

Dear Parent/Carers,

In this DSPL8 Parent/Carers Communication please find the following:

Course/Support	Booking Link/Website
Supporting Emotionally-based School Non-attendance: Parent Views	<a href="https://forms.office.com/Pages/ResponsePage.aspx?id=IYdfxj26UUOKBwhl5djkKGVfXqLX4tEqAhPCZu8bz1UQjNTRVU5NEUwQ0FZVEIYME9QSENrvkpTRi4u">https://forms.office.com/Pages/ResponsePage.aspx?id=IYdfxj26UUOKBwhl5djkKGVfXqLX4tEqAhPCZu8bz1UQjNTRVU5NEUwQ0FZVEIYME9QSENrvkpTRi4u</a>
SEND Surgeries – 25.11.2021: One slot available at 10:30am	<a href="http://www.dspl8.eventbrite.com">www.dspl8.eventbrite.com</a>

Please also view the Dacorum Parent/Carers Courses and Support PDF for local updates, which includes Half Term Activities. Both documents can now also be downloaded from our website, via the following link:

<http://www.dacorumspl.org.uk/online-resources-for-parents-and-carers-2/>

Stay safe and take care,

DSPL 8 Team – Carole Hassell, Ruth Mason & Ashley Fabray

Website - [www.dacorumspl.org.uk](http://www.dacorumspl.org.uk)

Email – [dspl@kls.herts.sch.uk](mailto:dspl@kls.herts.sch.uk)

Facebook - [www.facebook.com/dspldacorum](https://www.facebook.com/dspldacorum)

Instagram – [https://www.instagram.com/dspl\\_dacorum/](https://www.instagram.com/dspl_dacorum/)

## **Supporting Emotionally-based School Non-attendance: Parent Views**

Click the link to access more information, as well as an online questionnaire:

<https://forms.office.com/Pages/ResponsePage.aspx?id=IYdfxj26UUOKBwhl5djkKGVfXqLX4tEqAhPCZu8bz1UQjNTRVU5NEUwQ0FZVEIYME9QSENrvkpTRi4u>

### **Supporting Emotionally-based School Non-Attendance': Parents Views**



Hello! My name is Rachel and I am training to be an Educational Psychologist with the University of East Anglia.  
As part of my training, I am completing research into 'emotionally based school non-attendance', and how best to support parents of children experiencing this difficulty.

'Emotionally-based school non-attendance' (EBSNA) refers to a child or young person having difficulties going to school due to emotional reasons, such as anxiety, or stress. This can sometimes result in complete non-attendance, but can also present in many different ways. I am looking for parents of Primary-aged children who have **previously experienced** this difficulty, and have since demonstrated some progress to participate in my research. I will be exploring 'What worked' to support them to improve their attendance or engagement with education. It is hoped that this research will better inform how professionals work with and support parents experiencing EBSNA in the future.

If you have a child in Year 8 or below who:

- Has experienced difficulty in attending school within the past 3 years,
- Has severe emotional upset at the prospect of going to school,
- **Has demonstrated some progress** with their attendance since first experiencing these difficulties (however small)...


Then your views are important to this research! Please click the above link for more information and to take part.

For more information, please contact Rachel via [r.sawyer@uea.ac.uk](mailto:r.sawyer@uea.ac.uk).



## DSPL8 Parent/Carer Support Autumn 2021 Term

**SEND Surgery – 25.11.2021: One slot available at 10:30am**



**SEND Surgery Dates for 2021-22**

Thursday 25th November 2021  
 Thursday 27th January 2022  
 Thursday 24th March 2022  
 Thursday 19th May 2022  
 Thursday 7th July 2022

Dacorum Family Services North & East are offering a 30 minute session with our SEND School Family Workers to answer questions and to offer support and signposting for parents/carers of children with additional needs.

Topics for discussion:

- Strategies to help support your child at home with challenging behaviour
- EHCP queries
- Liaising with schools and other professionals
- Navigating the SEND world

To book, please go to [www.dspl8.eventbrite.com](https://www.dspl8.eventbrite.com) and choose a 30 minute session, providing details of the topic that you would like to cover.

**Dates are released termly on Eventbrite.**

The SEND Surgeries will be held with  
*Sam Leenders and Nicola Long, SEND School Family Workers*

Surgeries may be held either by phone or Zoom/Teams. We will be in touch once your session has been confirmed

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**Note:** At present these surgeries can only be offered to parents/carers of those children/young people who attend a DFS North & East Partnership School:

St Albert the Great, Adefield, Aldbury, Ashlens, Astley Cooper, Aycliffe Drive, Belwains, Brockwood, Chambersbury, Bishop Wood, Bridgewater, Broadfield, DESC, Dundale, Flimstead, Gaddesden Row, Goldfield, Great Gaddesden, Greenway, Grove Road, Hammond, Haywood Grove, Hobbs Hill Wood, Hobbetts Manor Infant, Hobbetts Manor Junior, Holtumers End Infants, Holtumers End Junior, Jupiter, Leverstock Green, Lime Walk, Longdean, Little Gaddesden, Long Marston, Maple Grove, Markyate, Potten End, Reddings, Roman Fields, St Bartholomews, St Mary's, St Thomas More, Swing Gate, The Thomas Coram, Tring, Tudor, Victoria, Westfield, Woodfield School, Yewtree

**Dates for the Spring term Parent/Carer Support will be advertised and open for booking after Half Term.**

## Local School Partnership's

## Student and Family Support Services

## Gade Schools Family Support and Kings Langley Partnership



As part of the Partnership of Dacorum Schools Gade and Kings Langley Schools Family Support are able to provide families with a range of support services.

- ❖ **Parent Support Services**—We have a team of Family Support workers who are available to work in school and with parents at home. Our support workers can work with families on any range of issues and will provide practical advice, guidance and support.
- ❖ **Pupil Support Services**—Our Partnership has Pupil Support workers who are available to work with children in school to support them with their behaviour, emotional wellbeing and how to overcome difficulties they may be facing. Our workers offer support groups in school or will work with children on a one to one basis at school. If you feel your child needs support, please contact your school directly to request this support.

**If you would like to register for our mailing list, or be removed, please email [dspl@kls.herts.sch.uk](mailto:dspl@kls.herts.sch.uk)**

## **DSPL8 Parent/Carers Communication Autumn Term 13.10.2021**

- ❖ **SEND Support**—Our Partnership has a specialist Family Support worker who works with families of children with SEND. We will support parents in school and with parents at home, will provide practical advice, guidance and support on all aspects of SEND. We offer SEND surgeries in our community offices and these can be booked by contacting your school and requesting support.
- ❖ **Parent Courses and Workshops** – We will regularly host a range of courses and workshops for families on a range of different themes including managing challenging behaviour, managing teens, transition to secondary school, developing confidence and self-esteem and a range of other themes.
- ❖ **Parent Surgeries** – As a Service we host a range of one to one advice surgeries on Housing Advice, Debt Management Advice, Autism Support and Advice, SEND Support and Advice. Various dates are available and are published on our web site [www.gadeschoolsfamilysupport.co.uk](http://www.gadeschoolsfamilysupport.co.uk)

**Schools can refer families to our Services however families can refer directly if they would like to speak with a member of staff directly and in confidence please contact the Partnership Office on 01442 278793.**

Our Service is only able to work with Parents who have children in one of our Partnership Schools. Schools in our Partnership are:

**Kings Langley Partnership:** Kings Langley Secondary, Kings Langley Primary, Sarratt Primary, St Pauls School, Chipperfield, Bovingdon Primary Academy, Nash Mills Primary, Bedmond Village Primary

**Gade Schools Family Support:** John F Kennedy, Hemel Hempstead School, The Cavendish School, Chaulden Infants and Junior Schools, Boxmoor Primary, St Roses Infants, Micklem Primary, Galley Hill Primary, South Hill Primary, George Street School, Gade Valley School, St Cuthbert Mayne, Two Waters Primary, Pixies Hill Primary, Heath Lane Nursery, The Collett School



**[www.gadeschoolsfamilysupport.co.uk](http://www.gadeschoolsfamilysupport.co.uk)**

**Partnership Office: 01442 278793**

## **Dacorum Family Services**

**DFS North & East Partnership Schools:** St Albert the Great, Adeyfield\*, Aldbury, Ashlyns, Astley Cooper, Aycliffe Drive\*, Belswains, Brockswood\*, Chambersbury, Bishop Wood, Bridgewater, Broadfield, DESC, Dundale, Flamstead, Gaddesden Row, Goldfield, Great Gaddesden, Greenway, Grove Road, Hammond, Haywood Grove, Hobbs Hill Wood, Hobletts Manor Infant, Hobletts Manor Junior, Holtsmere End Infants, Holtsmere End Junior, Jupiter, Leverstock Green, Lime Walk, Longdean\*, Little Gaddesden, Long Marston, Maple Grove\*, Markyate, Potten End, Reddings, Roman Fields, St Bartholomews, St Mary's, St Thomas More, Swing Gate, The Thomas Coram, Tring, Tudor, Victoria, Westfield, Woodfield School, Yewtree

**\*Signposting Service only**

**Dacorum Family Services**

A Free, Confidential  
Advice and Support Service  
for DFS North & East Schools'  
Families

**Dacorum Family Services North & East  
Supporting Communities in DFS Schools**

**Berkhamsted, Hemel Hempstead East, Link & Tring Family Services**

**ABOUT OUR SERVICE**

Dacorum Family Services offers a term time + service to parents and their children attending schools within the partnership. School Family Workers can assist parents to resolve their concerns by working in partnership with them and/or by finding the support they need and help them to get in touch with organisations with the specialist skills and knowledge to help.

One to One Family Support	Drop In Surgery Support	Group Work
Completing needs assessments from the families' perspective Creating an action plan of SMART actions for the family to work to In home working with families Supporting community appointments	Working with the school to provide a one stop shop for advice, guidance and support. Fortnightly surgeries at each school. Regular communication with School Single Point Of Contact (SPC)	Facilitating parental workshop presentations Offering a parental workshop presentation every half term Covering a range of parenting specific subjects Pupil group support programmes

**How does this help DFS Schools?**

✓ Families First Early Help continuum within social care provision, step up/down, referral, EHCP etc.	✓ Reduced work load for school staff	✓ Emotional and mental health parent and pupil programmes, supporting new government directives.
✓ Support from a team of experienced workers with identified specialisms.	✓ Supporting staff well-being	
	✓ In home support for families	✓ Supporting best practice and staff development, peer supervision sessions

**If you would like to register for our mailing list, or be removed, please email [dspl@kls.herts.sch.uk](mailto:dspl@kls.herts.sch.uk)**

*Flexible Support for*

**Your School Community**



**SEND Support Worker**  
Specialist support for higher need SEND families SEND Screening to support diagnosis assessment



**School Family Worker**  
A personal and confidential service that addresses any needs or concerns raised by the family



**Pupil Support Worker**  
Specialist support for pupils to address an identified concern highlighted by the school or family. Using one to one and group work time specific programmes.

**What do our Dacorum Family Services Users Say:**

**Families:**

- "Being listened to and put in touch with different courses that I can attend"
- Very helpful friendly service. Most helpful: home visits"
- Parents evening: DFS SFW was an excellent help. Understanding and compassionate but offering practical support"

**Schools:**

"DFS SFW was an excellent support to this family and without her caring attitude and determination we wouldn't have got so far with this family"


"DFS SFW was outstanding with regard to her involvement with this family and was part of the reason this family moved up to CP eventually. DFS certainly went "above and beyond" while working with this family including staying late one evening to support me as the Head teacher, as well as mum while we waited for social services and the police arrived."

"SFW was great at being an advocate for the family helping set meeting agendas and also working with the family to manage their expectations within the limits of the school system"

**The Team:**

Dacorum Family Services North & East  
c/o Hobbs Hill Wood Primary School  
Peascroft Rd, Hemel Hempstead,  
Herts,  
HP3 8ER  
Phone: 01442 401222 Ext 5  
Email:  
jan.nethercoat@hobbshillwood.herts.sch.uk  
[www.dacorumfamilyservices.org.uk](http://www.dacorumfamilyservices.org.uk)

Team Manager: Lyndsey Hooper  
SEND SFW: Nicola Long & Sam Leenders  
Pupil Support Workers: Natalie Beard & Claire Abercrombie  
School Family Worker: Chrissie Phillips  
School Family Worker: Katie Chamberlain  
School Family Worker: Lisa MacGovern  
School Family Worker: Lisa Williams  
School Family Worker: Sam Lindars  
School Family Worker: Shelley Bright



## **ISL SEND Duty Lines & SEND advice lines for Parents/Carers**

### **Statutory SEND Team (for queries about your EHCP)**

This academic year our SEND Duty lines will be available:

**8.45am - 5.30pm Monday - Thursday, and 8.45am - 5pm Fridays.**

**East Herts, Broxbourne Welwyn and Hatfield - 01992 588562**  
[easthertsbroxbourne.senteam@hertfordshire.gov.uk](mailto:easthertsbroxbourne.senteam@hertfordshire.gov.uk)

**North Herts and Stevenage - 01438 843758**  
[northhertsstevenage.senteam@hertfordshire.gov.uk](mailto:northhertsstevenage.senteam@hertfordshire.gov.uk)

**St Albans and Dacorum - 01442 453 300**  
[stadsendteam@hertfordshire.gov.uk](mailto:stadsendteam@hertfordshire.gov.uk)

**Watford, Three Rivers and Hertsmere - 01442 454012**  
[watfordthreerivers.senteam@hertfordshire.gov.uk](mailto:watfordthreerivers.senteam@hertfordshire.gov.uk)

Wherever possible, we will always try to answer your query there and then, but if this is not possible (or you wish to speak with a specific officer), we will be operating a call back consultation offer. This model will provide you with the opportunity to arrange with the call handler, a pre-booked "call back" with a named officer across a range of available slots each week.

### **Specialist advice lines**

**Educational psychology advice line**  
**01992 588 574 Wednesdays 2pm - 4.30pm**

If you would like to register for our mailing list, or be removed, please email [dspl@kls.herts.sch.uk](mailto:dspl@kls.herts.sch.uk)



**Specific Learning Difficulties (SpLD)**

**01442 453 920 (term time only) Mon and Thurs, 9.30am - 12pm**

**Speech, Language, Communication and autism Needs (SLCA)**

**01442 453 920 (term time only) Tues and Weds, 1.30pm - 4pm**

**Early years (0 - 5)**

**01442 453 920 (term time only) Weds 9am - 12pm and Thurs 1.30pm - 4pm**

**Physical and neurological impairment team (PNI)**

**01442 453 920 (term time only) Mondays, 1.30pm - 4pm**

**Education Support for Medical Absence (ESMA)**

**01442 454 802 (school hours, term time only)**

**esmaenquiries@hertfordshire.gov.uk**

**Children and young people's therapy services**

**(Advice from occupational therapists, physiotherapists and speech and language therapists)**

**01923 470680 – select Option 3 for the therapy service. Callers then choose to use the service Advice Line (select 1) or to speak to an administrator (select 2).**

**Or email [hct.cyptherapies1@nhs.net](mailto:hct.cyptherapies1@nhs.net).**

## **SUPPORT**



**Speech, Language, Communication and Autism - [stadac.islteam@hertfordshire.gov.uk](mailto:stadac.islteam@hertfordshire.gov.uk)**



**Educational Psychologists** - Use our advice line to speak to an educational psychologist or an advisory teacher if you need support. **Wednesday 2 - 4.30pm 01992 588 574**



**Autism Helpline** 10am – 3pm, Monday to Friday - **0808 800 4104** or via online contact form  
<https://www.autism.org.uk/enquiry>



**ADD-vance Helpdesk** is open from 9am to 1pm every weekday via [07716 744 662](tel:07716744662) or email to [herts@add-vance.org](mailto:herts@add-vance.org) Website - [www.add-vance.org](http://www.add-vance.org) Facebook – [www.add-vance.org/parents/](http://www.add-vance.org/parents/)



**Hertfordshire Local Offer** The Local offer lets parents and young people know what special education needs and disabilities services are available in Hertfordshire and who can access them.

<https://www.hertfordshire.gov.uk/microsites/Local-Offer/The-Hertfordshire-Local-Offer.aspx>



**Herts Help** a network of community organisations in Hertfordshire working together. We're here to listen and help you find independent support, guidance and information you need to get the most out of life.

Call us on **0300 123 4044** or email [info@hertshelp.net](mailto:info@hertshelp.net)



**Kids Hub** support and information to families with children and young people with SEND. We are still open and offer support and advice to families over the phone and emails and our SEN Toy and Equipment is still available to parents. If you would like to get in contact with us please call on 01992 504013/ 01923 676549 or email us at [hub.herts@kids.org.uk](mailto:hub.herts@kids.org.uk)



**Hertfordshire SENDIASS** is an impartial Special Educational Needs and Disability Information, Advice and Support Service (SENDIASS). Contact SENDIASS on: [sendiass@hertfordshire.gov.uk](mailto:sendiass@hertfordshire.gov.uk) or 01992 555 847



**Hertfordshire Additional Needs Database (HAND)** voluntary register of disabled children and young people aged 0-25. By joining the register, you can get discounts at places around the county (and beyond). Contact via: <https://www.hertfordshire.gov.uk/microsites/local-offer/courses-and-activities-in-hertfordshire/hertfordshire-additional-needs-database.aspx> or email [hand@hertfordshire.gov.uk](mailto:hand@hertfordshire.gov.uk)



**Families First** Hertfordshire for services that work together to support families who need extra help. These are also known as early help services.

<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx>



**Benefit entitlement** - If you care for a child or young person with a disability or if you have a disability yourself, you may be able to claim a range of benefits including Disability Living Allowance and Carers Allowance. For more information on available benefits and entitlement go to: <https://www.carersuk.org/help-and-advice/financial-support>



**Carers in Hertfordshire** provides advice, information and support to unpaid carers.

Website - [www.carersinherts.org.uk](http://www.carersinherts.org.uk) Telephone – 01992 586969 (9am-5:30pm Mon-Thurs & 9am-4:30pm Fri)



**Hertfordshire Mind** - If you are experiencing a mental health crisis and would like someone to talk to, you can call our **Crisis Helpline**. Available to provide emotional support 24 hours a day, every day of the week. To contact the helpline please call us on **01923 256391**.



**Hertfordshire Wellbeing Service** offers free, confidential talking therapy and practical support for people 16+ experiencing a wide range of common emotional difficulties such as, anxiety, worry, low mood, depression and stress. <http://talkwellbeing.co.uk/>



**Healthy Young Minds in Herts** - Wellbeing advice and tools for young people, parents and carers. <https://www.healthyyoungmindsinherts.org.uk/>



**Just Talk Herts** – Mental Health support and advice for young people. [www.justtalkherts.org](http://www.justtalkherts.org)



**Family Lives** – Parenting and Family support Helpline 0808 800 2222



**Foodbanks** - <https://dacorum.foodbank.org.uk/get-help/>

**DSPL8 Parent/Carers Communication**  
**Autumn Term 13.10.2021**



**Health Coronavirus** - <https://publichealthmatters.blog.gov.uk/2020/01/23/wuhan-novel-coronavirus-what-you-need-to-know/>

**Self-Isolating Guidance** - <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

**Domestic Abuse Help** - [www.gov.uk/guidance/domestic-abuse-how-to-get-help](http://www.gov.uk/guidance/domestic-abuse-how-to-get-help)



**Hertfordshire County Council Children's Services** - 0300 123 4043



**Samaritans** - 116 123



**ChildLine** - 0800 1111



**Herts Parent Carer Involvement HPCI** – Independent parent carer led organisation which aims to improve services for children and young people who have SEND – 07840 360 245 <https://www.hertsparentcarers.org.uk/>