



Berkshire Healthcare
NHS Foundation Trust

Children and Young People's Integrated Therapies
Berkshire Healthcare Foundation Trust
Erleigh House
University of Reading
Whiteknights Road
RG6 6BZ
03/11/25

Dear Head Teacher and SENCO

Re: Launch of the CYPIT Enquiries, Advice and Support Line and Consent for Contact

We are pleased to let you know that over the next academic year, we will be launching the CYPIT **Enquiries, Advice and Support Line**. This will be the initial point of access for CYPIT Speech and Language, Physiotherapy, and Occupational Therapy services. This phone line will enable parents, carers, education staff, and other professionals to access timely, specialist advice from clinicians without the need for a formal referral.

The Occupational Therapy and Physiotherapy Enquiries, Advice and Support Line will launch on 4th November 2025. Please see the attached briefing for more information.

We anticipate that the School Age Speech and Language Therapy Enquiries, Advice and Support Line will become available from January 2026, building on the success of the ongoing Early Years Speech and Language Therapy Enquiries Line.

The Enquiries, Advice and Support Line will provide school staff with the opportunity to:

- Discuss a child or young person's individual needs with a clinician
- Receive practical strategies, advice, and recommendations that can be implemented within school.

This service is intended to give schools timely access to specialist guidance, enabling staff to feel more confident in planning and delivering the next steps to support a child or young person.

As part of this process, it is essential that **parental/carers consent is obtained** before schools contact CYPIT regarding an individual child or young person. This ensures that families are fully involved, understand the reasons for seeking advice, and agree to the sharing of information.

Please ensure that:

- Parents/carers are informed of the school's concerns before CYPIT is contacted.
- Written consent to contact CYPIT via the **Enquiries, Advice and Support Line** is obtained from parents/carers.
- A copy of the signed consent form is retained by the school and shared with CYPIT if requested (attached suggested consent form)
- School staff are able to share up to date parent/carers contact information

When school staff contact CYPIT via the **Enquiries, Advice and Support Line** clinical staff will ask whether:

- Written, signed consent has been obtained and stored by the school
- Parents/carers are aware of the school's intention to contact the **Enquiries, Advice and Support Line** and recent verbal consent has been gained to do so.

Thank you for supporting us in launching this new service and for helping to ensure families remain at the centre of decisions about their child or young person's care and support.

If you have any questions about the Enquiries, Advice and Support Line, please contact Gemma.West@berkshire.nhs.uk.

Yours sincerely,



Rebecca Girnary

Head of Service – All Age Neurodiversity and CYPIT



 www.berkshirehealthcare.nhs.uk



We will be polite and kind and we expect you to treat our staff in the same way. We will take action against anyone who is verbally, racially, physically or sexually abusive, including stopping access to our services.