

# BeeU Neuro Developmental Service frequently asked questions

## Referral queries

### **Who can refer my child for an ND/ASD/ADHD assessment?**

Making a referral – children, young people and their families can speak to their GP, school or other health/education professional to request a referral into BeeU.

### **When does the clock start ticking from when the referral is received into the service?**

The referral clock starts from the point at which the referral is received.

There are occasions where we request more information.

Once a referral is accepted BeeU will contact the referrer if further evidence and information is required. Or contact the education provider in the case where referrals have come from a GP.

The time required to gather the information does not effect the referral start date. However, the referral is suspended on our system until this information is received.

### **Where can I find out more about BeeU's ASD Healios Assessment offer?**

This offer is only available to identified children already waiting for an autism assessment. BeeU or Healios may have already contacted you about this. For further information please contact BEEU. The administrators will be able to direct the call to the appropriate Team/ staff. The BEEU number is 0300 124 0093. The caller would then need select option 2 when prompted.

### **I am new to the area and my child was waiting to be seen by a different service out of area, what should happen?**

BeeU would like to view the evidence from the service where your child was waiting to be seen which should be provided by the original service they were referred to.

BeeU consider the referral and will place your child on the waiting list at the equivalent wait of time.

## Assessment

### **Can I find out how long the wait is for assessment and how much longer we have to wait?**

The waiting list is currently around 24 months from the point of the referral being accepted (as of June 2025). If there are any changes to your child's needs, please contact BeeU.

### **Can my child be referred for BeeU for neurodevelopmental (ND, ASD, ADHD) assessment if they are electively home educated (EHE)?**

Yes, your child can be referred to BeeU. It would be helpful for BeeU to know if others are supporting your child, for example, a club your child attends such as a scout group, education clubs, or youth club etc.

### **If my child is referred for an assessment, how frequently will we receive updates from BeeU?**

If your child was referred today, you would later receive an update letter to confirm if the referral had been accepted or declined (included with the letter will be [signposting](#) advice). A check in call from BeeU is now offered at around 6-12 months for those on the waiting list. Parents and carers would also be updated to any changes of process.

Professionals, parents and carers are welcome to update BeeU with further information at any time such as, changes in the child's presentation, changes in the education setting and any concerns.

### **What do I need to do if my child's needs change whilst waiting for an assessment or support?**

As above. – Please contact BeeU Duty Team for on 0300 124 0093 (option 2) and ask to speak to BeeU ND Team for concern you feel are related to neurodevelopmental concerns.

## Support whilst waiting

### **Where can I go for help for my child's emotional or mental health whilst they are waiting for an appointment to explore ADHD or ASD?**

If you or your child's school feel that they are struggling with their emotional mental health, there are a few ways to access support, including:

- Speaking to your child's school or SENCO.
- [Kooth](#), is a web based confidential support service providing a safe and secure means of accessing mental health and wellbeing support designed specifically for young people. It offers young people the opportunity to have a text-based conversation with a qualified counsellor.
- Contacting your child's [School Nursing Service](#).
- Your family GP might be able to offer advice and signposting.
- The [BeeU Emotional Health and Wellbeing Service](#).
- The Mental Health Support Teams working across Shropshire, Telford and Wrekin. The team deliver evidence-based interventions for mild-to-moderate mental health difficulties and work closely with schools and colleges. For more information, please e-mail either the Shropshire Team ([shropshiremhst@mpft.nhs.uk](mailto:shropshiremhst@mpft.nhs.uk)) or the Telford and Wrekin Team ([telfordmhst@mpft.nhs.uk](mailto:telfordmhst@mpft.nhs.uk))
- [Shropshire Universal Autism Support Service - Kids](#) a 0-19 service which offers a range of support, such as one-to-one advice, coffee mornings and workshops.
- [Telford Autism Hub](#) which offers advice, information and signposting, workshops (for children and adults)

For more information please visit [support available while waiting for your appointment](#). This includes family support services.



### **What support is available for my child with anxiety?**

As above, all of the services mentioned previously can be accessed for further advice and support related to anxiety. If your child appears to show signs of Emotionally Based School Avoidance, please speak to your child's school and GP in the first instance.

Other information can be found using the following links:

[Anxiety in children - NHS](#)

### **What support is available for my child whilst on the ND waiting list?**

While waiting for assessment, your GP or the professional who made the referral should offer as much support as possible during this time. Depending on the needs of your child, other support could be sought from your child's Special Educational Needs Co-ordinator (SENCO), KIDS (Shropshire), The Autism Hub (Telford), Autism West Midlands, Mental Health Support Team, Early Help, Kooth, School Nursing Service, Social Prescribers or other voluntary sector organisations.

For more information please visit [support available while waiting for your appointment](#). This includes family support services.



## Reasonable adjustments and training

### **Is BeeU support tailored to meet the needs of children and young people with neurodiversity?**

Yes, BeeU offers a neurodevelopmental diagnostic service with professionals who are trained in the principles of working with neurodiverse children and young people. This includes staff in the core service and Mental Health Support Teams. Training is provided to BeeU staff inhouse.

### **Can I request that the same or similar venue is used for each appointment to help my neurodiverse child?**

Parents can request this, and staff will endeavour to offer reasonable adjustments as required.

### **Is there specific support or training for parents and carers around ASD/ ADHD?**

BeeU are currently exploring ways to offer further support and training for parent and carers and liaising with Parent Carer Forums regarding this.

The following organisations provide workshops and webinars which might be helpful:

[Workshops Archive - Kids](#)

[Shropshire universal autism support service](#)

[Workshops & Webinars | Telford Autism Hub](#)

## Transition queries

### **What happens if a young person is receiving support for ADHD and then turns 18 years old?**

BeeU would offer a review and would refer to the adult pathway and then the adult service would offer a transition appointment, this may be a one-hour assessment. The focus is very much on the young person, helping them enter and use the service as an adult and supporting them to do that.

**What happens if a young person is still waiting to be seen for assessment for ASD when they have their 18<sup>th</sup> birthday?**

BeeU would try and prioritise young people before they turn 18 years old. If a young person is still waiting at 18, then they would still be seen by BeeU for their assessment.

**What is the process for managing medication and shared care?**

For children with ADHD, reviews are carried out and when the medication has been stable for six months or one-year, shared care with the GP will be considered.

**What are the support options for young adults aged 18-25 with mental health difficulties?**

There is a range of [support for a mental health concern which can be found here, | Shropshire Council](#) or via [Telford & Wrekin Council | Mental Health Services](#)

The Midlands Partnership University NHS Foundation Trust (MPUFT) provides a range of mental health services for adults across Staffordshire and Shropshire, Telford and Wrekin. [Mental Health Community Services : Midlands Partnership University NHS Foundation Trust](#)