

SENDIASS news, events and information items – 15/5/26

News and information items

1. Important notice about our helpline.



To make sure we can continue providing a high-quality service to families, we will be pausing our helpline and email enquiries for a short period.

From Tuesday 26th to Friday 29th May, we are not taking new enquiries.

This will give our **reduced team** essential time to **respond to families already waiting**.

Our website remains available with information, guidance and resources that may answer your questions.

We are very sorry for the inconvenience this will cause.

Taking a pause is the best way to make sure we can support families effectively and avoid longer term delays.

2. Current response times.

We are working at reduced capacity and experiencing a high volume of enquiries.

It's currently taking us at least 10 working days to respond.

If you have already been in touch, please don't worry if you haven't heard back yet.

We will reply as soon as possible.

We are working hard to catch up.

Thank you for your patience.



We are working at reduced capacity and experiencing a high volume of enquiries.
It's currently taking us at least 10 working days to respond.

If you have already been in touch, please don't worry if you haven't heard back yet. We will reply as soon as possible.

We are working hard to catch up.

Thank you for your patience.

3. Exam season is underway



Exam season is underway...

This can be a stressful time for many children, young people and their parents.

There is a range of resources, advice and guidance which may help your family.

Links to information in the post.

Special Educational Needs and Disability Information, Advice & Support Service
sendiass

Exam season is a stressful time for many young people and their families. The following information and resources may help you –

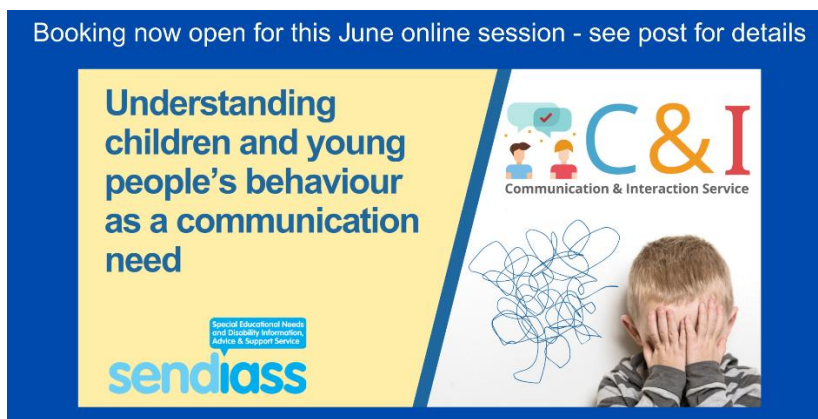
- [Planning for Exams - The Source](#) – Suffolk Source web advice.
- [Suffolk's The Mix revision tips](#)
- [Revision: Top revision tips – BBC Bitesize](#) - tips and quizzes
- [Coping with exam stress | The Mix](#)
- [Exam Stress | How To Deal with Exam Stress | YoungMinds](#)
- [NHS Help your child beat exam stress](#)
- [Anna Freud: How to identify the signs of academic stress, and ways to help](#)
- [Exam stress | Student Minds](#)
- [Parents and carers](#) – National Autistic Society information about exams
- [Ofqual: Coping with exam pressure – a guide for students](#)

Events

While we're reviewing the best ways to deliver our service to families (and supporting our newest team members), we continue to have a limited offer of live training sessions:

[View our summer sessions flyer](#) (opens PDF flyer).

1. Understanding Children and Young People's Behaviour as a Communication Need



Booking is open for a relaxed online session for **parents and carers**, hosted by SENDIASS, exploring how to support the communication skills of children and young people, through our own responses, to better understand their behaviour.

The presentation will be delivered by specialist teachers from the [Speech, Language and Communication Service](#) which lies within Suffolk's [Communication and Interaction service](#).

1st June 2026

10am – 11:30am

[Click here to register](#)

Drop-in events

1. 21 Young Hearts community cafe



Next week we'll be at 21 Young Hearts community café to speak to young people and young adults with additional needs and their parents and carers. Drop in and chat to us over a cuppa.

Date: **19th May 9:30 – 11:30am.**

Location: 20 The Square, Martlesham Heath, Martlesham, Ipswich IP5 3SL.

21 Young Hearts (21YH) is a newly formed Community Interest Company based in Suffolk. Their mission is to encourage, empower, and support young people with disabilities into the workforce by providing meaningful employment and volunteering opportunities.

Volunteers and trainees participate in a structured training programme, linked to apprenticeship pathways. Find out more here:

<https://21younghearts.co.uk/about-us>

2. Arc SEN Family Support CIC



Arc SEN Family Support is a Community Interest Company, and they run weekly SEN coffee mornings in Mildenhall, Bury St Edmunds and Sudbury, with the aim of bringing parents together to help with isolation while also offering support and advice.

The Mildenhall coffee mornings are held every Wednesday at the Jubilee Centre between 10am and 12pm.

We'll be joining this Mildenhall group on 3rd June to speak to parents.

The Bury St Edmunds coffee mornings are held at the Bay Tree Cafe on St. John's street from between 10am and 12pm.

And the Sudbury coffee mornings are held every Monday at the Salvation Army Hall on Station Road between 10.30am -12.30pm.

Email: jellybean33@outlook.com

Find them on Facebook: [The Arc SEN family support CIC | Facebook](#)