



Coronavirus Family Guide

Information
Sheet No.6

Helping you to navigate challenging times

Helpline Support



SNAP

The SNAP phone and email Helpline will continue to provide that essential listening ear for parents and carers for both registered and new families.

Telephone: 01277 211300

Email: familyteam@snapcharity.org

Website: www.snapcharity.org

National Disability Helplines

Contact

Support to families who have children and young people with any disability. They can provide online, printed and helpline advice on education, benefits and finances, childcare, social care, medical information and more.

Telephone: **0808 808 3555**

Email: info@contact.org.uk

Website: <https://contact.org.uk/advice-and-support/>

Mencap

The Mencap Learning Disability Helpline is a free helpline service offering advice and support for people with a learning disability, and their families and carers.

Telephone: **0808 808 1111**

Email: helpline@mencap.org.uk

Website: <https://www.mencap.org.uk/mencapdirect>

Scope

SCOPE provides free, independent and impartial

information and support whether you, your child or those you work with have a physical impairment, learning disability or any other condition.

Telephone: **0808 800 3333**

Email: helpline@scope.org.uk

Website: <https://www.scope.org.uk/advice-and-support/>

Cerebra

Cerebra's Freephone helpline is for parents who have a child or young person with a brain condition. This includes (but is not limited to) autism, ADHD, Down's syndrome, learning disabilities, cerebral palsy, epilepsy and developmental delay.

Telephone: **0800 328 1158**

Email: enquiries@cerebra.org.uk

Website: <https://cerebra.org.uk/get-advice-support/>

Sense

Provide support for every person living with complex disabilities that can make it a challenge to communicate, access information and take part in life, including those who are deaf/blind.

Telephone: **0300 330 9256**

Special Needs And Parents Ltd www.snapcharity.org

Registered Charity No. 1077787 • A Company Limited by Guarantee in England and Wales No. 03805837

Registered Office: The SNAP Centre • Pastoral Way • Warley • Brentwood • Essex • CM14 5WF



Email: info@sense.org.uk

Website: <https://www.sense.org.uk/contact/contact-information-and-advice/>

National Autistic Society

The NAS Autism Helpline provides confidential expert advice and support on autism, for autistic people, their families and friends.

Telephone: **0808 800 4104**

Email: autismhelpline@nas.org.uk

Website: <https://www.autism.org.uk/>

Attention Deficit Disorder Information and Support Service

ADDISS provide people-friendly information and resources about Attention Deficit Hyperactivity Disorder to anyone who needs assistance.

Telephone: **020 8952 2800**

Email: info@addiss.co.uk

Website: <http://www.addiss.co.uk/>

Muscular Dystrophy UK

Muscular Dystrophy UK provide information and emotional support to individuals with muscle-wasting conditions and their family and/or carers.

Telephone: **0800 652 6352**

Email: info@muscular dystrophyuk.org

Website: <https://www.muscular dystrophyuk.org/>

Unique

Unique's helpline can try to answer your questions about specific rare chromosome disorders and some autosomal dominant single gene disorders that are associated with intellectual disability/developmental delay/medical issues/behavioural issues.

Telephone: **01883 723 356**

Email: info@rarechromo.org

Website: <https://www.rarechromo.org/>

General Parenting Helplines

Family Lives

Family Lives' free confidential helpline can provide information, advice, guidance and support on any aspect of parenting and family life.

Telephone: **0808 800 2222**

Email: askus@familylives.org.uk

Website: <https://www.familylives.org.uk/advice/>

Gingerbread

Gingerbread provide information, advice and support specifically for single parents.

Telephone: **0808 802 0925**

Website: <https://www.gingerbread.org.uk/information/>



Education, Health and Care Plans

Contacts below can provide information and advice specific to your area on matters relating to Special Educational Needs support, including Education, Health and Care Plans.

Families InFocus Essex

For families living Essex, excluding Thurrock and Southend

Telephone: **01245 353575**

Email: helpline@familiesinfocusessex.org.uk

Website: <https://www.familiesinfocusessex.org.uk/>

Essex SENDIASS

Telephone: **0333 013 8913**

Email: send.iass@essex.gov.uk

Website: <http://www.essexlocaloffer.org.uk/listing/send-information-advice-and-support-service/>

Parent Advisory Team Thurrock SENDIASS

Telephone: **01375 389894**

Email: info@patt.org.uk

Website: <http://www.patt.org.uk/>



Southend SENDIASS

Telephone: **01702 215499**

Email: iass@southend.gov.uk

Website: <http://www.sendiasssouthend.co.uk/>

Havering SENDIASS

Telephone: **01708 433 885**

Online Contact Form: <https://www.surveymonkey.co.uk/r/SEND-IASS>

Website: <https://familyserviceshub.havering.gov.uk/kb5/havering/directory/advice.page?id=bJl7xinYnS8>

Department for Education Coronavirus Helpline

Telephone: **0800 046 8687**

Email: dfc.coronavirushelpline@education.gov.uk

Independent Provider of Special Education Advice (IPSEA)

Advice calls must be booked via their website:

<https://www.ipsea.org.uk/>

Benefits, Work, Money and Housing

Families InFocus Essex

For families living Essex, excluding Thurrock and Southend. Families inFocus Essex can support with DLA and PIP applications.

Telephone: **01245 353575**

Email: helpline@familiesinfocusessex.org.uk

Website: <https://www.familiesinfocusessex.org.uk/>

DIAL South Essex

DIAL South Essex can support with DLA, PIP, ESA, UC50 or Attendance Allowance forms.

Telephone: **0333 366 1045**

Email: enquiries@dialsouthessex.co.uk

Website: <https://dialsouthessex.co.uk/>

Citizens Advice

All local branches are currently closed but Citizens Advice can be contacted on their national helpline for advice on a range of money related matters, family and housing information or information on your rights.

Telephone: **03444 111 444**

Universal Credit - Help to Claim Phone Line: **0800 144 8 444**

Website: <https://www.citizensadvice.org.uk/>

Peabody Essex Outreach

Peabody Essex Outreach can provide short term support to people living within the Essex area who are experiencing a range of problems that are impacting their health, financial and housing wellbeing.

Telephone: **0800 28 888 83**

Email: efsc-ordinator@peabody.org.uk

Website: <https://www.peabodycareandsupport.org.uk/essex-outreach-support/>

Mental Health and Well-Being Helplines

Young Minds

Young Minds' Parent Helpline can help answer questions about a child's behaviour, emotional wellbeing, or mental health condition.

Telephone: **0808 802 5544**

Online Contact Form: <https://youngminds.org.uk/contact-us/parents-helpline-enquiries/>

Website: <https://youngminds.org.uk/>

Mind

Mind's Infoline provides an information and signposting service around any mental health problems, accessing local support, treatment options and advocacy services.

Telephone: **0300 123 3393**

Text: **86463**

Email: info@mind.org.uk

Website: <https://www.mind.org.uk/information-support/>

The Samaritans

It is ok to not be ok, and many people will be struggling at this very stressful time. The Samaritans are there 24 hours a day, 365 days a year to listen to people whatever they are going through. They can provide a listening ear no matter the problem, you don't need to be at breaking point to call them. You can also speak to them if you are concerned about someone else.

Telephone: **116 123**

Email: jo@samaritans.org

Website: <https://www.samaritans.org/>