



Weekly Snapshot from EFF

Week ending- 16/11/25

Essex Family Forum receives many comments through our online Graffiti Wall, at events and through our Family Champions. Although we are not able to address all of these through this snapshot, please be assured that all feedback is raised with services and issues that are shared repeatedly are being highlighted.

You said:	We did:
Poor communication – Families have shared that discharge/refusal letters being received through My Care Bridge, lack information on why they have been refused, next steps and support for parents.	In a meeting with the My Care Bridge team we raised this and they have agreed to involve us in the process of improving their communication with parents/carers. We will be suggesting what support could be offered and information that should be included in these letters.
Advocacy support - Parents in Mid Essex have recently reported a lack of advocacy support in the area – specifically to support families at meetings with schools or other education settings. When a relationship with the setting is breaking down, often families benefit from a third party attending meetings with them.	We raised this at the recent Mid Essex quadrant meeting. SENDIASS do offer advocacy support but they have a high demand and aren't always able to provide support on a short notification basis. Families in Focus do also offer advocacy support but due to great demand, they are having to prioritise by need. They are looking at training volunteers via an accredited programme to help with the need for support.
Support/information re behaviour/meltdowns - A common theme being raised by parents/carers has been around seeking support regarding behaviour/meltdowns.	A number of support groups across Essex provide workshops/information regarding supporting children and young people with regards to behaviour and meltdowns. Extra support for families in NEE offer workshops on 'Emotional Regulation' and 'Coping with Defiant Behaviour' (Autumn 25 Programme Extra Support for Families) Information on support groups available in your specific quadrant/area of Essex can be found via our services directory (Services Directory Essex Family Forum) and also via the Essex Local Offer (Essex County Council: Special Educational Needs and Disabilities (SEND) Essex Local Offer)



**Speech and Language Therapy (S<)
Advice Line (North East Essex) now open.**

The 'Children's Speech and Language Therapy School Age Advice Line Open in North East Essex' (NEE). If your child has a NEE GP and is not currently known to the S< team/service, the new advice line can be contacted. Call 01206 742 488 every Tuesday from 2pm until 3:30pm.

The advice line is open to parents & carers, school staff members or health professionals and you can speak directly with a Speech and Language Therapist for practical guidance and support.

In other news.....

- Claire & Kate attended the SET Children's Therapies Transformation Programme on Tuesday. We heard updates from each quadrant on how the Balanced System is being delivered into schools, ensuring that there is a Link Therapist for each school, covering Speech & Language, Physiotherapy and Occupational Therapy needs.
- Claire & Ruth attended the Mid Essex SEND Joint Working Group on Wednesday. This is our opportunity to feedback some of the views and experiences we hear from families to representatives from Education, Health and Social Care in Mid Essex.
- Carly and Ange met with Hannah from the Children's Occupational Therapy (OT) team in South Essex. Hannah shared information about some of the services they are currently offering. These include preschool drop-in clinics, face-to-face appointments, and drop-in sessions for school SENCOs to offer support and advice for school settings. Some sessions have been well attended, but generally, uptake is low despite there being a demand for their services. We discussed how these sessions are promoted and shared with families/schools and offered ideas to improve communication to ensure that families know what's available regarding occupational therapy. We also raised that some parents/carers may not know the scope of what an OT can offer support with and that some education on this may be beneficial for families.
- We are delighted to welcome Pippa Marra to our team of Family Champions. She already meets with, and supports many SEND families through the work she does with her family, helping to run accessible sports and fitness clubs throughout Essex. She is already capturing their experiences and feeding them back, which is fantastic!



- Stacey attended the Zafferano Lounge in Saffron Walden this week with Kinder Essex, Essex Carers network, and West Essex Inclusion project. Celebrating world kindness day. This was a special treat for parents/carers who received a free lunch and refreshments provided by the Zafferano Lounge and a relaxing wellbeing spa experience from Tracey at Templespa. Parents/carers were shown some tips on how to relax and enjoyed hearing what support is available.
- Ruth attended the Home Start parent group this week to meet the second group of parents. It was a great session with so many activities for the children. The team were so engaged with the families and the feedback on the group was so positive. A well-attended group.
- Family Champion Leanne attended the Maze Coffee Morning in Clacton this week and gathered feedback from parents and carers for our graffiti wall.
- Ruth had the pleasure of attending “Brighter Futures Essex” event in Chelmsford this week hosted by Danielle. A great morning of Q&A opportunities with the LA. A positive example of collaboration between parents and services. SENDIASS also attended to offer advice to families throughout the morning. Essex Family Forum handed out information packs to all attendees and took some feedback away from the event. Debbie our Family Champion was a fantastic hands on help at the event.

Please note: The Graffiti Wall and Snapshot is designed to give anonymised feedback and cannot be used to answer individual queries.

All EFF staff are part time and work on a flexible basis. If there are weeks when a quadrant does not appear represented in this snapshot, we are still working hard. Please bear this in mind.