

Dear parents and carers

We would like to thank every parent and carer who has taken the time to provide feedback on SEND services in Essex to the Essex Family Forum since early 2022. You may have completed the second Annual Family Impact Survey in February 2022, shared your experiences via the virtual Graffiti Wall or shared your views with the Family Champions and Family Champion Leads at support group coffee mornings.

The feedback you have provided has been shared widely across Education, Health and Social Care. We have taken time to read and digest your experiences and have discussed at length the themes and challenges highlighted throughout the year.

Together, we have compiled the attached report as a response to the key recurring themes so that we can keep you informed of the work that is ongoing. We have called our response 'You Said, We are Doing' as we know the improvements we are making will take time to be felt consistently by all families, and want to acknowledge that some parents and carers are not seeing a difference yet.

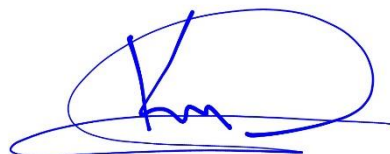
We are committed to improving the outcomes and experiences of children and young people with SEND and their families and we will continue to use parent and carer feedback to ensure service improvements are based on the lived experiences and impact of changes on the lives of children and young people with SEND.

We are establishing an improved process for reviewing and responding to the parent and carer feedback received via Essex Family Forum. 'You Said, We are Doing' communications to parents and carers in response to that feedback will be made more regularly during 2023 and beyond.

If you haven't already done so, please do complete Essex Family Forum's [Family Impact Survey for 2023](#)



Clare Kershaw  
Chair of Essex SEND Partnership Board



Kevin Gay  
Chair of Essex Family Forum

February 2023