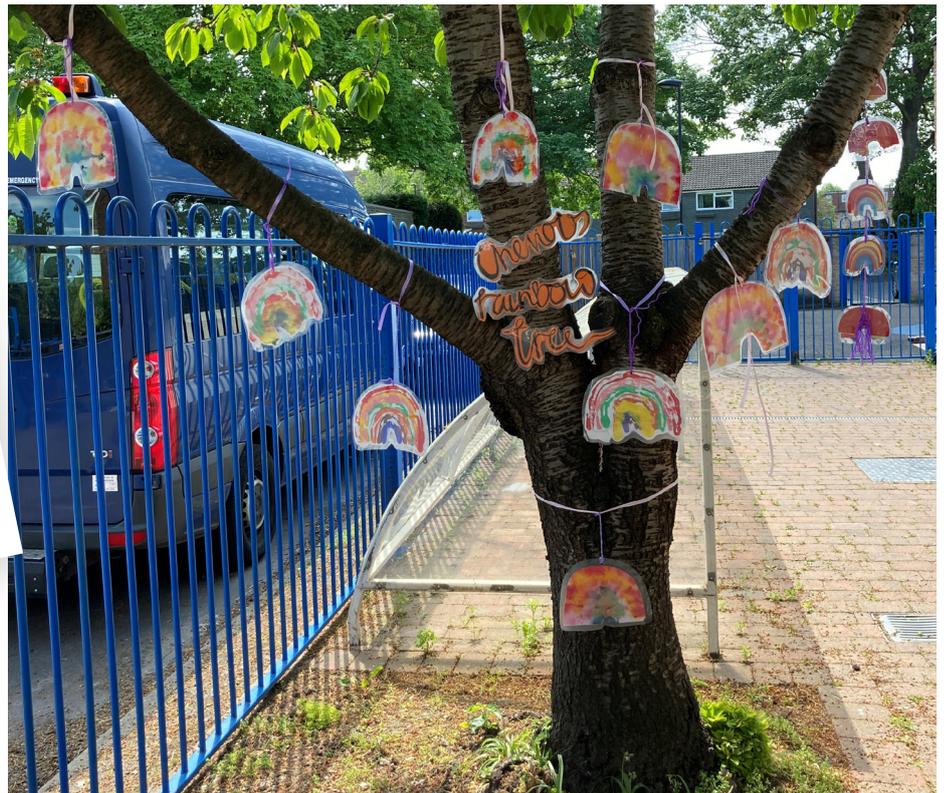


Cheviots Family Support Service



Cheviots Childrens Centre continued to provide support to children and their families throughout lockdown and during the summer holidays. We continued our after school clubs, weekend groups and holiday play schemes, with reduced numbers to promote social distancing, to support our most vulnerable children.

At Easter we provided over 170 play scheme sessions thanks to a fantastic team of staff. Our summer play scheme opened for six weeks and provided over 500 sessions to



approximately 50 children, operating on Sundays and Bank Holidays to maximise the sessions available.

The children and young people had fun on the bouncy castle, using our specialist bikes and doing water play on sunny days. They also enjoyed baking (and eating) cakes, arts and crafts, soft play and chilling out in the sensory room. Those who haven't

accessed Cheviots' services have been offered alternative support, including increased direct payments and grants that can be used to purchase toys and equipment, or pay for activities.

During the initial lockdown period Cheviots supported eight children and young people who were unable to access school. This support included sessions here and in the community.

Early Intervention Support

Team Manager Miriam McDonagh updates us on EISS, incorporating Early Support and Pre-school Support Teams

When lockdown began, our priority was to continue to deliver our core service and support families on our caseload with emergency practical needs such as food shopping, prescription collections, advice and signposting to other services, such as debt and furlough schemes as well as a continuation of family support work already agreed with families including benefits applications and housing issues and the continuation of educational work such as EHCP statutory work, referrals and transition planning

into school.

- Regular newsletters were sent from the service, giving families information on topics ranging from Covid-19 specific support to Makaton programmes and home activities.
- We supported families who sadly had bereavements of close relatives during lockdown. Families of children in hospital were supported, often daily, and the team worked with multi-disciplinary medical staff to support planning for Covid-19 compliant discharge.
- Scheduled educational work continued remotely and statutory work in relation to EHCP needs assessment was completed on target.

Transition planning was undertaken virtually for children starting nursery in September 2020.

- We've worked in close partnership with Housing to prevent illegal eviction and homelessness during lockdown and to facilitate safe hospital discharge in to appropriate housing
- All new referrals to EISS have continued to be accepted and allocated as usual
- Our weekly multi-disciplinary complex needs group, 'Playing and Moving' was delivered live online. Families attending the group logged on and participated in the early learning and physiotherapy activities with their child from home.

Challenging behaviour

'Personally, I've been happy to be involved in some of the webinars organised by Our Voice over the last few months, including those relating to Short Breaks and Positive Behaviour Support' says Clare Redrupp, Specialist



Short Breaks & Family Support Manager. 'We recognise that lockdown and other restrictions and requirements associated with Covid-19 have led to an increase in behaviours of concern for some children and young people, and these have brought additional

challenges for families. Our team of Positive Behaviour Support Coaches and Practitioners can help parents who want support managing these challenges'. To speak to a member of the team, please email: cheviotsshortbreaks@enfield.gov.uk

Transition planning

When a young person moves from childhood to adulthood this is known as transition. In Enfield transition for young people with a learning disability is known as Moving On. Sarah McLean, SEND Project Manager, updates us.

Transition and preparing for adulthood can be a worrying time for parents and young people. Be prepared for the change by being aware of and understanding the options available to your young person for going to college, getting a job,



moving into their own place and enjoying activities as a young adult in their local community. Start thinking about transition from Year 9 (age 14) to give you time to work with your young person and help them decide what they want to do.

Moving On events

We support families in Enfield through a programme of Moving On Events that provide information and opportunity to speak to professionals about concerns you might have.



Our last face to face event was our annual event held in March. A variety of providers and services set up stalls to provide information. Parents and carers could talk to day care providers, colleges, voluntary and community sector organisations, find out about supported living and employment options.

Our theme for this event was health and well-being and there were presentations

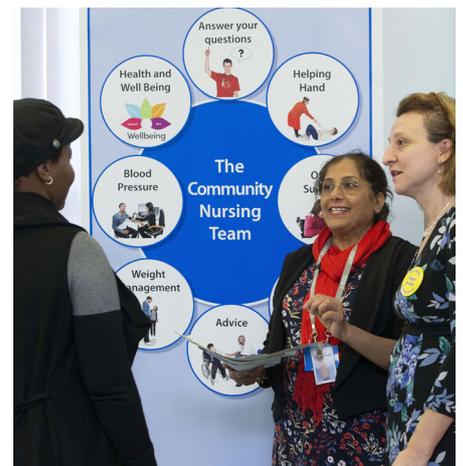
about the Nutrition and Exercise Project, Travel Training, Annual GP Health Check, Hospital Passports and Acute Liaison Nurses. Parents could find out about Mindfulness and how it can help to keep you mentally well.

Finally, there was a fantastic performance from young people at Durants School, demonstrating how social activities are so important to health and well-being.

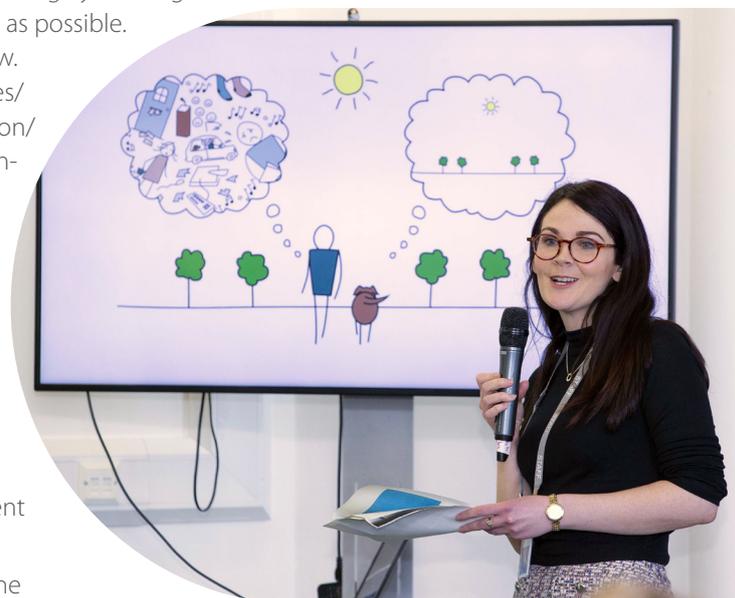
This year, because of Covid, we are delivering the 2020/21 Moving On events online. Running from October to May, they cover a wide range of subjects from understanding benefits and personal budgets to getting a home or getting a job. We encourage you to sign up to as many events as possible.

Click here <https://new.enfield.gov.uk/services/children-and-education/local-offer/moving-on-events-information-booklet-20-21-local-offer.pdf> for dates and more information about Moving On events. Please email sarah.mclean@enfield.gov.uk and joining instructions will be sent to you.

Local parent/carer Jane



Richards can offer one-to-one support. She's been through transition with





Suzy Francis, Principal Educational Psychologist / Strategic Lead for Emotional Wellbeing & Mental Health updates us on the team's work

Collaborative working

Thank you to Our Voice colleagues for organising the videoconference event in May for parents and carers (read about this on page 3). The panel who collectively responded to the questions on the day included Dr Emma Gore-Langton (Senior Educational Psychologist for SEMH, EPS), Clare Redrupp (Manager of Short Breaks and Family Support, Joint Service for Disabled Children), Stephen Chatterjee (Behaviour Lead, PBS Coach, Durants), Dr Chantell Douglas (Clinical Psychologist, NHS Mental Health Support Teams, CAMHS).

I found it useful working with Jackie Pummell from Our Voice to develop the 'Biggest Worries' Survey (more about this on page 2). Your responses led to Our Voice, the EPS and the Mental Health Support Teams working together to develop six short films (more about their content on page 4) to provide guidance on the issues you raised.

Responding to the emotional impact

In August the government announced the 'Wellbeing for Education Return' grant to boost pupil and teacher wellbeing in schools and colleges. The Enfield offer has three main elements:

- Professional Learning for school staff on Promoting Resilience and Recovery with School Communities by providing practical

Return to school

Going back to school amid the pandemic was uncharted territory and unsettling for some.

Our psychologists and therapists are pleased to be visiting schools, settings and homes again to meet with and/or observe children and young people. However, where we can, we will work with adults (parents/carers, school staff

Enfield Thrives Together

The EPS developed a responsive offer aimed at promoting Community Wellbeing, temporarily funded by Enfield Schools. Five key trauma intervention principles: safety, calm, connectedness, control and hope have guided how we provided the support throughout the summer term linked to the Enfield Thrives Together initiative.

The Enfield Thrives Together partnership started at the beginning of the pandemic. Four professionals across Enfield Council and the NHS, an Our Voice representative and a Deputy Head from an Enfield School met to hear how school and parent communities were coping and plan support that would be helpful. It was a valuable meeting which we all agreed should continue. It now has a membership of over 60 partners. Throughout the Summer term the

Supporting schools

Enfield's Educational Psychology Service (EPS) and Schools Emotional Wellbeing Service (SEWS) swiftly altered its delivery approach as the country went into lockdown and our teams went virtual.

Aware of the challenges that families were experiencing, our aim was for children and young people, their families

tools and techniques to support the emotional needs of children, young people and their families as the pandemic continues

- Continuation of EPS telephone support for Parents/Carers. Calls can be booked 10am to 9pm, Monday to Friday. Fill in form here or call 020 8379 2000 to request a phone call
- Group support for school staff facilitated by an Educational Psychologist to provide a space to reflect, share and problem solve ongoing challenges

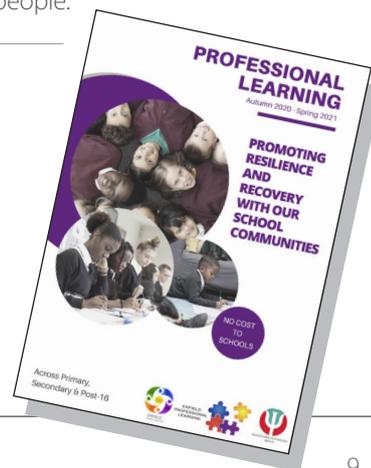
and professionals) virtually. Remote working has its limitations, however lessening the risks where we can, is vital. By having remote working practices established we can work with our school communities without disruption through any individual school closure, bubbles going into isolation, local lockdown or if a member of our staff needs to self-isolate but can work.

network met fortnightly on MS Teams to provide a regular and supportive meeting which had several aims:

- To ensure there was a sense of connectedness across Enfield partner services. Individual services presented their usual and adapted offer at the meeting. This widened the network's understanding of the support available for children and young people's emotional wellbeing and mental health.
- National and locally developed information and resources were shared.
- The network was connected to Pan London webinar events and any national initiatives.

Over the course of the pandemic many services presented at the Enfield Thrives Together network meeting and following feedback from the group it continues to meet on a monthly basis.

and educational staff to be provided with a psychological service despite the restrictions imposed. Staying in close communication with schools and with Our Voice Parent Carer Forum enabled us to hear about the challenges so that we could respond to the emerging needs. Over the summer term the EPS & SEWS team supported over 500 children and young people.



New roles in SEN

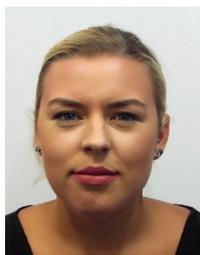
Barbara Thurogood is now the Head of SEN in Enfield. She's worked in education for over 30 years with 12 years of that time teaching and training young people to fulfil their life chances and have the best life available to them.



'I have postgraduate qualifications in Mental Health and Intercultural Therapy and this has led me to listen to the narrative of the person and how they're experiencing the world they live in. It's then possible to shape services and systems to meet

the needs of parents, families and partnerships,' says Barbara.

The new SEN Manager, Stephanie Baiardo, previously worked as SEN leader in Camden. 'Both Steph and I want the service to be outstanding and to support the life-chances of children and young people to enable them to reach their full potential. Together we are working to build on the recent developments in the service and so far we have developed:



- An action plan to improve services
- Staff training on the SEN legislation

- Staff training on customer services
- Developing a quality assurance process
- EHCP evaluation process for parents so that we can get feedback from children, young people and their families' experiences of the EHCP process.
- Improving the quantification and specification in plans

I'm keen to work in partnership with families and agencies in supporting service development. We will be recruiting an apprentice and their role will be to capture the voice of children and young people. We look forward to working with Enfield families and hearing your feedback about the SEN Service'.

Flu immunisation

For most flu is just an inconvenience but for those with underlying health conditions amid the Covid-19 pandemic it can lead to serious illness, hospital admission and worse.

The NHS is ramping up its flu vaccination programme to include all school children in year 7, children over 6 months with a long-term health condition have always been eligible. Those on the shielded patient list and

members of their household will be eligible for a free jab, as will the main carer of a disabled person. This year it's more important than ever to take up immunisation.

Last month, Healthwatch Enfield hosted an informative online flu Q&A session with residents, local GPs, Health Commissioners, Public Health Enfield and Age UK Enfield to answer your questions and concerns about the flu jab. The most common questions asked were how to get the flu jab and

how the flu jab will be given safely during the Coronavirus outbreak. We're advised that those who can get a free flu jab will be contacted by their GP, or will hear through their child's school. Catch up with the online Q&A session here <https://www.healthwatchenfield.co.uk/advice-and-information/2020-09-22/catch-up-on-our-flu-event>



ILDS update

Vicky Main became head of The Enfield Integrated Learning Disabilities Service (ILDS), a specialist integrated health and social care service for adults with learning disabilities and their Carers, in October 2019.



'I started my working life in Enfield in 2001 working within the Learning Disabilities Team for around five years, (with 10 years in Profound and Multiple Learning Disabilities prior to that) so

I'm familiar with a few faces and names around the Borough. I'm passionate about equality and opportunity and I'm proud to be leading a team who are driven by seeking the best outcomes for individuals'.

ILDS offers a varied range of specialist services including:

- Advice, information, guidance regarding the Transition process for young people in partnership with Cheviots, carers and schools
- STAY – a Psychological/Positive Behaviour Support service to young people under 18 with learning disabilities who are at risk of family breakdown and at risk of admission to hospital or out of borough

placement

- A one stop shop as well as a specialist consultation service to other health & social care professionals. We also have outpatient clinics and a number of drop-ins
- Medical, nursing, psychological, therapeutic (Occupational Therapy, Speech and Language Therapy, Art Therapy), employment and social care services
- GP Learning Disabilities Annual Health Checks – people with learning disabilities should receive an annual health check from their GP, although there is a need to increase take up.

Contact

The Contact free phone helpline offers help and support to the families of disabled children. The confidential service can be contacted on **0808 808 3555** or at helpline@contact.org.uk.

The service is staffed by experienced advisers and is intended as a one-stop-shop for parents and family members.

For more information visit [contact.org.uk](https://www.contact.org.uk)

