

Services and Resources for children and families with special educational needs and disabilities

To support children and families with additional needs, Hertfordshire has created a [coronavirus updates webpage](#) to keep families of children and young people informed with the latest messages from special educational needs and disabilities services relating to coronavirus. The webpage is also easy to find from our [Local Offer homepage too](#).
(<https://www.hertfordshire.gov.uk/microsites/local-offer/the-hertfordshire-local-offer.aspx>)

Services and Resources for children and families with communication and autism needs

To support children with **communication and autism needs** and their families, the Specialist Advisory Teachers will be extending the hours of our telephone advice line from Monday 23rd March until the schools reopen. It will be open **daily between 10am and 2pm (term time)** to provide advice and guidance for parents and carers. If you wish to speak to a Specialist Advisory Teacher please call **01442 453920** during these times.

Mental Health & Emotional Wellbeing Services and Resources

For urgent mental health help or if you need to urgently speak to someone call our **Single Point of Access (SPA) Tel: 0300 777 0707** from 8am - 7pm.

Email: hpft.spa@nhs.net

Alternatively, call our Out of Hours Helpline Tel: 01438 843322. This service is available to our existing service users and carers, for advice and support outside office hours from 5pm-9am on weekdays and around the clock at weekends and on Bank Holidays.



**World Health
Organization**

We are including a link for a video which has been created by the World Health Organisation (WHO). This video talks about COVID-19 and mental health. In particular from timestamp 10.56 minutes the video provides advice for parents as to how to support conversations with their child about the virus: <https://youtu.be/zDx1LKkk5c4>

Available anytime (24/7)

ChildLine – call 0800 1111

Talk to a counsellor for free anytime by calling 0800 1111.
You can also log in for 1-2-1 chat or email (www.childline.org.uk/get-support)



YoungMinds Crisis Messenger – Text “YM” to 85258

A free crisis messenger service support across the UK. If you are experiencing a mental health crisis and need support, you can text YM to 85258.



Samaritans – call 116 123

Talk to a trained volunteer anytime for free non-judgemental support.



NHS Direct

NHS Direct can help if you have an urgent medical problem and you're not sure what to do.

Further websites and helplines

Families First Portal supporting all Hertfordshire families
<https://www.hertfordshire.gov.uk/microsites/families-first/families-first.aspx>



Hertfordshire County Council directory of services for families living in Hertfordshire: <https://directory.hertfordshire.gov.uk/Categories/29>



<http://www.annafreud.org/coronavirus>

The Anna Freud National Centre for Children and Families is a children's mental health charity. The above link provides information and advice for children and young people, parents/carers and schools and colleges.

